

## CONTACT INFORMATION

### Lowestoft

Tel: 01502 535122

Fax: 01502 532186

### Great Yarmouth

Tel: 01493 806260

Fax: 01493 334119

E-mail: [ECCH.virtualward@nhs.net](mailto:ECCH.virtualward@nhs.net)

### East Coast Community Access

01493 809977

### WORKING HOURS

08.30 -16.30

Monday to Friday

### Patient Liaison, Complaints and Compliments

**Telephone** 01502 718666

Geraldine Adams, Patient Liaison  
Manager  
East Coast Community Healthcare  
Beccles House  
1 Common Lane North  
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Suffolk NR34 9BN

**By Email** [ECCH.patientliaison@nhs.net](mailto:ECCH.patientliaison@nhs.net)

If you would like this leaflet in large print, audio cassette, Braille or in a different language please contact Andrea Dawson on 01502 718600



Jei šios publikacijos kopija noretumete gauti savo kalba prašome susisiekti su Andrea Dawson telefono numeriu: 01502 718600.

Jezeli chcieliby Panstwo otrzymac niniejsza publikacje w tlumaczeniu na jezyk polski, prosimy o kontakt z Andrea Dawson pod numerem telefonu: 01502 718600.

Pokud byste chteli kopi této publikace ve Vašem jazyce, prosím kontaktujte Andrea Dawson ovou na telefonním čísle 01502 718600.

Bu yayinin kendi dilinizde bir nüshasini isterseniz, lütfen 01502 718600 nolu telefondan Andrea Dawson ile temasa geçiniz .

Se pretender uma cópia desta publicação no seu idioma, por favor contacte Andrea Dawson no número 01502 718600



## Think..... COMMUNITY MATRON



## Community Matrons

**Being treated with dignity and respect  
is the right of every patient**

Produced by East Coast Community Healthcare CIC

A Community Matron is a highly experienced senior nurse who can work closely with both yourself and your Doctor to plan and organise your care.

As well as providing your nursing care, they will act as your 'Case Manager' - the single point of contact for care, support and advice.

If you have two or more long term conditions, you will know how complicated it can be finding the right person to help you when you need care, support or advice.

It may be you have a health problem, need medication advice or perhaps an adaptation to your home. Sometimes knowing who does what is confusing and can put you off seeking the help you need.

However, all that is changing. Now people with serious long term condition or a complex range of conditions are being offered the chance of support from a Community Matron.

Above all, your Community Matron is someone who is there for you and will make sure your views are heard, so you can feel in control when decisions are being taken about your health, your well-being and your life.

## **WHY DO I NEED A COMMUNITY MATRON?**

Often people with long term conditions find themselves admitted as emergency cases to Hospital because their symptoms have suddenly got out of hand.

A Community Matron can help you manage such emergencies happening in the first place by spotting difficulties as they arise and making sure you have the right care and medication to deal with them.

## **HOW DO I GET A COMMUNITY MATRON?**

Speak to your GP or Health Care Professional who will then refer you to the service.

## **HOW OFTEN WILL I SEE MY COMMUNITY MATRON?**

This will be for you and your Community Matron to agree but we will stay in touch regularly.

## **CONFIDENTIALITY**

Although the information obtained from your assessment will remain confidential within the service, there may be times we have to share information with other professional i.e. District Nurses, Social Services, or your GP. Permission will always be asked prior to any discussions taking place.

## **EQUAL OPPORTUNITIES**

We are committed to providing a service which is equally accessible to everyone meeting our referral criteria. This is regardless of age, disability, gender, ethnic origin, sexual orientation, religion, social class or financial status.

## **OUTCOMES**

Patient feedback has shown that patients under the care of a Community Matron have needed less hospital admissions and GP visits.