



A lifetime of specialist care

Supportive and Palliative Care Service: a patient's guide

What is supportive and palliative care?

Supportive and palliative care aims to improve the quality of life of patients and their families facing problems associated with advanced or life-threatening illness. This includes the management of symptoms, social and psychological concerns.

Who is in the supportive and palliative care team?

Our supportive and palliative care team consists of palliative care consultants, clinical nurse specialists and Macmillan nurses.

What is the team's role?

The team provides an advisory service to patients throughout the Trust. We can support you to make decisions about your health and future care. We will assess your needs and work with medical teams to improve your symptoms and quality of life. We will also help co-ordinate your care with all the other health professionals involved. We are one of your key contacts and work in all areas of the hospital.

If required, we can arrange referrals to other professionals within the hospital or in the community, e.g. our welfare and benefits advisor or district nurses.

How can the service help me?

Our supportive and palliative care team can help you in all sorts of ways.

We can:

- Offer you specialist advice in managing breathlessness and other symptoms, including pain and nausea.
- Tell you about other services that might be helpful to you, such as community services and support groups.
- Assist with any psychological, social and / or spiritual concerns.
- Provide information and advice about every aspect of your care and treatment, including financial and benefits advice.
- Support your family, friends or carers.

- Give practical advice on medication management and written information on symptom management.
- Help you plan ahead to ensure your wishes are known.

Inpatient services

While you are in hospital, we will visit you on the ward and work closely with your medical team.

Outpatient services

If you are visiting the hospital for an outpatient appointment and feel you would benefit from the services we can offer, or would like to know more, please telephone us in advance (using one of the numbers below) or ask the clinic nurse to arrange a time to meet.

Useful contact details

The supportive and palliative care team is available Monday to Friday 8.30am-4.30pm.

Harefield Hospital 01895 828 922 (direct line)

Royal Brompton Hospital 020 7352 8121 extension 4136

You can leave a message and we will return your call as soon as possible. This may be the next working day.

Other organisations that offer support

British Heart Foundation 020 7554 0000
www.bhf.org.uk (Monday to Friday, 9am-5pm)

Macmillan Cancer Support 0808 808 0000
www.macmillan.org.uk (Monday to Friday, 9am-8pm)

British Lung Foundation (BLF) 03000 030 555
www.lunguk.org (Monday to Friday, 9am-5pm)