



Northern Care Alliance
NHS Group

Specialist Palliative Care Service

An information guide



Specialist Palliative Care Service

What is Specialist Palliative Care?

Specialist Palliative Care helps patients and families to live as well as possible by providing high quality pain and symptom management, as well as practical and psychological support.

We support patients with cancer as well as those with other long term conditions (e.g. heart failure, chronic lung disease, neurological conditions) or frailty.

Who are we?

We are a Service of Specialist Palliative Care professionals who have expertise in helping manage pain and complex symptoms.

We can be involved with your care at any stage during your illness from diagnosis and throughout your patient journey.

The Service consists of:

- Specialist Palliative Care Nurses
- Consultants in Palliative Medicine
- Team administrators and medical secretaries.

The Specialist Palliative Care Service sees patients and/or their families, usually on hospital wards .

How can we help you?

We work alongside the other doctors, nurses and other professionals caring for you. We can help in a variety of ways depending on your needs.

This may include:

- Managing pain and other symptoms such as nausea and vomiting, constipation and breathlessness
- Providing emotional, psychological and spiritual support
- Providing relevant information about your illness
- Providing practical advice and signposting to other relevant services
- Supporting you to plan your future care and involving other health care professionals where necessary.

The multi-disciplinary team

We work as part of a wide multidisciplinary team including physiotherapists, occupational therapists, bereavement nurses, hospice teams, pharmacists, chaplains, discharge co-ordinators and community teams. The Team in each locality meets weekly to discuss the proposed plan of care for new patients and carers referred to the Service, or for those with on-going, difficult problems. A member of your local Specialist Palliative Care Team will discuss your plan of care with you, and raise any issues on your behalf. If you have any questions about this, please ask. You are usually discharged from the Team's care when your problems can be managed by the ward team or you are discharged from the hospital.

A member of your local Specialist Palliative Care Team will be your named contact and will talk to you and your family about your care. They will be your key contact for Specialist Palliative Care whilst you are in hospital. Depending on your needs, other members of the health and social care team may be involved in your care.

After discharge, if you need further Specialist Palliative Care input, this will be arranged in the community where you live. We may update your GP and any community teams who are involved in your care by letter or refer you to the Community Specialist Palliative Care Team. You can also be referred back to the hospital Team if problems recur, or new problems arise whilst you are still in hospital.

How to contact us

Your Specialist Palliative Care key contact is:-

0161 778 2679 - Fairfield General Hospital Team

0161 720 2814 - North Manchester General Hospital Team

0161 778 5918 - The Royal Oldham Hospital Team

We are available from 8:30 am to 4:30 pm Monday to Friday.

The best time to ring is between 8:30 am and 9:30 am. An answer phone is available for you to leave a message if we are out of the office.

You can also ask any staff member on the ward to contact us on your behalf.

Weekends and Bank Holidays:

The Specialist Palliative Care Nurse on duty for the weekend/bank holiday (8:30 am to 4:30pm) may be contacted by leaving a message on the relevant team's answer phone or the ward staff can contact the Specialist Palliative Care Nurse on your behalf. Please note, we are only available for urgent matters at weekends and bank holidays.

Your agreed plan of care is:

Date:

Macmillan Cancer Support and Information Centre

The Macmillan Cancer Information Centre near the Gallery Restaurant at North Manchester General Hospital is open Monday to Friday 9am- 4pm.

Opening times may vary so please check before making a special journey.

Staff in the centre can help you find information, talk through what is happening and signpost you to support. Please do call in, as no appointment needed.

Telephone: 0161 604 5244.

If English is not your first language and you need help, please contact the Interpretation and Translation Service

Jeśli angielski nie jest twoim pierwszym językiem i potrzebujesz pomocy, skontaktuj się z działem tłumaczeń ustnych i pisemnych

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو مدد کی ضرورت ہے تو ، براہ کرم ترجمانی اور ترجمہ خدمت سے رابطہ کریں

Dacă engleza nu este prima ta limbă și ai nevoie de ajutor, te rugăm să contactezi Serviciul de interpretare și traducere

ইংরাজী যদি আপনার প্রথম ভাষা না হয় এবং আপনার সাহায্যের প্রয়োজন হয় তবে অনুগ্রহ করে দোভাষী এবং অনুবাদ পরিষেবাটিতে যোগাযোগ করুন

إذا لم تكن الإنجليزية هي لغتك الأولى وتحتاج إلى مساعدة ، فيرجى الاتصال بخدمة الترجمة الشفوية والتحريرية

☎ : 0161 627 8770

@ : interpretation@pat.nhs.uk

To improve our care environment for Patients, Visitors and Staff, **Northern Care Alliance NHS Group** is Smoke Free including buildings, grounds & car parks.

For advice on stopping smoking contact the Specialist Stop Smoking Service on 01706 517 522

For general enquiries please contact the Patient Advice and Liaison Service (PALS) on 0161 604 5897

For enquiries regarding clinic appointments, clinical care and treatment please contact 0161 624 0420 and the Switchboard Operator will put you through to the correct department / service

The Northern Care Alliance NHS Group (NCA) is one of the largest NHS organisations in the country, employing 17,000 staff and providing a range of hospital and community healthcare services to around 1 million people across Salford, Oldham, Bury, Rochdale and surrounding areas. Our Care Organisations are responsible for providing our services, delivering safe, high quality and reliable care to the local communities they serve.

The NCA brings together Salford Royal NHS Foundation Trust and the hospitals and community services of The Royal Oldham Hospital, Fairfield General Hospital in Bury, and Rochdale Infirmary (currently part of The Pennine Acute Hospitals NHS Trust).

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