

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 **0300 1237571**
East Hertfordshire **01707 382500**

24 Hour Palliative Care Advice Lines:

North Hertfordshire **01462 416794**
East Hertfordshire **01707 382575**
West Hertfordshire **01923 335356**
Bedfordshire PEPS **0345 6024064**

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
(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, 8am-4.30pm

Direct telephone: **01438 284035**
(answerphone available)

Mobile: **07503 760801**

or call

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

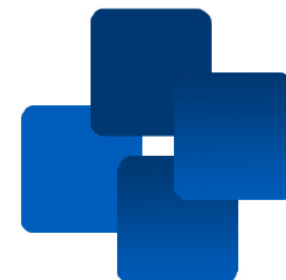
Lister Hospital (L27)
Coreys Mill Lane
Stevenage
Hertfordshire
SG1 4AB

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 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 in the last days of life. The goal is to improve quality of life for both the patient and those important to them.

What does the Specialist 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 complex symptoms of an illness or condition, 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. Your GP is also informed in writing of the discussion and outcome of the MDT meeting if you are discussed.

Members of the Specialist 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 Specialist Palliative Care team will support you and your family together with the whole team involved in your care during your inpatient stay.

Consultant in Palliative Medicine

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

Spiritual and Pastoral Care Team

This team is part of the wider care team too and is available to offer pastoral, spiritual or religious care to patients, relatives and friends, whatever their belief, and whether they have a faith or not:

“Our sole purpose is to be of service to anyone looking for support. The team includes people from a range of beliefs and traditions, religious as well as humanist. We listen to your concerns and we offer you support to find comfort, strength or hope or peace. This may include prayers or rituals of a religious or spiritual nature, but it does not have to. It is up to you to ask if you want these.”

You can call the Spiritual and Pastoral Care team on **01438 285519**. Alternatively, you can ask a member of the nursing staff to contact them for you.

Some of the ways we can help

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

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.