



District Nursing Service

District Nursing Service:
information for patients,
relatives and carers attending
ambulatory clinics

What is the District Nursing Service?

The District Nursing Service is a team of clinicians based in the community made up of District Nurses, Community Staff Nurses, Assistant Practitioners, Nursing Associates, Health Care Assistants and students. The teams are supported by senior nurses known as District Nursing Leads and Matrons for Community Nursing, as well as Operational Managers.

Agency nurses who work with the teams wear various coloured uniforms.

Matron for community nursing



Assistant practitioner or Nursing associate



District Nursing Leads – District Nursing Locality Lead or Advanced District Nurse Specialist



Health care assistant



District Nursing Team leader



Student nurse



Community staff nurse



Nursing associate trainee



All our staff carry photo ID - always ask to see it.

Why are you attending an ambulatory clinic led by a District Nurse?

The District Nursing Service is predominantly a service for housebound people who are unable to access their care needs outside of the home. However, there are some patients who can get out of their homes for appointments, but require the expertise offered only by the District Nursing Service in the community. To this end, ambulatory clinics have been set up by District Nurses to meet the needs of this group of patients

District Nurse led Ambulatory Clinics are:

To provide a service not otherwise available in the community and to prevent the need for attendance at hospital

To work with patients to support the management of their conditions and illnesses, for example peripherally inserted central catheters (PICC line) care, intravenous (IV) therapy and urinary catheter changes

To work with patients to be as independent as possible, through education and teaching.

Although you are attending an ambulatory clinic led by District Nurses it is expected that you will access your GP surgery for all other nursing care needs.

What can I expect?

The District Nursing Team will work with you to assess and understand what your needs are, and then work with you to agree a plan. Part of this plan may involve education, teaching and advice to support you to manage your care independently wherever possible.

Once your plan of care is agreed it will be recorded for all health care professionals involved in your care to access. This is a legal record of the care you have received. On discharge from the District Nursing Service, please return any written notes to the District Nursing Team.

The District Nursing Team will discuss your discharge plan with you. This may include transfer to an alternative service more appropriate to meet any ongoing care needs.

We support the training of students and there may be times when the District Nursing Team member is accompanied by a student. The District Nursing Team will discuss with you if you are happy to have students visiting you.

Attending an Ambulatory Clinic

The District Nursing Team will arrange an appointment for you to attend an ambulatory clinic to receive your care.

The District Nursing service is in great demand and has to respond to the highest priority of need on a daily basis. This sometimes means that your agreed appointment will be changed. We will endeavour to inform you of this where possible, and will rearrange as soon as we can.

If you are unable to keep your appointment or no longer need it please contact the single point of access (SPA) who will inform us.

Contact the District Nursing Service through the Single Point of Access (SPA) on **01865 903750**.

Outside these hours please contact 111

Complaints, concerns and compliments

The District Nursing Service wants to hear your feedback on our service. We'd be grateful if you could complete a patient feedback form (I Want Great Care) when requested.

If you have concerns, please raise them with the District Nursing Team at the earliest opportunity and we can discuss and agree how to resolve these with you promptly.

Or if you would prefer, contact the Patient Advice and Liaison Service (PALS) on Freephone **0800 328 7971**.

DAISY Awards

If you have a compliment about one of the nurses or received outstanding care, you can nominate them for a DAISY award. The DAISY Award is an international recognition programme that honours and celebrates the skilful and compassionate care provided by nurses and midwives each day. To read more visit **www.oxfordhealth.nhs.uk/daisy**

For paper copies of information and nomination forms, please phone **01865 903484**

Or email **DAISYAwards@oxfordhealth.nhs.uk**



To nominate your nurse
scan the QR code or visit

www.oxfordhealth.nhs.uk/daisy



Oxford Health NHS Foundation Trust operates a zero tolerance policy to protect staff from verbal and physical aggression.



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**NO EXCUSE
FOR ABUSE**

I'M JOHNSON
I am a healthcare professional. I treat everyone with dignity and respect and expect the same in return

Please be kind & respect our staff

-  Staff have the right to be treated with courtesy and respect
-  We take a **Zero Tolerance** approach to any harassment or abuse to staff
-  Staff may call for assistance if they are abused & offenders may be asked to leave

Working together to deliver the best for our communities, our people & the environment

| Caring | Safe | Excellent |

MISSION
VISION
VALUES

Outstanding care by an outstanding team

If you would like to have information translated into a different language, please contact the Equality and Diversity Team at: EqualityandInclusion@oxfordhealth.nhs.uk

Arabic يُرجى الاتصال بنا إذا كنتم ترغبون في الحصول على المعلومات بلغة أخرى أو بتنسيق مختلف.

Bengali আপনি এই তথ্য অন্য ভাষায় বা আলাদা আকারে পেতে চাইলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।
Urdu اگر آپ یہ معلومات دیگر زبان یا مختلف فارمیٹ میں چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کریں۔

Chinese 若要以其他語言或格式提供這些資訊，請與我們聯繫

Polish Aby uzyskać informacje w innym języku lub w innym formacie, skontaktuj się z nami.

Portuguese Queira contactar-nos se pretender as informações noutro idioma ou num formato diferente.

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