

How to contact us:

0118 322 7826

Monday to Friday 8am - 4pm.

Weekends and Bank Holidays (urgent service only) 8am - 4pm.

To speak to the Team Co-ordinator on duty, contact 0118 322 5111 and ask for bleep 905 (7 days/week during hours above).

Outside of these hours, the medical team responsible for your care can contact the on-call Palliative Care Consultant if specialist advice is needed.

Your comments

Your input is important to us. If you would like to comment on our service please talk to a team member or e-mail us at:

palliative.care@royalberkshire.nhs.uk

Alternatively, you can write to:

Hospital Palliative Care Team

Royal Berkshire NHS Foundation Trust

Reading RG1 5AN

Useful contacts

We aim to provide you with information that is tailored to your needs, so please let us know how we can help you.

You may also find the following contacts useful:

For more information about the Trust visit www.royalberkshire.nhs.uk

Macmillan Cancer Information Centre
Berkshire Cancer Centre (North Block, RBH)

Mon-Fri 10am-2pm

www.royalberkshire.nhs.uk/wards-and-services/macmillan-cancer-information-centre.htm

0118 322 8700

Macmillan Cancer Support Line

www.macmillan.org.uk

0808 808 00 00

Patient Relations - Royal Berkshire Hospital

0118 322 8338

www.royalberkshire.nhs.uk/get-in-touch/pals.htm

This document is available in other languages and large print on request.
Please telephone 0118 322 7826

Hospital Palliative Care Team, April 2019

Review due: April 2021



Royal Berkshire
NHS Foundation Trust

The Hospital Palliative Care Team

Information for patients
and relatives

0118 322 7826

You have been seen by:

Date: _____

What is palliative care?

Palliative care is the care of patients with life-limiting illness, irrespective of diagnosis. The goal of palliative care is to achieve the best quality of life for patients and families. Referrals and involvement with palliative care may occur at any stage of someone's illness, when support is required.

Who we are

The Hospital Palliative Care Team works across all areas of the hospital. The role of the team is to support patients and their families/ carers with specialist palliative care needs.

The team consists of:

- Palliative Medicine Consultant
- Nurse Consultant
- Clinical Nurse Specialists
- Palliative Care Nurses
- Occupational Therapists
- Consultant Clinical Health Psychologist
- Administrator

How we may help

We work with you and other professionals involved in your care to carry out a holistic assessment of your physical, social, psychological and spiritual needs and provide support for you and those important to you.

We aim to:

- Help manage symptoms.
- Provide emotional support for you and those important to you in order to help you manage your illness.
- Provide time for you or those important to you to discuss concerns or questions about your illness and treatment.
- Help with complex discharge arrangements to achieve your preferred place of care.
- Provide information about social and practical issues.
- Help you to plan for the future.
- Help with end of life care for patients and their families.

We hold a weekly multi-disciplinary team (MDT) meeting to discuss patients who are new to our caseload. Notes are made at this meeting and sent to your GP; you may request a copy of these notes if you wish.

What happens when I leave hospital?

If you need continuing support on discharge from hospital, we can refer you to the appropriate community teams and / or specialist palliative care services. We will always discuss this with you or those important to you first and gain consent before making these referrals.

Planning for your future care

We live in a world where life-saving medical breakthroughs are often made and people can live for many years after a serious illness is diagnosed. It is easy to put off making important decisions about how and where we want to be treated and cared for often until it is too late.

Advance Care Planning (ACP) is a process of discussion between you and those who are important to you. It is an entirely voluntary process and you do not need to do this unless you want to. If you would like our help or more information about this, please let us know.

Some things you might want to think about:

- Different treatments or types of care that you might be offered.
- Other people you would like to be involved in your decisions.
- Religious or spiritual needs that others need to be aware of.
- Practical worries: pets, finances, making a will, putting your affairs in order.
- Tissue donation.
- Where you would like to be cared for at the end of your life.