

Community palliative care team

Information for patients and carers in the community

What does the palliative care team do?

The palliative care team provides specialist support for people facing serious illness. We recognise that emotional, spiritual, family and financial worries might be just as important to you as physical problems.

We work closely with your GP, hospital doctors and district nurses to support you, your family and your friends.

We visit patients in their home and/or care homes and provide additional telephone support when required. We also see patients in our outpatient clinics in hospital when appropriate.

Who is in the palliative care team?

We are a team of:

- clinical nurse specialists
- doctors
- specialist social workers
- lead nurse and matrons
- psychological support staff
- pharmacists.

We work closely with the hospital-based teams at Guy's and St Thomas', as well as other local hospitals and hospices.

How we can help you

We aim to:

- support you while you are facing serious illness
- provide advice about pain and other physical symptoms
- offer practical suggestions to help you do things that are important to you
- offer support to those close to you
- inform you about other services that might be helpful to you, such as additional support at home, groups and complementary therapies
- offer you a written record of your consultation (if you do not want to receive this, please let your doctor, nurse or social worker know)
- inform you about research studies running in the department that you may be eligible to take part in
- help you to plan your future care.

If you would like a written record of your discussion with the nurse, doctor, social worker or pharmacist, please let them know.

How you can contact us

Your community palliative care key worker is:

Contact telephone numbers and hours of operation

Our routine working hours are Monday to Friday, 9am to 5pm (excluding bank holidays). If you get our answer machine, please leave a clear message with your name, date of birth and contact telephone number.

The person who responds might not be your own nurse, but will be a member of the team. We may ask for more information in order to advise you better. You may find it helpful to have a list of your current medications available when you call.

| | | |
|------------------------------------------------------|--------------------------|------------------------------------------|
| Daytime calls Monday - Friday (9am to 5pm) | call 0207 1884754 | Ask to speak to the palliative care team |
|------------------------------------------------------|--------------------------|------------------------------------------|

Urgent advice is available overnight and at weekends and bank holidays

| | | |
|---------------------------------------------------------------------------------------------------------------|--------------------------|---------------------------------------------------|
| Urgent calls Overnight (Monday - Friday 5pm to 9am), weekends (all day) and bank holidays (all day) | call 0207 1882255 | Ask to speak to the on-call palliative care nurse |
|---------------------------------------------------------------------------------------------------------------|--------------------------|---------------------------------------------------|

If you have any questions or concerns about your palliative care and support, please contact the palliative care matrons during the day (Monday – Friday) on the number above.

If you need an interpreter, or would like information about the care you are receiving in the language or format of your choice, please call **020 7188 8815** or email languagesupport@gstt.nhs.uk

إذا كنت تحتاج إلى مترجم أو إلى معلومات تتعلق بالرعاية التي تتلقاها باللغة أو بالتنسيق المفضل لديك، اتصل برقم الهاتف 020 7188 8806 أو رقم الفاكس 020 7188 5953 أو استخدم البريد الإلكتروني languagesupport@gstt.nhs.uk

আপনার যদি একজন দোভাষীর প্রয়োজন হয়, অথবা নিজের পছন্দমতো ভাষায় বা ফর্মেতে আপনি যদি পরিচর্যা পাচ্ছেন সেই বিষয়ক তথ্যের প্রয়োজন হয়, অনুগ্রহ করে 020 7188 8807 নম্বরে ফোন করুন, 020 7188 5953 নম্বরে ফ্যাক্স করুন বা languagesupport@gstt.nhs.uk – ই-মেল করুন

如果您需要翻譯人員或有關對您的療程的任何資訊、請撥 020 7188 8808、傳真 020 7188 5953 或 寄電子郵件至 languagesupport@gstt.nhs.uk

Si vous avez besoin d'un interprète ou souhaitez obtenir des informations sur vos soins dans la langue ou le format de votre choix, veuillez appeler le 020 7188 8809, envoyer une télécopie au 020 7188 5953 ou envoyer un email à l'adresse suivante : languagesupport@gstt.nhs.uk

Jeśli potrzebują Państwo pomocy tłumacza lub chcą Państwo otrzymać w określonym języku lub formie informacje na temat opieki, jaką są Państwo otaczani, prosimy o kontakt pod numerem 020 7188 8815 (faks 020 7188 5953) lub na adres e-mail languagesupport@gstt.nhs.uk

Se necessitar de um intérprete ou de informações sobre os cuidados que está a receber no idioma ou formato da sua preferência, Contacte-nos através do número de telefone 020 7188 8810, do fax 020 7188 5953 ou através do email languagesupport@gstt.nhs.uk

Haddii aad u baahan tahay turjubaan, ama aad u baahan tahay war ku saabsan daryeelka aad ku heshid oo ah afka ama qaabka aad jeceshahay, Fadlan soo wac 020 7188 8811, fax 020 7188 5953 ama limayl languagesupport@gstt.nhs.uk

Si necesita un intérprete o información sobre el tratamiento que está recibiendo, en el idioma o en la forma que elija, llame al nº 020 7188 8812, envíe un fax al nº 020 7188 5953 o envíe un correo electrónico a languagesupport@gstt.nhs.uk

Bir tercüman gerekiyorsa ya da size sağlanmakta olan sağlık bakımı hakkında istediğiniz dilde veya biçimde bilgi almak istiyorsanız: Lütfen 020 7188 8813'i arayınız, 020 7188 5953'e faks gönderiniz ya da languagesupport@gstt.nhs.uk adresine eposta gönderiniz

Nếu quý vị cần một thông dịch viên, hoặc cần những thông tin về việc chăm sóc mà quý vị đang nhận được theo ngôn ngữ hoặc dạng lựa chọn của quý vị, Vui lòng gọi 020 7188 8814, fax 020 7188 5953 hoặc Gửi email đến languagesupport@gstt.nhs.uk

Further sources of information

Pharmacy Medicines Helpline

If you have any questions or concerns about your medicines, please speak to the staff caring for you or call our helpline.

t: 020 7188 8748 9am to 5pm, Monday to Friday

Patient Advice and Liaison Service (PALS)

To make comments or raise concerns about the Trust's services, please contact PALS. Ask a member of staff to direct you to the PALS office or:

t: 020 7188 8801 at St Thomas'

t: 020 7188 8803 at Guy's

e: pals@gstt.nhs.uk

Language Support Services

If you need an interpreter or information about your care in a different language or format, please get in touch using the following contact details.

t: 020 7188 8815 **e:** languagesupport@gstt.nhs.uk

NHS 111

Offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day.

t: 111

NHS Choices

Provides online information and guidance on all aspects of health and healthcare, to help you make choices about your health.

w: www.nhs.uk

Become a member of your local hospitals, and help shape our future

Membership is free and it is completely up to you how much you get involved. To become a member of our Foundation Trust, you need to be 18 years of age or over, live in Lambeth, Southwark, Lewisham, Wandsworth or Westminster or have been a patient at either hospital in the last five years. To join:

t: 0848 143 4017

e: members@gstt.nhs.uk

w: www.guysandstthomas.nhs.uk