

SYNOPSIS

John's story serves to illustrate the expectations of a modern District Nursing service, as outlined in recent policy by the Department of Health (2013.) However, it also describes a service that performed well beyond John's individual expectations. John has recognised and wishes to thank a service for making a difference by respecting what was important to him and adapting to those needs, with a dignified and co-ordinated approach. John describes his experience of a personal service and compassionate care that he will never forget, and will always be grateful for.

John describes his patient journey and confirms the team's dedication to care by displaying compassion in practice and the values known as the 6C's (2012) following heart bypass surgery in 2015.