

Palliative Care Team

King's College Hospital

Information for patients and carers

This leaflet has been produced to give you and your relatives / carer general information about the Specialist Palliative Care Team within King's College Hospital NHS Trust.

Most of your questions should be answered by this leaflet. It is not intended to replace the conversation between you and your doctor, but may act as a starting point for discussion. If after reading it you have any concerns or require further explanation, please discuss this with a member of the healthcare team caring for you.

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.

Meet our team	
Consultants	Dr Sabrina Bajwah Dr Rachel Burman Dr Polly Edmonds Professor Irene Higginson Dr Wendy Prentice Dr Ruth Ting
Matron	Dr Richard Towers
Clinical Nurse Specialists (CNS's)	Leanne Boyle Chris Bridges Cristi Sheridan Regina Steer Helen Stephens
Practice Development Nurse	Amanda Holland
Social Workers	Steve Marshall Nicola Oldcroft
Palliative Care Team Manager	Cathy Woollard
Team Administrator / Medical Secretary	Ann Southwell

How do I contact the Palliative Care Team?

Our team is available 9am – 5pm, Monday to Friday. 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**

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.

Discharge information

Healthcare professionals will work with you and your relatives/carer to ensure that your discharge is at the right time and to a safe and appropriate environment. You will be able to discuss your needs and how they will be met after leaving hospital.

The Community Palliative Care Team

You may be referred to a Community Palliative Care Team. These teams are made up of a number of different professionals with the aim to support you and your loved ones in as many ways as possible through this time.

Your main point of contact will usually be a specialist nurse in Palliative Care and you will have access to a 24 hour telephone number of advice. One of your specialist nursing team will come to visit you at home and contact you by phone. Your specialist nurse will decide how often to visit you depending on your needs but will not routinely make contact daily.

If required, your specialist nurse will have access to other members of the team to help support you and your relatives/carer, such as doctors, social workers, benefits advisors, physiotherapists, occupational therapists and bereavement support workers.

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 Support Advisor and a team of trained volunteers.

Centre Opening Hours

Monday - Friday, 9am – 4pm (closed on weekends and bank holidays)

Centre Helpline: **020 3299 5229**

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.palsdh@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

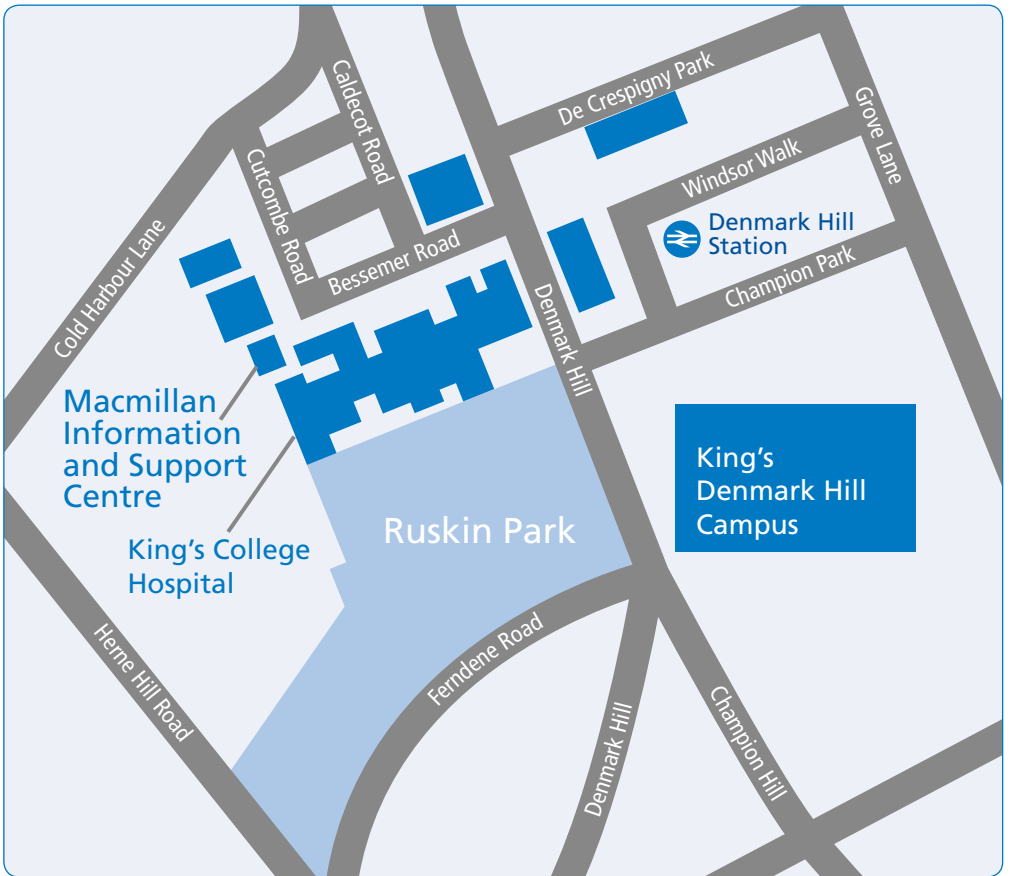
Community Palliative Care Service

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