

Bury Chronic Obstructive Pulmonary Disease (COPD) Team

An information guide



Bury Chronic Obstructive Pulmonary Disease (COPD) Team

What Is COPD

Chronic Obstructive Pulmonary Disease (COPD) is the name for a Collection of lung diseases including Chronic Bronchitis, Emphysema and Chronic Asthma.

People with COPD have trouble breathing in and out. This is referred to as airflow obstruction.

Breathing difficulties are caused by long term damage to the lungs, usually because of smoking.

COPD is one of the most common respiratory diseases in the UK. It usually affects people over the age of 35. Over 900,000 people in the UK have been diagnosed with COPD.

Who are we?

We are a small nursing team based in Ramsbottom but we cover the whole of Bury as long as you have a Bury GP.

We are not an acute service however we generally see patients referred to us within two weeks.

Who is the service for?

Patients with a confirmed diagnosis of COPD requiring advice, education and support to manage their chest condition. This can be after an acute exacerbation (worsening) or for ongoing management.

We provide inhaler and respiratory medication advice and teach you and your carers how to manage your condition and providing a flare up plan outlining advice on what to do when you become unwell.

Although our primary focus is your breathing condition we assess you as a whole and frequently refer onto other services that may include:

- Dietician.
- Smoking cessation.
- Living well services.
- Occupational Therapy.
- Oxygen Assessment.
- Speech And Language Therapy.
- Pulmonary Rehabilitation.
- Physiotherapy.
- Palliative care.

Referrals come from GPs, Practice Nurses, Respiratory Consultants and acute wards at North Manchester General Hospital and Fairfield.

We also take self-referrals from patients who we have seen previously.

Our Vision

- To provide a local integrated model of care for patients with COPD.
- To be Champions of Excellence in delivering high quality, evidence-based care that is patient focused.
- To provide an equitable service to respiratory patients in the Bury area.

Our aims

- To improve the quality of life for patients.
- To empower patients to manage their COPD and avoid unnecessary admissions into hospital.

As a non-acute service we are only available Monday to Friday 8.30.am to 4pm.

We are often out and about so if there is no replies in the office please leave us a message and we will ring you back.

If you ring before 10.30am there is often a nurse in the office available to speak to.

Contact us

Bury Chronic Obstructive Pulmonary Disease (COPD) Team,
Ramsbottom Health Centre,
Carr Street,
Ramsbottom,
BL0 9DD

Telephone: 01706 283 502 (answer phone available)

Service hours: Monday to Friday, 8:30am to 5:00pm

Patient Advice and Liaison Service

The Patient Advice and Liaison Service (PALS) acts on behalf of service users, families and carers to negotiate prompt solutions and help bring about changes in the way that services are developed.

As well as providing a confidential advice and support service, PALS will help guide you through the different services available from the NHS.

Telephone:0161 604 5897

Email:pals@pat.nhs.uk.

Alternatively you can write to: PALS, IM&T Building, North Manchester General Hospital, Delaunays Road, Crumpsall, M8 5RB.

Comments and complaints

We want to learn from comments and complaints about our services. If you have any, please speak with a member of staff. Every effort will be made to resolve any concerns and complaining will not cause any difficulties in your care with us.

You can also contact our Complaints Department via post at: Complaints Department, IM&T Building, North Manchester General Hospital, Delaunays Road, Crumpsall, Manchester, M8 5RB

E-mail:complaintsoffice.trust@pat.nhs.uk

Telephone:0161 604 5800

If English is not your first language and you need help, please contact the Interpretation and Translation Service

Jeśli angielski nie jest twoim pierwszym językiem i potrzebujesz pomocy, skontaktuj się z działem tłumaczeń ustnych i pisemnych

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو مدد کی ضرورت ہے تو ، براہ کرم ترجمانی اور ترجمہ خدمت سے رابطہ کریں

Dacă engleza nu este prima ta limbă și ai nevoie de ajutor, te rugăm să contactezi Serviciul de interpretare și traducere

ইংরাজী যদি আপনার প্রথম ভাষা না হয় এবং আপনার সাহায্যের প্রয়োজন হয় তবে অনুগ্রহ করে দোভাষী এবং অনুবাদ পরিষেবাটিতে যোগাযোগ করুন

إذا لم تكن الإنجليزية هي لغتك الأولى وتحتاج إلى مساعدة ، فيرجى الاتصال بخدمة الترجمة الشفوية والتحريرية

☎ : 0161 627 8770

@ : interpretation@pat.nhs.uk

To improve our care environment for Patients, Visitors and Staff, **Northern Care Alliance NHS Group** is Smoke Free including buildings, grounds & car parks.

For advice on stopping smoking contact the Specialist Stop Smoking Service on 01706 517 522

For general enquiries please contact the Patient Advice and Liaison Service (PALS) on 0161 604 5897


For enquiries regarding clinic appointments, clinical care and treatment please contact 0161 624 0420 and the Switchboard Operator will put you through to the correct department / service

The Northern Care Alliance NHS Group (NCA) is one of the largest NHS organisations in the country, employing 17,000 staff and providing a range of hospital and community healthcare services to around 1 million people across Salford, Oldham, Bury, Rochdale and surrounding areas. Our Care Organisations are responsible for providing our services, delivering safe, high quality and reliable care to the local communities they serve.

The NCA brings together Salford Royal NHS Foundation Trust and the hospitals and community services of The Royal Oldham Hospital, Fairfield General Hospital in Bury, and Rochdale Infirmary (currently part of The Pennine Acute Hospitals NHS Trust).

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