



CSH
Surrey



Community Nursing Team Patient Guide



Help improve care for
the next patient

Single point of access 8.00am – 6.00pm

0330 7260333

Csh.SPArefererrals@nhs.net

About the team

We're a team of health care professionals, including district nurses and community nurses.

We support patients and their families/carers to help them manage their conditions and health care needs independently. We also work closely with GPs and other community health services to prevent hospital admission and facilitate early discharge from hospital back to home.

Who is the service for?

The home visiting service is available for 'house' bound patients.

A patient is house bound if they cannot leave their home at all or if they require significant assistance to leave the house. This may be due to illness frailty, surgery, mental ill health or because they are nearing the end of life.

The service also offers some clinic based services for patients who want to be seen in a community setting but are able to travel to their local health centre.

A patient is not house bound if they are able to leave their home environment with minimal assistance and can attend their GP practise to see their GP or clinic to receive their health care. This includes: the ability to use a wheelchair with no or minimal support, or the ability to use a taxi or community transport such as Bustler.

Hours of operation

The nature of our work means we must prioritise patients who are very unwell. This means we cannot guarantee appointment times. This also means that sometimes the service has to make last minute changes.

Core day hours: 9.00am – 5.00pm

Our of hours district nursing Service: 6.30pm - 7.00am



What you can expect from us

- With your consent, we will assess you and work with you to agree a plan of care.
- We will also ask your consent to share information from and with your GP, specialist nurse or others who support your health and social needs. All your confidential information will be kept securely and only essential information will be shared.
- We will support you to learn more about your condition and help you develop the knowledge and skills to manage your care independently.
- We will discharge you from the service once your planned treatment is complete and it is more appropriate for you to access other services such as you GP practise nurse.

What we ask of you:

Hand hygiene

Please have liquid soap and paper towels (for example kitchen roll) ready for our visit. This means we can wash our hands thoroughly and help prevent the spread of infection.

Visits

Please let us know if there are any changes which may affect your planned visits, for example hospital appointments.

We have zero tolerance towards violence and aggression. Any physical verbal or psychological abuse towards our staff including our administrators will result in the withdrawal of our service. We ask patients and others in the home not to smoke during the nurses visits and that any pets are secured away from the area of care before the nurse arrives.

Your Experiences

CSH is committed to continually improving service through listening and responding to feedback. To share your experiences, please:

- Call: 01483 948967
- Email: csh.patientexperience@nhs.net
- Rate us one line: www.iwantgreatcare.org/trusts/csh-surrey



You can also scan the above QR code on your smartphone

Or write to the Chief Executive at
CSH Surrey, Block A 4th Floor, Dukes Court, Duke Street, Woking GU21 5BH

Large print, audio format or another language

Please call the single point of access to arrange this:

- 0330 7260333
- or email Csh.SPArefferrals@nhs.net

Contacts

For direct contact (or out of hours) with your team call:

CSH Surrey providing NHS community nursing and therapy services in the homes, schools, clinics and hospitals in Surrey since 2006