

Palliative Care Team Princess Royal University Hospital

Information for patients, carers, friends
and family.

This leaflet is to give you and your family or friends information about the Palliative Care Team at King's College Hospital NHS Trust.

If after reading it you have any questions or need to speak to someone, ask a doctor or nurse.

What is palliative care?

Palliative care helps patients feel as comfortable as possible. We help to control symptoms like pain, sickness and being out of breath. We often see people with serious illnesses who will get better. We also support people when they are nearing end of life. Palliative care is available to everyone who needs it.

Who are palliative care?

The Hospital Palliative Care Team includes a team of expert healthcare professionals who specialise in palliative care. Our team includes specialist doctors (Consultants in Palliative Medicine) and specially trained nurses supported by social workers.

Meet our team	
Consultants	Dr Leena Srivastava Dr Louise Exton Dr Fiona Ring
Matron	Connie Jackson
Clinical Nurse Specialists (CNS's)	Debbie Brown Kay Casson Lyn Chandler Diane Farrington Esther Willson Lara McCarthy Sarah Spencer-Adams
Social Worker	Kimmy Lam
General Manager for Frailty/ Gerontology/Palliative Care	Nicholas Yard
Team Administrator / Medical Secretary	Catherine Short

How do I contact the Palliative Care Team?

If you have questions about your hospital care or medical treatment, you should speak to your ward team in the first instance.

You can contact us on the office number Monday to Friday 9-5.

Office (direct line): **01689 865667**

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

There is an answer machine if no one is there.

You cannot contact the team at weekends but you can ask the ward to contact us. If you are worried about something at night or at the weekend, speak to the ward team first. Ask to speak with a senior nurse if this is not enough.

Leaving Hospital

Ward teams will work with you and your family / carer to help you leave hospital safely at the right time. The palliative care team will help with some discharge issues, like recommending specialist medicines and connecting with community palliative care teams.

The Community Palliative Care Team

If you need a Palliative Care Team at home we will arrange this for you. They can help you with physical symptoms, social problems and any other worries. You will be able to call them day or night.

Space for notes

Patient Advice and Liaison Service (PALS)

The Patient Advice and Liaison Service (PALS) offers help and information to patients, relatives and visitors. They can also provide help if you have a problem or complaint.

The PALS office is located in the main reception at the PRUH (opposite Costa) - staff will be happy to direct you.

Tel: **01689 863252**

Email: **kch-tr.palspruh@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 01689 863000

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 01689 865667

