

Palliative care outpatient clinic

This leaflet provides information about the palliative care outpatient clinic and what you should expect from your appointment. If you have any further questions or concerns, please contact the palliative care department on 020 7188 4754.

Who are the palliative care team?

The palliative care service is led by a team of doctors, nurses, social workers, pharmacists and other professionals who help people to deal with the consequences of serious illnesses such as cancer and long-term health conditions.

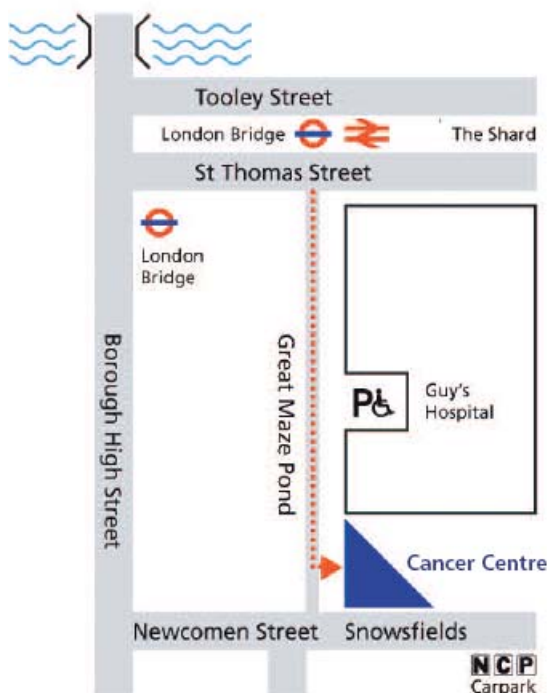
Who will I see?

You will see one of our doctors or our consultant pharmacist. Your physical symptoms may be the reason for the referral but we understand that emotional, spiritual, family and financial issues can be just as worrying. We are experts in helping patients, families and other healthcare professionals deal with the uncertainties that serious illness brings. We work closely with the doctors and nurses who are already treating your illness – either in the hospital or at home.

Who can attend an appointment with a palliative care specialist?

Most people are referred to the service by their hospital doctor, specialist nurse or GP. You are most likely to be referred to the service for a review of your physical symptoms or to discuss whether palliative care can help to manage your condition.

Where do I need to go?



The clinics are usually held in the Cancer Centre at Guy's and your appointment letter will give directions.

If you need hospital transport, please phone patient transport on 020 7188 2888 (Monday – Friday, 8am – 6pm).

What do I need to bring with me?

It would be helpful for the palliative care specialist assessing you if you could bring:

- a list of any medicines that you are currently taking. This includes anything that you get from your doctor on prescription, medicines you have bought yourself over the counter, and any alternative medicines, such as herbal remedies.
- the names and contact numbers of any other health professionals who are involved in your support at home.

Please also feel free to bring a close relative or friend along to your appointment if you wish.

What else do I need to know?

We are actively involved in research and we will inform you about research studies running in the department in which you may be eligible to take part.

Contact us

If you have any questions or concerns about this appointment, or if you cannot attend, please contact the palliative care department on 020 7188 4754 (Monday – Friday, 9am – 5pm). For support at other times please contact your GP or your usual hospital team. You can also access support overnight and at weekends from the NHS 111 service (details below).

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit www.guysandstthomas.nhs.uk/leaflets

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

Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

t: 020 7188 8801 (PALS) **e:** pals@gstt.nhs.uk

t: 020 7188 3514 (complaints) **e:** complaints2@gstt.nhs.uk

Language and Accessible Support Services

If you need an interpreter or information about your care in a different language or format, please get in touch:

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

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