

## Transfer of Care/ Discharge from the Service:

Your care will be transferred back to your general practice team when you have been assessed as no longer requiring the service. You will be informed of your final visit date. Your own Doctor will be notified of the care you have received from this service and of your discharge.

## Cancellation of District Nurse Visits:

Please notify your District Nurse as soon as possible if you need to cancel a visit. In circumstances where clinic appointment is not attended or a visit is made and you are not at home, a calling card will be left in your letterbox. ***The nurse will attempt to contact you twice more; if this is unsuccessful unfortunately we will have to discontinue our service. Both you and your GP will be notified.***

## ACTION PLAN

FOR ALL URGENT/ LIFE THREATENING  
EMERGENCIES  
e.g. chest pain

**PHONE 111**

FOR ALL MEDICAL RELATED  
ISSUES/CONDITIONS  
**PLEASE SPEAK TO YOUR DOCTOR**  
e.g. prescription

CONTACT THE DISTRICT NURSES REGARDING  
THE FOLLOWING

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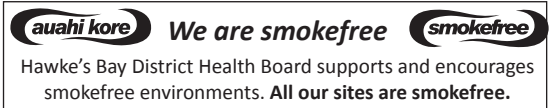
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# District Nursing Service



For further information  
please contact 06 878 8109



# DISTRICT NURSING SERVICE

## Hours

Monday - Friday 8.30am - 4.00pm

## Essential Services Only

Monday - Friday 4.30pm - 8.30pm

Weekends / Public Holidays 8.30am - 8.30pm

## Contact Details

Telephone: (06) 878 8109

0800 673 845

Extn: 2135

You will be connected to an answer phone. Please leave your name, phone number and a brief message. The nurse will contact you as soon as possible.

## Welcome to our service.

This pamphlet aims to help you understand what the service can provide. If you are unsure about anything please ask any of our staff – they are there to help.

Ko tenei ta matou panui atu kia Koutou, ki te whakamohio atu ke te hoatu i nga tikanga e pa ana kia matou. Mehemea he awangawang ohau kei konei a matou kaimahi ke te lorero atu, ki te awhi atu ia koe, no reira patai mai.

Talofa lava,  
Ua saunia lenei tusi mo lou silafia o tulaga fa'atuautua a lenei matagluega. A fai e iai se mea ete fi malamalama ai fa'amolemole fesili ma talanoa i tama'ita' i tausi ma'i – e maua ai lou fesoasoani.

If required, we have an interpreter service available, this can be arranged through your District Nurse.

## District Nursing

Provides professional nursing services to patients who live within Hawke's Bay. Access to this service is by referral from a health professional eg. your doctor or a staff member from the hospital

Nursing care is provided by a team of District Nurses who offer assessment, clinical treatment, support and education for patients and their families.

From time to time student nurses are assigned to work with nurses in the community.

## How the service is provided.

District Nursing care is provided in either a clinic setting, your workplace, at school or home.

### Your appointments will be at:

**Clinic / Home / School / Workplace**

**(Nurse to circle)**

You will be appointed to a primary nursing team. Your primary nurses will change 6 monthly.

By completing a nursing assessment the nurse will identify your health needs and the goals you wish to achieve. You will be asked questions about your health and how you manage on a day-to-day basis.

A 'plan of care' will be developed with you outlining your treatment, any support services that you may need and who is responsible for the provision of them.

If a need for involvement of other health professionals is identified e.g. Clinical Nurse Specialists, Nurse Practitioners, Physiotherapists, Occupational Therapists, Social Workers or Dieticians, the nurse will discuss this with you before referrals are made.

We also work in co-operation with your own Doctor, Specialist clinics, Cranford Hospice and other agencies involved in your care.

## Time of visit/appointment

Generally care is delivered between the hours of 8:30am to 4pm. The time of your visit/ appointment will depend on what your need is, in conjunction with the requirements of other patients. As we cannot offer set appointment times for home visits. You will be allocated a 'time window' of:

Early AM	0830 - 1030
Late AM	1030 - 1230
Early PM	1230 - 2pm

## Your Allocated Time Window is:

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Evenings, weekends and public holidays are covered for essential services only by a small team of nurses.

## Home Visits:

If the Nurse is visiting you at home, it is your responsibility to ensure safe access to the property and that **all dogs** are tied up/locked away during the 'time window' period the nurse is due to visit.

If your visit is planned for the evening, please ensure the outside light is turned on. We require a smoke free atmosphere when visiting.

## Clinic Visits:

Clinics are available in Napier or Hastings and arranged by appointment. Patients who are active, working or attending school are eligible for a clinic appointment.