Adult community services

Community palliative care team

This leaflet contains information for patients and carers in the community. It also explains who the palliative care team are, what they do, and how to contact them.

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
• 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.

**Contact us**

Your named Community Palliative Care Key Worker is

If you have any questions or concerns about your palliative care support, please contact the palliative care matrons during the day (Monday to Friday, 9am to 5pm) on t: 020 7188 4754.

**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 named key worker, but will be a team member. 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.

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<tr>
<th>Contact in working hours</th>
<th>t: 020 7188 4754</th>
<th>Ask to speak to your named Community Palliative Care Key Worker – see box above</th>
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<tbody>
<tr>
<td>Monday to Friday, 9am to 5pm</td>
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Urgent advice is available overnight at weekends and bank holidays.

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<tr>
<th>Contact out of hours</th>
<th>t: 020 7188 2255</th>
<th>Ask to speak to a Palliative Care Nurse on duty</th>
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<td>(Monday to Friday, 5pm to 9am. All day weekends and bank holidays)</td>
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For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit www.guysandstthomas.nhs.uk/leaflets
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 t: 020 7188 8815 or email languagesupport@gstt.nhs.uk
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

Get involved and have your say: become a member of the Trust
Members of Guy’s and St Thomas’ NHS Foundation Trust contribute to the organisation on a voluntary basis. We count on them for feedback, local knowledge and support. Membership is free and it is up to you how much you get involved. To find out more, please get in touch.
**t:** 0800 731 0319  **e:** members@gstt.nhs.uk  **w:** www.guysandstthomas.nhs.uk/membership