

# Tell us what you think

Contact your local community healthcare team manager on the number overleaf or call 0117 900 2540 to request a 'How are we doing?' leaflet.

You can also feedback online:  
[bit.ly/tellustodayCN](https://bit.ly/tellustodayCN)

Find out more about the services we provide on our website:  
[briscomhealth.org.uk](https://briscomhealth.org.uk)



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## Community Nursing Healthcare Team

### Your local team



Monday-Friday  
8:00-17:00



Out of hours  
Weekday evenings (17:00-8:00),  
weekends and bank holidays

### Is this leaflet hard to read?

Please email [briscomhealth.comms@nhs.net](mailto:briscomhealth.comms@nhs.net) or call 0117 900 2198 to ask for it in another format or language.



## About the team

We're a team of healthcare professionals, including district nurses, community nurses, healthcare assistants, assistant practitioners, and advanced practitioners.

We provide short-term interventions or episodes of care for those with a nursing need. We work closely with GPs and other community health services to prevent admissions to hospital and care homes.

We also work with patients, and their families and carers, to equip them with the skills and knowledge to manage their conditions independently at home.

## Who we work with

**The service is available to housebound patients aged 18 and over who are registered with a GP surgery in Bristol.**

This includes patients who live at home, in supported housing or in a residential home. Patients who live in nursing homes are not eligible for this service because their nursing care is already provided.

## Visiting times

The nature of our work means we must prioritise patients who are very unwell. While we will do our best to see you at your preferred time each week (between 8:00-17:00), please be aware that this may not always be possible. Thank you for your understanding.

## 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 support you to learn more about your condition and help you to develop the knowledge and skills to manage your care independently
- We will discharge you from the service once your planned treatment is completed, or if it is more appropriate for you to access other services instead – for example, your GP or practice nurses

## What we ask of you

### Hand hygiene

Please have 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.

### Prescriptions

Please take responsibility for ordering your own prescriptions.

*We have zero tolerance towards violence and aggression. Any physical, verbal or psychological abuse towards our staff will result in the withdrawal of our service.*