

Have your say - contact us

Tel: 01493 809977

Email: neurologyservices@ecchcic.nhs.uk

Post:

ICNT
Herbert Matthes Block
Northgate Hospital
Great Yarmouth
NR30 1BU

Or by completion of a 'Friends and Family Test' questionnaire:

<https://www.ecch.org/feedback/take-the-friends-and-family-test-fft/>

Further information can also be found at:

neuro.ecch.org/

Your physiotherapist is:

Your occupational therapist is:

Your neurology nurse is:

Compliments, concerns or complaints

Tel: 01502 445447

Email: patientliaison@ecchcic.nhs.uk

Or write to:

PALS, East Coast Community Healthcare,
Hamilton House, Battery Green Road,
Lowestoft, NR32 1DE



If you would like this leaflet in large print, audio cassette, Braille or in a different language, please contact us on **01502 445447**.

Je i šios publikacijos kopija noretumete gauti savo kalba prašome susisiekti su telefono numeriu: **01502 445447**.

Jezeli chcieliby Panstwo otrzymac niniejsza publikacje w tłumaczeniu na język polski, prosimy o kontakt z pod numerem telefonu: **01502 445447**.

Pokud byste chteli kopi této publikace ve Vašem jazyce, prosím kontaktujte ovou na telefonním čísle **01502 445447**.

Bu yayinin kendi dilinizde bir nüshasını isterseniz, lütfen **01502 445447** nolu telefondan ile temasa geçiniz.

Se pretender uma cópia desta publicação no seu idioma, por favor contacte no número **01502 445447**.

The Integrated Community Neurology Team

Information for patients

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



You have been referred to the Integrated Community Neurology team.

The team has specialist skills and experience of working with neurological conditions, and includes physiotherapists, occupational therapists, neurology nurse specialists and rehabilitation assistants.

You can be seen in one of our clinics, or in your own home if needed.

Consent: it is your choice

When a therapist or nurse asks you to agree to any form of examination, treatment or care, remember you are always free to say no, or to ask for more information before you make up your mind.

Before the therapist or nurse examines you, they must ask for your consent or permission. You may be asked to sign a form. You are free to request a chaperone during treatment.

Staff

All trained staff are registered with the Health and Care Professions Council or the Nursing & Midwifery Council.

Any student or assistant will be working under the supervision of a qualified practitioner. If you are worried about being seen by a student or an assistant, please inform us.

Our service - what do we do?

The overall aim of our input is to give you the skills needed to self-manage your condition. We can also advise your relatives and carers on the best ways to assist you if needed.

We work as an integrated team; this means you will have a key worker who is allocated according to your specific needs. This might be a nurse or a therapist. You won't need to see every member of the team each time you are reviewed, but they will be involved in your care as and when required.

We work closely with other community services and attend regular meetings at GP surgeries. Your information will be shared with the other professionals involved in your care, to ensure a co-ordinated approach. If you do not wish for your information to be shared, please let us know.

We provide courses for those who are newly diagnosed with a neurological condition, as well as self-management courses for those living with a long-term condition.

We also attend local support groups to provide updates on new developments in treatments and therapies.

We are actively involved with Stroke and Neurology Networks, and have local pathways in place to ensure we provide the best possible care for our service users.

Self-referral

As part of our commitment to the National Service Framework for Long-term Conditions, you will be reviewed on a regular basis. This will generally be every 3-12 months as agreed with your nurse or therapist.

In between reviews, you can also self-refer in to the service. This means that if you have a deterioration of your condition, a new episode linked to your condition, or need some advice, you can contact us directly without needing to wait for your next appointment.

Missed appointments

Missed appointments cost the NHS more than £1 billion a year. Due to the cost and impact of missed appointments, patients who fail to attend an appointment or cancel with less than 24 hours' notice may be discharged. If you are unable to attend an appointment, please inform us as so that we can offer it to someone else.

Mission statement

The service is committed to providing evidence-based therapy and nursing in a timely and acceptable manner, in the most appropriate location to meet the needs of service users.

The appropriateness of the service provided is constantly monitored, reviewed and revised in terms of patient need, resources available and demands made on the service.