



North Tees and Hartlepool
NHS Foundation Trust

**WE ARE
MACMILLAN.
CANCER SUPPORT**

Specialist Palliative Care Service

Information for patients

This leaflet can be made available in other formats including large print, CD and Braille and in languages other than English, upon request.

Dignity, Respect, Support and Care



Alice House Hospice
Serving the communities of
Hartlepool & East Durham



Are you stuck
at home, crave some
company or
a change of
scene?

Are you caring
for a loved one and
need to take time out
to get things done?

Join in with one of our
friendly groups in our
Day Care Service!

Contact

Alice House

Day Care Service

on 01429 855555 or visit

www.alicehousehospice.co.uk

Hartlepool Hospice Ltd is known locally as Alice House Hospice (formerly Hartlepool & District Hospice).
Registered Charity Number: 510824 | Registered Company Number: 1525658

This leaflet tells you about the Specialist Palliative Care Service.

What is palliative care?

Palliative care is offered when there is no longer a cure for your illness but you still need a high standard of care.

This includes:

- the management of pain and symptoms.
- emotional, social and spiritual support.

The aim of Palliative Care is to achieve the best quality of life in difficult circumstances for the patient, their families and carers.

What is the Specialist Palliative Care Service?

The Specialist Palliative Care Service is provided by a team of expert healthcare professionals in your area. We offer specialist support and advice, including emotional support to patients, their families and carers living with cancer and other life threatening illnesses. We also offer advice and support to other healthcare professionals involved in your care.

The Specialist Palliative Care Team is made up of the following healthcare professionals:

- **palliative care consultants and specialist doctors** (doctors with specialist training in palliative care) who provide advice to GP's, hospital doctors, nurses and consultants who are caring for you.
- **nurse consultant in palliative care** (a nurse with advanced training in palliative care) who provides advice and education to hospital staff including doctors and consultants in palliative care.

- **Macmillan clinical nurse specialists** (nurses with specialist training in palliative care) who provide specialist advice on pain, symptoms and some may prescribe medication (drugs). They will support you with your treatment and care and provide emotional support to you and your family.
- **Macmillan physiotherapists** who provide specialist advice about helping you to stay as mobile and independent as possible and help you to adjust to your condition.
- **Macmillan occupational therapists** who provide specialist advice about helping you stay as independent as possible. They will give you advice and can provide equipment or adaptations to help make everyday activities easier for you to achieve.
- **Macmillan therapy technician** who support the occupational therapist and physiotherapist in delivering your agreed planned care and support.

How can the service help me?

It can provide:

- help and support with your daily activities in order to keep you as independent as possible.
- a specialist assessment of your individual needs.
- expert advice on how to control your symptoms.
- time for you, your family and carers to talk through thoughts and feelings about your illness.
- help and support for your future care.

- advice about how to get information about benefits and support.
- support for you by talking to other healthcare professionals involved in your care, such as your GP, district nurse, hospital consultants, specialist nurses, hospice and social services. This will only be done with your permission (consent).

Where do the Specialist Palliative Care Team work?

The Team work in the community together with your GP, district nurse, hospice and other healthcare professionals involved in your care.

If you are admitted to hospital, a doctor or Macmillan nurse specialist is available for you and your family.

Who can contact the Specialist Palliative Care Team?

You, your family or carers can ask for an appointment to meet a Macmillan nurse specialist or any other member of the Team at your home (see contact numbers).

If the request is made by your:

- GP
- district nurse
- hospital consultant
- hospital nurse
- hospice
- social worker
- occupational therapist
- physiotherapist
- chaplain

a written referral (request) will need to be sent.

Contact numbers

University Hospital of North Tees

Specialist Palliative Care Service

telephone: 01642 383895

Monday – Friday, 9.00am – 5.00pm

Non-urgent messages can be left at any time on the answering machine.

Please note the service is not available at weekends and bank holidays.

District nurse service (Single Point of Access)

telephone: 01429 522500

24 hours a day, 7 days a week

Further information is available from:

Macmillan Cancer Support:

89 Albert Embankment

London

SE1 7UQ

Freephone: 0808 808 0000

Monday – Friday, 9.00am – 8.00pm

or via the website at www.macmillan.org.uk

This leaflet has been produced in partnership with patients and carers. All patient leaflets are regularly reviewed, and any suggestions you have as to how it may be improved are extremely valuable. Please write to the Quality Assurance Team, University Hospital of North Tees or email: patientinformation@nth.nhs.uk

Comments, Concerns, Compliments or Complaints

We are continually trying to improve the services we provide.

We want to know what we're doing well or if there's anything which we can improve, that's why the Patient Experience Team is here to help.

Our Patient Experience Team is here to try to resolve your concerns as quickly as possible. If you would like to contact or request a copy of our PET leaflet, please contact:

telephone: 01642 624719

Monday – Friday, 9.00am – 4.00pm

Messages can be left on the answering machine and will be picked up throughout the day.

freephone: 0800 092 0084

Mobile: (can use text): 0779 506 1883

Email: patientexperience@nth.nhs.uk

Out of hours if you wish to speak to a senior member of Trust staff, please contact the hospital switchboard who will bleep the appropriate person.

telephone: 01642 617617

24 hours a day, 7 days a week

The Patient Experience Team is available to discuss your concerns in person Monday – Friday, 1.30pm – 4.30pm. The office is based on the ground floor at the University Hospital of North Tees.

Data Protection and use of patient information

The Trust has developed a Data Protection Policy in accordance with the Data Protection Act 1988 and the Freedom of Information Act 2000. All of our staff respect this policy and confidentiality is adhered to at all times. If you require further information please contact the Information Governance Team.

telephone: 01642 833551 or email: information.governance@nth.nhs.uk

University Hospital of North Tees, Hardwick, Stockton-on-Tees. TS19 8PE

University Hospital of Hartlepool, Holdforth Road, Hartlepool. TS24 9AH

Telephone: 01642 617617

Fax: 01642 624089

Corp/152.4 (2017)

For Review Spring 2020