

Key worker

All patients will be allocated a “key worker”, who will be their main contact within the Supportive & Palliative Care Team. However, all members of the team will be aware of all patients, and all patients will be seen on the twice weekly consultant ward round (with the clinical nurse specialists).

Name of key worker:

Other members of team seen:

Further information

- Royal Surrey County Hospital web site: www.royalsurrey.nhs.uk/Palliative-care

Contact details

The Supportive & Palliative Care Team operate a 9am to 5pm, 7 days a week, 365 days a year service.

Office phone number: 01483 571122 **ext** 4188 (messages can be left on the answer phone).

PALS and Advocacy contact details

Contact details of independent advocacy services can be provided by our Patient Advice and Liaison Service (PALS) who are located on the right hand side as you enter the main reception area. PALS are also your first point of contact for health related issues, questions or concerns surrounding RSCH patient services.

Telephone: 01483 402757

Email: rsc-tr.pals@nhs.net

Opening hours: 9.00am–4.00pm
Monday to Friday

If you would like information documents in large print, on tape or in another language or form please contact PALS.

Past review date: June 2016
Future review date: June 2019
Author: Andrew Davies
PIN160623–1079



Patient information leaflet

Supportive & Palliative Care Team



Palliative Care Department

Who are the Supportive & Palliative Care Team?

The Supportive & Palliative Care Team consists of a group of doctors, and clinical nurse specialists that have received training in supportive and palliative care, and is supported by various administration staff, other healthcare professionals (e.g. dietitians, physiotherapists), and other staff (e.g. chaplains).

What work do we do?

The Supportive & Palliative Care Team provides a specialist service for patients receiving treatment for cancer and other serious illnesses at the Royal Surrey County Hospital (St. Luke's Cancer Centre). The main activities of the team are:

- Pain control – we treat most types of pain (including pain caused by treatment for the underlying illness)
- Symptom control – we treat most symptoms (including symptoms caused by the treatment for the underlying illness)
- Psychological support
- Cancer survivorship issues
- Advance care planning
- End-of-life care
- Education & training
- Research

What services do we offer?

The Supportive & Palliative Care Team review inpatients at the Royal Surrey County Hospital. Patients are seen as required, and all patients are reviewed on the twice weekly consultant ward round (with the clinical nurse specialists). The Team are also able to review outpatients in the accident and emergency department, and the emergency assessment unit, and also the oncology clinics, the chemotherapy day unit, and the radiotherapy department at St. Luke's Cancer Centre.

The Team run two outpatient clinics a week in St. Luke's Cancer Centre (at the Royal Surrey County Hospital). The clinic is for patients with uncontrolled pain and/or other symptoms. Patients can be referred to this clinic by their GP, clinical nurse specialist, or hospital consultant.

What else do we do?

Audit/service evaluations

We regularly undertake surveys to ensure that we are providing a good service for our patients. You and/or your family members may be asked to take part in one of these surveys; you do not have to take part in these surveys, and your care will not be affected if you choose not to take part.

Research

We have an active research department. You and/or your family members may be asked to take part in one of these research projects; again you do not have to take part in these research projects, and your care will not be affected if you chose not to take part. All research projects have been approved by the local research ethics committee.

Education and training

We regularly have medical students, nursing students and other healthcare professionals undertaking attachments with the team.

Community support

The Supportive & Palliative Care Team at the Royal Surrey County Hospital do not review patients at home or in other settings (e.g. care homes, nursing homes). If appropriate, your medical team can refer you to a community-based palliative care team (often linked to a local hospice).