

Useful Telephone Numbers West Lancashire:

Social Services	0845 053 0009
Help Direct	0303 3331111
West Lancs Health Centre	01695 588800
Walk in Centre (Skem)	01695 588640
Hants Lane District Nurses	01695 588588
Sandy Lane District Nurses	01695 732927
Tarleton District Nurses	01772 325182
Community Matron	01695 588 591

Useful Telephone Numbers Sefton:

Social Services	0845 1400845
Walk in Centre (Litherland Town Hall)	0151 4754667
Formby District Nurses	01704 835513
Churchtown District Nurses	01704 215480/ 214238
Ainsdale District Nurses	01704 387135/ 387134
Curzon Road District Nurses	01704 387107/387105
Community Matrons	01704 387 255

Adapted for Chronic Care Coordinator service 2015

CHRONIC CARE
COORDINATOR NURSES

TELEPHONE

01704 387264

(Answer phone out of hours)

8am-6pm 5 days a week

Please read the information inside

If you have any queries regarding your health, medicines or condition please contact your GP or Chronic Care Coordinator

NHS DIRECT 111 (24 hour helpline)

The Chronic Nurse has received a referral following your recent admission to hospital.

Chronic Care Coordinators are experienced health professionals who work with patients in the community to offer support and guidance after discharge.

Chronic Care Nurses work closely with your GP and other community services and can offer the following:

- Health reviews via telephone consultation and home visits.
- Medication advice and support.
- Support and advice regarding social care issues.
- Referral and signposting onto to other community services.
- Symptom advice, Support and management.

You can contact a Chronic Care Coordinator on 01704 705 266 Monday to Sunday 8:00am-6:00pm. Answer machine service is available but if your call is of urgent nature please contact your GP, **NHS** direct or emergency services.

Chronic Care Coordinator Nurses

The Chronic Care Nurse will aim to contact you at the

following times after discharge.

- **24 hours** following discharge (unless discharged over weekend, then contact will be made the next working day)
- **7 days** after discharge
- **14 days** after discharge
- **21 days** after discharge
- **28 days** after discharge

Patients will have an active referral for 28 days and are encouraged to contact the Chronic Care Nurse with any queries during this time.

Following this 28 day period, patients will be offered the choice to stay on the Chronic Care Coordination caseload for a further 12 months to offer support and guidance with health and social needs via a self-referral at any time.