

Useful Contacts

Information for patients, carers
and families

Community Nursing Team

If you have concerns around symptoms (pain, breathlessness, nausea, restlessness) then please contact your community team. They can administer the injectable anticipatory (just in case) medications. Community Nurses also support with catheter care, pressure area care, wound care etc. Community Nurses aim to arrive within two hours for urgent calls, however this is not always guaranteed.

Single point of contact (8am-6pm) - Norfolk - 01603 518444

Great Yarmouth and Waveney (7am-8pm) - 01493 809977 Out of hours Norfolk, Great Yarmouth and Waveney - 01603 481234

Community Specialist Palliative Care 24/7 Advice Line (Patients and Carers)

Norfolk: Norfolk Community Health and Care: 03301588011 - OPTION 2

Great Yarmouth and Waveney: St Elizabeth East Coast Hospice: 0800 5670111

West Suffolk and Thetford: St Nicholas Hospice: 01284 766133

NHS Continuing Healthcare - Fast Track Provision

Available 09.00- 17.00

If care or placement has been funded by the Fast Track Pathway you will have a case manager overseeing your care. If you need to provide feedback or ask for increased package of care, then please use the numbers below. (You may have to leave a message, but they will get back to you as soon as possible).

Norfolk - 01603 257159

Suffolk - 01473 770198

Great Yarmouth - 01502 719590

SWIFTS (Norfolk only)

0344 800 8020

24hr voluntary service. Emergency care provision, who may be able to provide practical support following a fall. This will depend on capacity.

Medequip

01603 511124

If there is an issue with equipment that requires repairing, if any equipment needs collecting then please contact. If you need therapist support around equipment, then please call the single point of contact number as well (see community nurse section for number)

NNUH Integrated Discharge Team

01603 289 899

Adult Social Services – Available 24 hours

For care that is not on the fast track or continuing health pathway, community therapy teams, any safeguarding or welfare concerns.

The Care Act Assessment:

If you have care and support needs you are entitled to a care act assessment, and if you are a carer, the carers assessment.

Norfolk - 0344 800 8020 Suffolk - 0800 917 1109 Carers

Matters Norfolk - 0800 083 1148

Marie Curie - End of life advice and information

Support line - 0800 090 2309

Website - <https://www.mariecurie.org.uk/>

Continence Products

Community Nurses can refer you on to your local continence service to provide continence products however there can be a waiting time of a number of weeks.

Website for advice- <https://www.continenceproductadvisor.org/> Most items can be bought in pharmacies and supermarkets.

If you are concerned about your relative/ friend please contact the community nurse team, their GP or 111



The Queen Elizabeth
Hospital King's Lynn
NHS Foundation Trust



James Paget
University Hospitals
NHS Foundation Trust



Norfolk and Norwich
University Hospitals
NHS Foundation Trust



East of England
Ambulance Service
NHS Trust



Norfolk Community
Health and Care
NHS Trust