Hospital palliative care team
Information for patients in hospital and their carers

What does the palliative care team do?
The palliative care team gives specialist care and information to 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 the hospital doctors and nurses to support you, your partner, family and friends.

We will usually see you on the hospital ward, but we might also see you in the outpatient department.

Who is in the palliative care team?
We are a team of:
- clinical nurse specialists
- doctors
- specialist social workers
- matrons
- psychological support staff
- pharmacists.

We work with community services including GPs, district nurses and community palliative care teams, as well as other local hospices and hospitals.

How we can help you
We aim to:
- offer you advice about managing pain and other physical symptoms
- support you while you are facing serious illness
- offer practical suggestions to help you do things that are important to you
- offer guidance to your team in planning for your discharge from hospital
- 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.
How you can contact us
We are available seven days a week, including bank holidays, 9am-5pm. The service on Saturday, Sunday and bank holidays is limited. If you need to speak to the team, please ask your ward nurse to contact the palliative care team.

Emergency medical advice for palliative care is available outside of these hours through the hospital switchboard. Please ask your nurse to call us.

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

Your hospital palliative care key worker

Name ........................................................................................................................................

Contact, t: 020 7188 4754, Monday to Friday, 9am-5pm only.
Saturday and Sunday, 9am-5pm, via ward nurse

You can contact your key worker Monday to Friday, 9am-5pm (excluding Bank Holidays).

Contact us
If you have any questions or concerns about your palliative care and support, please contact the palliative care matrons on the number above, Monday to Friday, 9am–5pm.

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, Monday to Friday, 9am-5pm

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  w: 111.nhs.uk

NHS website
Online information and guidance on all aspects of health and healthcare, to help you take control of your health and wellbeing. w: www.nhs.uk

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Our values: Put patients first  |  Take pride in what we do  |  Respect others  |  Strive to be the best  |  Act with integrity