

How can I contact the service?

During normal working hours we can be contacted by patients and staff by telephone on:

(Tel) 020 7380 6811

Monday - Friday, 8.30am - 5pm

Outside normal working hours, i.e. 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 you are staying on a **hospital ward**, contact your hospital nurse or doctor

If **further support** is required, we can be contacted either for telephone advice or to request an out-of-hours visit on:

(Tel) 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.

Key Team Members

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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 (Tel) 020 7685 5954.

Comments, compliments, complaints

We welcome your views on our service. You can use the comments box in our reception. Alternatively, please contact our Patient Support Service:

Patient Support Service
Camden Primary Care Trust
Freepost RRCA-BXHE-HUSR
London
NW1 0PE

Tel: 020 3317 3003
Minicom: 020 3317 2890
Fax: 020 3317 2880
E-mail: pss@camdenpct.nhs.uk

Please contact us if you would like this leaflet in large print, Braille, audiotape or in another language.

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Visit: www.camdenproviderservices.nhs.uk

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Palliative Care Service Information



Tel: 020 7380 6811
Out-of-hours: 0845 155 5000

Palliative Care Centre
3rd Floor West, 250 Euston Road
London NW1 2PG

Monday to Friday 8.30am - 5pm

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 you, but also your family, friends and carers in coming to terms with the changes advanced illness may bring.

We are happy to see anyone who may benefit from our service, regardless of age, illness, ethnicity, culture and faith.

Where do the team see patients?

Our specialist team works in both community and hospital settings. We work alongside your regular doctors, nurses and other support services such as social services or local hospices.

Who are the specialists within the team?

- doctors (consultants/trainees) and nurses
- occupational therapists and physiotherapists
- rehabilitation therapy assistants
- social workers/counsellors
- administrators

Hospital Palliative Care Team

Our team works at a number of hospitals:

- University College London Hospitals including: The National Hospital for Neurology and Neurosurgery at Queen Square; The Heart Hospital; Elizabeth Garrett Anderson Wing
- St Pancras Hospital

We see both inpatients (staying on a ward) and outpatients (attending the hospital for a clinic or other appointment).

Community Palliative Care Team

We see residents of South Camden and North East Westminster. If you are referred to our community team, you will be

contacted by a specialist nurse or doctor within two working days to arrange a home visit. 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 rehabilitation therapists aim to help you to remain independent for as long as possible, working alongside community professionals and charities. For example, our occupational therapists will help you to manage at home, providing equipment and adaptations such as bathing aids, rails, or a wheelchair.

Our physiotherapist and assistants can help you to maintain your strength in order to continue your daily activities where possible. They can also teach techniques to help you deal with problems such as breathlessness and fatigue.

How can I be referred to the team?

Patients or family members are welcome to phone us directly on (Tel) 020 7380 6811.

If you are in hospital, the ward or clinic staff can phone us directly. **If you are at home**, a community nurse or GP can phone us and/or submit a referral form by fax.

Emergency referrals can also be made to the out-of-hours service (see overleaf).

