

Continuity of care

It is important to us that, whenever possible, you will always see the same person from our team. We will do our best to let you know if you will be seeing someone different.

Feedback

If you would like to make any comments, please contact the Head of Service on **0121 683 2300** or BCHC Customer Services (formerly PALS) on **0800 917 2855**.

Interpreter

If you are not able to read or understand English, we can arrange for a male or female interpreter to be present at your appointment.

If you are a patient, relative or carer and need advice about healthcare services in your area, you can contact BCHC Customer Services (formerly PALS):

Freephone:

0800 917 2855

Email:

contact.bchc@nhs.net



Better Care: Healthier Communities

Information for patients

The Community Nutrition Support Service

Birmingham Community Nutrition
1 Priestley Wharf
Aston Science Park
Birmingham, B7 4BZ

Tel: 0121 683 2300

Fax: 0121 615 2908

Birmingham Community Healthcare
NHS Foundation Trust



Who are we?

We are a team of people who specialise in providing nutritional support for people who have eating and drinking difficulties.

The team consists of dietitians, specialist nutrition nurses, dietetic assistants and administrators.

Our services

We provide support for people:

- who are able to eat and drink but are unable to have enough food and drink to keep them healthy
- on tube feeds

I am having difficulty eating and drinking. How can a dietitian help me?

We can work with you to improve your eating and drinking which should:

- help you to gain weight
- help wounds to heal
- give you more energy

Where do we work?

We hold clinics in local health centres and community hospitals. If you are not able to attend an appointment because you are bedbound or have to have hospital transport to get to appointments, we may be able to offer you a home visit.

What will happen before you see us?

We will send you a letter asking you to ring us to book a date, venue and time for your appointment.

What will happen when you see us?

Your first appointment will last 40 minutes and we will talk about how best to help you. If necessary we will see you again.

You may find it helpful to bring someone along with you.

Please bring with you any nursing notes that are kept in your home.

Confidentiality guarantee

Your privacy and confidentiality are important to us. We will protect this throughout your care and following your discharge.

We will always consider how you would prefer to be treated and we are happy to answer any questions you may have.

