

# Ratonga Nēhi o te Rohe

## District Nursing Service



District Nursing provides professional nursing services to patients who live in Gisborne city. Access to this service is by referral from your GP or by a Gisborne Hospital medical professional

**Te Whatu Ora**  
Health New Zealand  
Tairāwhiti



## He mihi

Tēnā koe / kōrua / koutou. He mihi aroha tēnei ki a koutou e kaha nei ki te whai ana i te hauora mō tātou katoa.

Kei roto i te pukapuka nei ngā whakamāramatanga mō tēnei māuiui.

Tirohia, pātaingia, kia mārama ai koe / kōrua / koutou mō ngā āhuatanga. Nō reira kia kaha, kia manawanui.

## Welcome to District Nursing

You will receive nursing care from a team of District Nurses and Clinical Nurse Specialists. We offer you assessments, clinical treatments, support and education. A family/whānau member is welcome to attend all appointments with you.

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



## How District Nursing is provided

District nursing care is provided either in your home or from our clinic.

Your care will be provided by a nursing team. This means your primary nurse may change from time to time.

A nursing assessment will be completed to understand your health needs and the goals you wish to achieve. You will be asked questions about your health and how you manage on a daily basis.

Together we will establish a plan of care for your treatment. We will also discuss any other support services you may need.

If you need other services e.g. Clinical Nurse Specialists, Physiotherapists, Continence Nurses, Occupational Therapists, Social Workers, or Dietitians, be assured the nurse will gain your consent before referring you to any of these services. We work in co-operation with your own doctor, specialist clinics, Hospice Tairāwhiti and other agencies involved in your care.

There is no charge for the services provided by the District Nursing Service.



## Time of visit/appointment

We cannot offer set appointment times for home visits. The District Nurses' schedule is set around patients who need care or medication at specific times. For example those under palliative care or receiving home intravenous therapy.

Your nurse will advise you the day of their next visit and will call you on that morning to offer an estimated time frame. This is also subject to change. If you have not heard from your nurse by 10am on the arranged day please call the District Nurses office on 06 869 0505.

## Home visits

If the nurse is visiting you at home, it is your responsibility to ensure safe access to the property.

### Please:

- ensure that all dogs are tied up.
- keep other house pets away.
- provide a smoke-free environment during the visit.

If you have arranged another appointment, such as with your GP, we require 24 hours notice to assist with rescheduling.

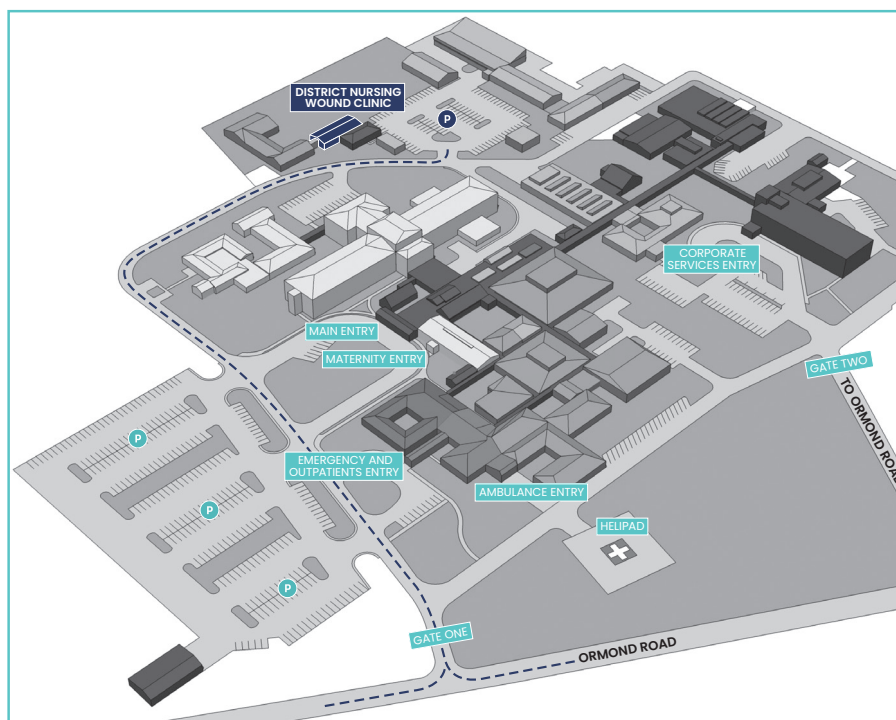


## Clinic visits

We run up to three clinics between 8am and 4pm, seven days a week. Clinics are available by appointment only. There is no drop-in clinic.

Please be on time as we will reschedule your appointment if you are more than 10 minutes late.

There are District Nursing patient car parks available for your convenience. Here is where to find the clinics:





## Self-care kits

You will be provided with a self-care kit at the first home visit by your district nurse. The purpose of these kits is to enable you to self-care between district nursing visits if deemed appropriate by your nurse.

Following a civil defence emergency event you may need to self-care until a time that the district nurse is able to visit you. Please ensure you have 1 to 2 dressing changes at all times in your self-care kits. If you are unsure how to self-care or require additional dressings, please discuss with your district nurse during your routine visits. If you are a clinic patient please attempt to visit the DN clinic for your scheduled appointment if you can safely drive to the hospital.

## Transfer of care and discharge from service

Your care will be transferred back to your general practice team when you have been assessed as no longer needing care from the District Nursing Service. You will be informed of your final visit date.

Your GP will be notified of the care that you received from the District Nursing Service and of your discharge.

## Cancellation of District Nurse visits

Please notify the District Nursing Service as soon as you need to cancel a visit or clinic appointment. If an appointment is not kept, we will attempt to make contact by leaving a calling card so that you can reschedule.

The nurse will attempt to make contact. If repeatedly unsuccessful, we will discharge you from the District Nursing Service.

Both you and your GP will be notified.



## Ma tenei Ture Tiaki i ou Tika, ka ahei kiau ngā tikanga

**1** Mana

**2** Manaakitanga

**3** Tu Rangatira Motuhake

**4** Tautikanga

**5** Whakawhitiwhitinga Whakaaro

**6** Whakamohio

**7** Whakaritenga Mou Ake

**8** Tautoko

**9** Ako Me Te Rangahau

**10** Amuamu

Mo ngā kaupapa tautoko, mōhiotanga, whakapa atu ki te roopu tautoko i tau rohe, ki te Toihau Hauora, hautanga rānei:

**Auckland** Ph 09 373 1060 Fax 09 373 1061

**Wellington** Ph 04 494 7900 Fax 09 494 7901

**Other Areas** 0800 11 22 33

## The Code of Rights means that you should have

**1** Respect and Privacy

**2** Fair Treatment

**3** Dignity and Independence

**4** Appropriate Standards

**5** Effective Communication

**6** Information

**7** Choice and Consent

**8** Support

**9** Rights During Teaching & Research

**10** Your Complaints Taken Seriously

For support and information, contact your local advocate or the Health and Disability Commissioner on:

**Auckland** Ph 09 373 1060 Fax 09 373 1061

**Wellington** Ph 04 494 7900 Fax 09 494 7901

**Other Areas** 0800 11 22 33 (TTY)

## District Nursing Gisborne



Monday to Sunday (including public holidays)  
8am-4pm



421 Ormond Road, Gisborne



06 869 0505  
06 869 0500 (after hours)



06 869 2098



[district.nursing@tdh.org.nz](mailto:district.nursing@tdh.org.nz)



[www.hauoratairawhiti.org.nz](http://www.hauoratairawhiti.org.nz)

06 869 0500

421 Ormond Road  
Gisborne

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