

## Other Professionals Names & Numbers

**Suffolk County Council Adult Community Services (Social Care)**  
**Tel No: 0808 800 4005**

### Suffolk Carers Helpline

Provide information about a range of services for carers  
**Tel No: 01473 835 400**

**Norfolk Social Services**  
**Tel No: 01493 448 500**

**Norfolk Emergency Duty Team** (8.45am – 5.30pm), after these hours press option 1 for Swifts.

**Tel No: 03448 008 020**

This service is **not** available for patients in Suffolk

### Age UK

Provides a home visiting service to advise and help with benefit claims  
**Tel No: 0800 169 6565**

### Suffolk Care Line

Provide assistance and support to older, disabled and vulnerable persons requiring assistance and support to remain in their own homes  
**Tel No: 0845 60 07724**

### Carers Matter Norfolk Advice Line

Provides information, advice and guidance. Access to a range of services for carers  
**Tel No: 0800 083 1148**

## Patient Liaison, Compliments and Complaints

The Patient Advice and Liaison Service (PALS) can listen to your issues, concerns, compliments or suggestions, resolve problems where possible and feed back to services to aid service development.

To make a complaint or to compliment an East Coast Community Healthcare (ECCH) service please contact the Patient Liaison Officer on 01502 445 447. You can also write to the team either by post or email using the details below.

**By phone:** 01502 445 447

**In writing:** Patient Liaison Team  
East Coast Community Healthcare  
Hamilton House  
Battery Green Road  
Lowestoft, Suffolk  
NR32 1DE

**By Email:** [patientliaison@ecchcic.nhs.uk](mailto:patientliaison@ecchcic.nhs.uk)

### Website:

<https://www.ecch.org/your-voice/how-to-leave-us-feedback/>

If you would like this leaflet in large print, audio cassette, Braille or in a different language please contact your health care professional and they will do their best to help.



## Primary Care Home Team

01493 80 99 77



## Information for Patients and Carers

## What is the Primary Care Home Team?

East Coast Community Healthcare's Primary Care Home Team works with people to enable each individual to maintain their independence and achieve self-care and live well at home. Some people will need to attend a clinic for their care/treatment.

The service may also support people for a short time on discharge from hospital.

A member of the Primary Care Home Team will visit you on request by your doctor, the hospital or other health care professional and complete an assessment of your health and social care needs.

They will discuss and agree a plan of care with you, and how often you need a visit. This may also include care support, equipment, medication management, mobility practice and exercises, meal preparation, general health advice and support. We will liaise with your own doctor when needed.

## Who is the service for?

The Primary Care Home Team Service is for adults (aged 18 years plus) who are registered with GP surgeries that are now working together as Primary Care Networks in:

- ❖ **Great Yarmouth and Northern Villages**
- ❖ **Gorleston**
- ❖ **Lowestoft**
- ❖ **South Waveney**

## Who is in the team?

The Primary Care Home Team has healthcare workers and social services staff working together to meet the health needs of each person. Based on your particular needs, you may be seen by a registered nurse, paramedic, community matron, assistant practitioners, occupational therapist, physiotherapist, district nurse, pharmacy technician or social worker. Your care and support may also be delivered by healthcare assistants, phlebotomists and rehabilitation support workers.

## What do I need to know?

It is very important that you are involved in your care. You will always be given information and asked for your consent before examination or a procedure. If you would like someone with you at any visit or need a chaperone please do not hesitate to let staff know.

## What happens next?

Following initial assessment and care your progress will be reviewed. The level of support you require will change as you recover. If you no longer need the support from the Primary Care Home Team the service will be stopped. If you require on-going services, these will be discussed with you and arranged as necessary.

There is no charge for care from the Primary Care Home Team. Any services you receive from Social Care that either you pay for or that are paid for by Social Care will not be affected or changed.

## Providing a safe working environment

We accept that we are visitors in your home. However, during our visit, would you please make sure all pets are secured in another room and that you refrain from smoking.

## Recognising the Team

The Team will be in uniform and will carry an identification badge. You can request to see this at any time.

## Training and Education

The Team supports training experiences for student nurses and other professionals. Your co-operation is appreciated. If you do not wish to participate in student training, please let the team know and your wishes will be respected.

## Information sharing

Your health care information will be shared with all healthcare professionals that are involved in your care. If you do not wish this to be shared with certain services, please let our staff know. You should be aware that this could impact the level of care you receive.