

District Nursing Service

Patient and Carer Information

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District Nursing Service

District nurses provide a 24 hour nursing service over 365 days a year. They provide nursing care and treatments to patients in their own homes and to those in residential homes.

District nurses provide care to patients who have a short term nursing need, require nursing care following a hospital discharge, have a long term condition or an end of life illness.

There are separate Treatment Room Services in the community for patients who can leave their home and for whom it is clinically appropriate to do so.

What will the district nurse do?

Your district nurse will help you to live as independently as possible by providing nursing care, advice and support. Where possible, your district nurse will teach you to manage your condition independently.

Following a referral your district nurse will undertake an assessment to discuss your needs and agree a care plan with you.

Areas of nursing care include:

- End of life care
- Wound care
- Healthy lifestyle advice
- Non-oral medication

How can I identify Wrightington, Wigan and Leigh staff?

All Wrightington, Wigan and Leigh staff carry a photo identity card which should be visible at all times. Staff will be wearing a uniform and they will introduce themselves so you know who they are.

What can I expect?

If a home visit is required we will agree the frequency and time with you.

- To be treated as an individual with dignity and respect.
- To be involved in developing your own care plan with a named nurse who will coordinate your care.
- Your named nurse may not be available at every visit but they will oversee your on-going care and will be your first point of contact if you have a query.
- We will let you know if your district nurse is delayed and make alternative arrangements with you.

How can I help?

Actively take part in decisions regarding your care and treatment.

- Treat our staff with respect and courtesy and tell a member of staff when we do something well or when we need to improve.
- Please only request a home visit, if you are unable to leave your home.

Contact Information

Ashton

Hindley District Nurses 01942 482311

Leigh

Leigh District Nurses 01942 481878

Atherton District Nurses 01942 481007

Wigan

Pemberton District Nurses 01942 482100/481967

Chandler House District Nurses 01942 481477

District Nurses can be contacted on the numbers above between the working hours of 8.30am until 5pm.

Outside of these hours please contact:

District Nursing Out of Hours Service on telephone 01942 481155.

Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends and carers.

Contact Us

Tel: 01942 822376 (Monday to Friday 9am to 4pm)

The Patient Relations/PALS Manager
Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust
Royal Albert Edward Infirmary
Wigan Lane
Wigan WN1 2NN

Ask 3 Questions

Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

1. What are my options?
2. What are the pros and cons of each option for me?
3. How do I get support to help me make a decision that is right for me?



How We Use Your Information

For details on how we collect, use and store the information we hold about you, please take a look at our “how we use your information” leaflet which can be found on the Trust website: <https://www.wwl.nhs.uk>

This leaflet is also available in audio, large print, Braille and other languages upon request. For more information please ask in the department/ward.

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Call 111 first when it's less urgent than 999.



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