

Palliative Care Team King's College Hospital

Information for patients and carers

This leaflet explains the specialist palliative care we provide. If you have any questions, please ask the nurses and doctors caring for you.

Confirming your identity

Before you have a treatment or procedure, our staff will ask you your **name** and **date of birth** and check your **ID band**. If you don't have an ID band we will also ask you to confirm your address.

If we don't ask these questions, then please ask us to check.

Ensuring your safety is our primary concern.

What is palliative care?

Palliative care supports patients with serious or life-limiting illnesses when treatment may not be able to provide a cure. It aims to control pain and other symptoms, such as sickness and breathlessness, to ensure that the best quality of life is achieved for both you and your family/carers.

In addition, our team offers specialist advice for discharge planning and provides a link to bereavement services.

Who provides palliative care?

If you are an inpatient, much of your care will be provided by the nurses and doctors on the ward. Members of our Palliative Care Team will work with them to provide the specialist support you need. We also provide advice and support in other areas of the hospital, including outpatients.

Our team includes Consultants, Specialist Registrars, a Foundation Year 2 Doctor, a Matron, Clinical Nurse Specialists, a Practice Development Nurse, Social Workers and Administrators.

Meet our team	
Consultants	Dr Sabrina Bajwah Dr Rachel Burman Dr Polly Edmonds Dr Irene Higginson Dr Wendy Prentice
Matron	
Clinical Nurse Specialists (CNS's)	Leanne Boyle Chris Bridges Connie Jackson Ciara Wynne-Gallagher
Practice Development Nurse	Paula Alves
Social Workers	Steve Marshall Nicola Oldcroft
Palliative Care Team Manager	
Team Administrator / Medical Secretary	

How do I contact the Palliative Care Team?

Our team is available 9am – 5pm, Monday to Friday. You can contact the Clinical Nurse Specialists and Social Workers during these times on the pager numbers below, by leaving a short message with the operator.

Clinical Nurse Specialists

Leanne Boyle: **07659 128224**

Chris Bridges: **07659 183030**

Connie Jackson: **07659 112703**

Ciara Wynne-Gallagher: **07659 143724**

Practice Development Nurse

Paula Alves de Oliveira Machado: **07659 113297**

Social Workers

Steve Marshall: **07659 176286**

Nicola Oldcroft: **07659 105496**

Alternatively you can contact us on the office number. There is an answer machine facility if no one is available; messages are collected regularly during working hours.

Office (direct line): **020 3299 4060**

Fax: **020 3299 4713**

Email: **kch-tr.palliativecareteam@nhs.net**

Contacting us out-of-hours

Out of normal working hours, the ward doctors and nurses are advised by an on-call palliative care doctor.

If you are at home, please contact your out-of-hours GP or your community palliative care service.

Feedback

We welcome your comments on our service and your suggestions for how we could improve. Fill in one of our patient satisfaction surveys or feel free to contact us if you would like to share your experience with us.

Helping us with research

The Trust is a key partner in King's Health Partners Academic Health Centre (AHSC) and carries out research into improving the quality of care we offer. We may ask you or your family to help us by talking to students or researchers. You can decline to take part. This will not affect your treatment in any way.

Macmillan Information and Support Centre

The centre is based in the Cicely Saunders Institute at King's College Hospital. We offer a welcoming and relaxed environment for patients, carers, family and friends of people with cancer or other long term conditions who are looking for both local and national information and support about their condition.

We provide face-to-face advice as well as access to online support networks and safe, reliable internet guidance. If you are living with the consequences of a difficult diagnosis or would like the opportunity to discuss any related issues then drop-in or call us to see how we can help and support you.

The centre is run by a full time Centre Manager, a Cancer Helpline Advisor and a team of trained volunteers.

- Further information about the centre: **020 3299 5229**
Monday - Friday, 10am - 4pm
- Our Cancer Helpline: **020 3299 5228**
Monday - Friday, 9am - 5pm

Patient Advice and Liaison Service (PALS)

The Patient Advice and Liaison Service (PALS) is a service that offers support, information and assistance to patients, relatives and visitors. They can also provide help and advice if you have a concern or complaint that staff have not been able to resolve for you. The PALS office is located on the ground floor of the Hambleton Wing, near the main entrance on Bessemer Road - staff will be happy to direct you.

Tel: **020 3299 3601**

Email: **kch-tr.pals@nhs.net**

You can also contact us by using our online form at www.kch.nhs.uk/contact/pals

Useful Contacts

Out of hours NHS 111

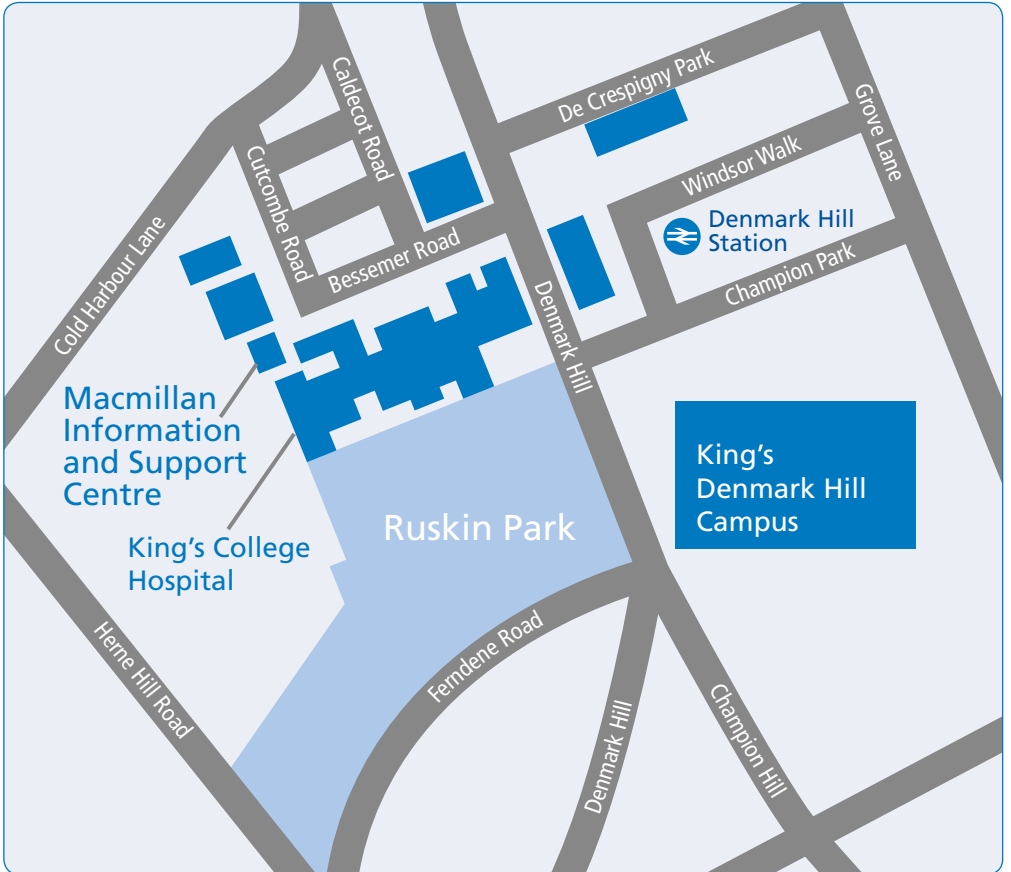
Community Palliative Care Service

Office hours (9am - 5pm)

Out of hours

King's College Hospital Switchboard 020 3299 9000

If you would like the information in this leaflet in a different language or format, please contact PALS on 020 3299 3601.



Palliative Care Team Direct Number 020 3299 4060