

Useful contacts

Whittington Specialist Palliative care team

Tel: 0207 288 3682 or via switchboard 0207 272 3070 and ask for bleep 2824

Hospital Chaplaincy

Tel: 0207 288 5337

Islington Adult social services

Tel: 0207 527 2000

Haringey Adult social services

Tel: 0208 489 1400

Islington Elipse Community Palliative care team

Tel: 0203 317 5777

Haringey Community Palliative care team/North London Hospice

Tel: 0208 343 8841

Marie Curie Hospice Hampstead

Tel: 0207 853 3400

St Joseph's Hospice Hackney

Tel: 0300 303 0400

Whittington Health District Nurse messaging service (Islington and Haringey)

Tel: 0207 288 3555

Camden, City, Islington and Westminster Bereavement services:

Tel: 0207 284 0900

Haringey & Islington St Joseph's Hospice bereavement service:

Tel: 0300 303 0400

Patient advice and liaison service (PALS)

If you have a compliment, complaint or concern please contact our PALS team on 020 7288 5551 or

whh-tr.whitthealthPALS@nhs.net

If you need a large print, audio or translated copy of this leaflet please contact us on 020 7288 3182. We will try our best to meet your needs.

[Twitter.com/WhittHealth](https://twitter.com/WhittHealth)

[Facebook.com/WhittingtonHealth](https://facebook.com/WhittingtonHealth)

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Palliative care service

A patient, family and carers guide



What is palliative care?

Palliative care is supportive care and symptom management for people living with a life-limiting illness. It offers support and care to patients and their families when an illness is no longer curable. We recognise that emotional, spiritual, family and financial worries might just be as important to you as physical problems.

Palliative care aims to:

- Improve your quality of life
- Help treat pain and other symptoms
- Help you live your life as normally as possible

Who provides palliative care?

Palliative care is delivered by your hospital doctor and nurses, by your GP, district nurses and other professionals.

Who provides specialist palliative care?

When people have complex or distressing problems, a team of palliative care specialists may be involved for extra support. You may be seen by:

Dr Anna Gorringe – Medical Consultant
Robert Hammond – Nurse Consultant
Marian Hickey – Clinical Nurse Specialist
Samantha Hunt – Clinical Nurse Specialist
Celia Ellicott – Clinical Nurse Specialist

How to contact us

The service operates Monday – Friday, 9-5pm. If you or your family want to talk to us please ask your nurse or doctor to bleep us. Alternatively call: 0207 288 3682 (answerphone).

If your query is not urgent please email the team: Whh-tr.PalliativeCareTeam@nhs.net Where possible, please use a hospital number as means of identification in the subject line.

How can the palliative care specialists help me?

The Specialist Palliative Care Team can help you by:

- giving advice and support on management of physical symptoms such as pain, nausea or breathlessness
- providing psychological support and advice to you, your family and carers
- addressing spiritual needs
- offering help with social and practical needs
- coming to meet you and discuss your needs when your hospital team makes a referral to us. However, you will remain under their care
- working closely with your hospital and community professionals and can liaise with local hospices

Palliative care professionals can help you create a plan and document your wishes and preferences for future care. This is called an Advance Care Plan or Advanced Directive.

It is very helpful to share these plans with everyone who is involved in your care, or might be contacted if problems arise unexpectedly. The 'Coordinate My Care' system is a good way to make sure your wishes are known to everyone who needs to know them.

What is Coordinate My Care (CMC)?

Coordinate My Care is an electronic system which records information about your illness and about your wishes and preferences. This may include what you might like to happen if you became less well and where you would like to receive your care. A doctor or nurse will talk to you about these issues and help you create a personalised care plan to guide professionals in the future.

Your care plan will be entered onto an electronic record that is shared with your GP, community nurses, some hospital teams, out-of-hours doctors, specialist nurses, London Ambulance Services and NHS 111. Details on CMC can be found on their website – link below:

<https://www.coordinatemycare.co.uk/for-patients/>

Data protection

Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality. As a healthcare provider we need to collect information about you; we will store this securely and ask for your permission to share information outside of the organisation.