

## How can I be referred to the team?

Patients or family members are welcome to phone us directly.

We also accept referrals from any healthcare professional involved in your care.

Emergency referrals can also be made to the out-of-hours service.

## How can I contact the service?

Normal working hours:  
Monday - Friday, 9am-5pm

We can be contacted by patients and staff by telephone on: **0203 317 5777**

or e-mail:  
[chris.botterill@camdenpct.nhs.uk](mailto:chris.botterill@camdenpct.nhs.uk)

Website:  
[www.islington.nhs.uk/endoflifecare](http://www.islington.nhs.uk/endoflifecare)

### Out-of-hours

During weekends/bank holidays at any time, and overnight during the week, you can contact us in the following ways:

- If you are at home, you should first contact your community nurse or GP
- If further support is required, we can be contacted either for telephone advice or to request an out-of-hours visit on: **0845 155 5000**.
- Callers to this number should ask the switchboard to 'air call' the Palliative Care Team. We will respond to your call by telephone. If a visit is required we will let you know how long it will take us to attend the hospital or your home.

## Confidentiality

Use of personal data is protected by the Data Protection Act 1998. For information about accessing your health records please contact Information Governance on: 020 7685 5954.

## Listening to you

We always want to hear feedback and views from the people that are using our services. There are many ways that you can get in touch with us to tell us what you think or to ask for further information about any of our services. You can write to us, email us, phone us, or use the online feedback form on the website given below.

Please contact us at:

**Patient Advice and Complaints Service**  
NHS Islington  
338-346 Goswell Road  
London  
EC1V 7LQ

Telephone: 020 3316 1456

Minicom: 0207 527 1085

Secure fax: 070 928 634 15

E-mail:  
[adviceandcomplaints@islingtonpct.nhs.uk](mailto:adviceandcomplaints@islingtonpct.nhs.uk)

Website:  
[www.islington.nhs.uk/listening-to-you.htm](http://www.islington.nhs.uk/listening-to-you.htm)



## End of Life and Palliative Care Service



**Tel:** 0203 317 5777  
**Fax:** 0207 607 3995  
**Out-of-hours:** 0845 155 5000  
**Address:** Unit D, Well House  
23a Benwell Road  
London, N7 7BL  
**Opening hours:** Monday - Friday  
9am – 5pm

[www.islington.nhs.uk/endoflifecare](http://www.islington.nhs.uk/endoflifecare)

## About ELiPSe

Our **E**nd of **L**ife and **P**alliative care **S**ervice is provided by a specialist palliative care team and is involved with people needing palliative care or end of life care at home across Islington.

We work alongside your regular doctors, nurses and other support services, such as social services, local hospices, hospitals and voluntary organisations.

As well as seeing patients directly we act as a specialist resource, providing telephone advice, and offering education and training. We also have a website which provides information for members of the public, patients, carers and professionals.

## About End of Life Care

People approaching the end of life can be of any age, from any background, and have one or more or of a variety of illnesses.

End of life care is important because everyone is entitled to receive the best care towards the end of their life.

It can be helpful for all of us to think about what is important to us, months or even years before we die, so that conversations can take place, choices can be made, and the right people are involved at the right time.

## About Palliative Care

Palliative care is for people with an advanced or progressive illness which may be incurable.

In the early stages of illness, palliative care can be provided alongside other active medical and therapeutic treatments, in order to improve quality of life.

For those towards the end of life we hope that patients can die in comfort, with dignity and in the surroundings of their choice.

However, for all patients - whatever the stage of illness - our aim is to enable you and your family to live your lives as fully as possible, focusing on what is important to you.

This includes treating troublesome *symptoms* such as sickness, pain, breathlessness, loss of appetite and tiredness.

Coping with a serious illness can be distressing and some people find it helpful to talk to us about their *concerns*, whether they are of an emotional, practical or spiritual nature.

We are here to *support* not only you, but also your family, friends and carers in coming to terms with the changes advanced illness may bring.

## Community Palliative Care Team

We are happy to see anyone who may benefit from our service, regardless of age, illness, ethnicity, culture and faith. We can also arrange to see you with an interpreter if English is not your first language.

Once we receive a referral, you will be contacted by a team member within two working days to arrange a visit to you in your home.

During the first visit, we will listen to your concerns and discuss how we may be able to help. A family member or friend is always welcome to attend.

Our specialist nurses can help to improve your comfort and support you and your family. This includes controlling symptoms such as pain, nausea and constipation, offering psychological support and advice about planning your future care. They work alongside our specialist doctors who can see you at home if needed.

Our therapists aim to help you remain independent for as long as possible. Our physiotherapist can help you with maintaining strength and mobility. Our occupational therapist can help you carry out your daily activities and to manage at home. They can provide equipment, such as wheelchairs and other aids, as well as assisting you with ways to help deal with problems such as breathlessness and fatigue.

Our social workers provide psychological support to individuals and families, practical support with complex social needs including housing and benefits advice, support for families with children and time-limited bereavement support.

## Your Team Members:

