

Connecting with the community service

Other formats

If you need this information in another format such as audio CD, Braille, large print, high contrast, British Sign Language or translated into another language, please contact the PALS desk on 01271 314090 or at ndht.pals@nhs.net.

What the service offers

Do you need to know what voluntary support/services are available in your local area?

Do you feel isolated, lonely or want to get more active and involved with the local community?

The connecting with the community service aims to signpost you, or someone you care for, to voluntary support and/or activities (physical, social, leisure) that are available within the local community.

In addition the service is able to help and signpost you to local services for the healthy home checks which could include energy efficiency reviews, fire safety checks and support with applying for benefits and grants.

Where service is provided

A volunteer can telephone you or arrange to visit you at home to help and support you.

How to be referred

Speak to your GP or a member of community or hospital staff, for example a therapist or nurse, and ask to be referred to the connecting with the community service via the community volunteer coordinator.

What will happen after referral

A volunteer will telephone you or arrange to visit you at home, to talk to you and find out what support you may benefit from and/or what your interests are.

The volunteer can then help signpost and connect you to support and/or activities available within your community.

Further information

Northern Devon Healthcare NHS Trust in collaboration with One Northern Devon are playing a key role working in partnership with One Communities and the voluntary sector to make sure people have an understanding of what voluntary support and activities (physical, social, leisure) are available within local communities.

<https://onenortherndevon.co.uk/>

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or email ndht.pals@nhs.net. You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

Have your say

Northern Devon Healthcare NHS Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

'Care Opinion' comments forms are on all wards or online at www.careopinion.org.uk.

Northern Devon Healthcare NHS Trust
Raleigh Park, Barnstaple
Devon EX31 4JB
Tel. 01271 322577
www.northdevonhealth.nhs.uk

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Tel: 01271 313970 / email: ndht.contactus@nhs.net