

The Ardgowan Community Nurse Specialists are based at Ardgowan Hospice, 12 Nelson Street, Greenock. Telephone: 01475 726830

### Comments & Suggestions

We would very much like to hear how you experience the care given to you by Ardgowan Hospice.

If you have any comments or issues, either positive or negative, please mention them to your care staff, or ask to speak with the Head of Integrated Care.

Alternatively, you may write to the Head of Integrated Care at the Hospice address. If you would like your comments to be anonymous, please feel free to use the suggestion box placed in reception.

If the matter is not dealt with to your satisfaction, you are free to contact our regulator, Healthcare Improvement Scotland, as detailed below:

Tracy Birch  
Programme Manager  
Independent Healthcare  
Healthcare Improvement Scotland  
Gyle Square  
1 South Gyle Crescent  
EDINBURGH  
EH12 9EB

Email : [tracy.birch@nhs.net](mailto:tracy.birch@nhs.net)  
Telephone: 0131 623 4701



Ardgowan Hospice  
12 Nelson Street  
Greenock  
PA15 1TS

T: 01475 726830

E: [info@ardhosp.co.uk](mailto:info@ardhosp.co.uk)

[www.ardgowanhospice.org.uk](http://www.ardgowanhospice.org.uk)

Ardgowan Hospice is a charity  
registered in Scotland  
Registration No SC011541

A Company Limited by  
Guarantee  
Registration No SC075115



**Ardgowan  
Community Nurse  
Specialists**

**Information for Patients  
and Relatives**

## What is an Ardgowan Community Nurse Specialist?

An Ardgowan Community Nurse Specialist is specially trained to provide supportive care to people living with cancer and other life-limiting conditions. They are also there to support their carers.

## What are Ardgowan Community Nurse Specialists trained to do?

Ardgowan Community Nurse Specialists assess your current needs and with your permission may involve other services. They work in collaboration with all community services, including social work and occupational therapy.

Ardgowan Community Nurse Specialists, GPs, Hospital Consultants and Clinical Nurse Specialists also work closely with all Hospice services to ensure that a patient's symptoms are managed and their needs met.

## Where do Ardgowan Community Nurse Specialists work?

Although based at Ardgowan Hospice, the Ardgowan Community Nurse Specialists work with patients and carers in their own homes or place of care and within our ACCESS Centre.

## How can Ardgowan Community Nurse Specialists help?

- Spending time with you.
- Listening to you.
- Giving you information about your condition and possible treatments.
- Advising you on medication.
- Working with others to provide advice on a whole range of matters such as finances and home help services.
- Liaison with all Health Care professionals such as GPs, Hospital Consultants and Hospital Clinical Nurse Specialists.

## How can contact be made with the Ardgowan Community Nurse Specialists?

To make contact with the Ardgowan Community Nurse Specialists ask:

- Your GP or District Nurse
- Your Hospital Doctor
- Clinic or Ward Nurse
- Hospital Macmillan Nurses
- Oncology Nurses
- Your Carer

Or telephone directly on **01475 726830**

## How long will the service be provided for?

The service will be provided until one of the following arises:

- The patient no longer wants the service to continue.
- Treatment has been completed and support is no longer required.
- When Specialist intervention is no longer required.
- When support is being provided by another service e.g. Day Hospice.

## Is there a fee?

Ardgowan Hospice is a registered charity dependent upon grants and donations for the continuance of its work.

All our services are provided free of charge.