Palliative care outpatient clinic

This leaflet gives 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 (details at the end of this leaflet).

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 and those important to them, 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 us for a review of your physical symptoms or to discuss if 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 contact patient transport, t: 020 7188 2888, Monday to Friday, 8am to 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 all the 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.

You can bring a close relative or friend along to your appointment if you want to.
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, t: 020 7188 4754, Monday to Friday, 9am to 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, Monday to Friday, 9am to 5pm

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