

Useful telephone numbers following discharge

The Lister Palliative Care team will highlight the appropriate teams and their telephone numbers for you prior to discharge.

Community Palliative Teams:

North Hertfordshire **01462 427034**

East Hertfordshire **01707 382500**

24 Hour Palliative Care Advice Lines:

North Hertfordshire **01462 679540**

East Hertfordshire **01707 382575**

West Hertfordshire **01923 844281**

Bedfordshire PEPS **01767 461349**

Concerns

If you have any concerns regarding your hospital stay or discharge please speak to the staff caring for you in the first instance or ask to speak to the manager or matron. They will try to resolve your concerns and answer any questions straight away.

You can also contact:

Patient Advice & Liaison Service (PALS)

Office opening: Monday to Friday, 9am - 4pm (excluding Bank Holidays)

Telephone: **01438 285811**

Email: pals.enh-tr@nhs.net

Palliative Care Advice

The Palliative Care Team is available for support and advice **everyday**, including weekends and bank holidays.

Office opening: Monday to Sunday, 9am - 5pm

Telephone: **01438 284035** or call

Lister Hospital switchboard: **01438 314333** and ask them to Bleep **4035**

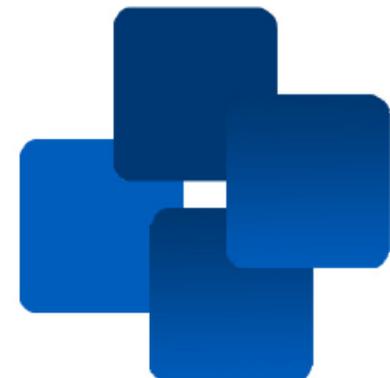
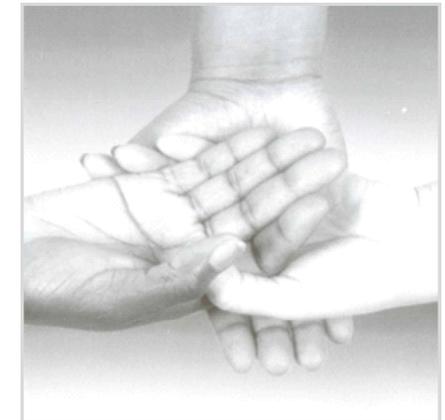
Lister Hospital (L27)
Coreys Mill Lane
Stevenage
Hertfordshire
SG1 4AB

www.enherts-tr.nhs.uk

You can request this information in a different format or another language.

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Specialist Palliative Care Team



What is Palliative Care?

Palliative care is care given to improve the quality of life of patients with a life-limiting illness. This type of care is focused on providing relief from the symptoms and stress of the illness, and can help from any stage; from diagnosis whilst treatment is ongoing, and at the end of life. The goal is to improve quality of life for both the patient and those important to them.

What does the Palliative Care Team do?

We are an advisory service that any doctor or nurse on any ward can refer to. We work in close partnership with the medical and nursing team who are caring for you. You will however, remain under the care of the primary treating team during our involvement.

We specialise in managing symptoms of the illness, and in providing help and support to patients and families in dealing with emotional, spiritual or practical questions that may arise at this difficult time.

Each week a meeting of the multidisciplinary team (MDT) is held where patients we are helping care and advise for may be discussed. These meetings also have professionals attend from the community teams who may be involved in your care when you leave hospital. A written record of discussions is taken at these meetings, and at other key consultations, and can be provided on request by your key worker.

Members of the Palliative Care Team

Macmillan Palliative Care Clinical Nurse Specialists (CNS)

These are experienced nurses who have specialist skills and understand the fears and anxieties that patients and their families have. The CNS will be your key worker, giving support to you and your family together with the whole team involved in your care.

Consultant in Palliative Medicine

The Palliative Care team are supported by a consultant who offers advice and support in caring for patients here at the hospital.

Palliative Care Social Worker

A specialist social worker who works alongside the clinical nurse specialists and hospital social workers, providing enhanced patient and family support.

Chaplaincy

Hospital chaplains are staff members and part of the caring team. The chaplains are available to offer pastoral, spiritual and religious care to patients, relatives and friends, whatever the belief, faith or denomination.

Chaplaincy telephone no: 01438 285519

Alternatively, you can ask a member of the nursing staff to contact them for you.

How we can help

- Provide advice on symptom management.
- Offer emotional and psychological support to patients and their families during their time in hospital.
- Offer advice on living with any life-limiting illness.
- Provide information to patients and families, including financial matters.
- Ensure referrals are made to community palliative care services on discharge if needed.
- Offer support for patients and families in the last days of life.
- Offer bereavement support.

Sharing information

- We can only share information with family members, with the agreement of the patient.
- It is helpful for a family member to be nominated as a spokesperson; to act as a point of contact for receiving information and imparting this to other relatives and friends.