NHS
Gloucestershire Hospitals
NHS Foundation Trust

Specialist Palliative Care Services in Gloucestershire

Introduction

This leaflet explains the structure and support offered by the Specialist Palliative Care team within Gloucestershire Hospitals NHS Foundation Trust.

What is Specialist Palliative Care?

Specialist Palliative Care aims to support patients and their families who have complex symptoms and needs which have not responded to usual measures. Patients will usually have an advanced, progressive, potentially life-threatening condition. The support offered might include:

- Helping you to live as actively as possible, taking account of your emotional, social and spiritual needs, alongside your physical ones.
- Supporting you and your family in coping with your illness and the choices you wish to make.
- Providing good relief from pain and other symptoms.

How does the Specialist Palliative Care Team work?

The Specialist Palliative Care Team is made up of a variety of professionals including doctors and specialist nurses who have all received specialist training. The team review people in hospital (including the community hospitals), their own home and nursing homes. They help with the management of complex problems, particularly when an existing plan does not seem to be working.

A Specialist Palliative Care Clinical Review meeting takes place every week to discuss the progress of individual patients care and treatment options. Patients will be informed of any discussions about them that take place during this meeting.

What help is available?

- Medical and nursing advice, for issues such as relief of pain and other symptoms.
- Providing information about the illness and possible treatments.
- Financial advice about benefits and grants.
- Practical help and advice about useful equipment.
- Advice and help with discharge from hospital.
- Emotional, spiritual and psychological support.
- Ongoing support for carers and family.
- Providing information about other relevant agencies who offer emotional and practical support and advice on financial issues.

Who provides this support?

These services are provided by a wide variety of people. Much of your care will be provided by your GP and district nurse while you are at home and by your hospital consultant and ward staff if you are in hospital. The Specialist Palliative Care Team work alongside your GP and the district nurses in providing support and advice for you and your family.

Members of the team include:

- Consultants in palliative medicine
- Medical staff
- Specialist nurses
- Clinical psychologists
- Department of Spiritual Care

Patient Initiated Follow Up (PIFU) and discharges

If your specialist team think that PIFU might be suitable for you, they will discuss this with you. A PIFU appointment will be given. This means you will no longer receive regular follow-up contact, but you can contact the service if you feel there has been a change in your condition or needs and you need to see a clinician.

Patients with complex palliative care needs may be discharged back to the care of their GP once their symptoms are effectively controlled and specialist input is no longer required. Re-referrals to the specialist palliative care team are welcomed should new or changing needs arise.

Contact information

If you or your family have any questions or concerns, then please contact a member of the team on the number below.

Community Specialist Palliative Care Team
Gloucestershire Hospitals NHS Foundation Trust
Tel: 0300 422 5370
Monday to Friday, 9:00am to 5:00pm

Hospital Specialist Palliative Care Teams
Tel: 0300 422 5179
Monday to Friday, 9:00am to 5:00pm

Hospices

Sue Ryder Care
Leckhampton Court Hospice
Church Road
Leckhampton
Cheltenham
GL53 0QJ
Tel: 01242 230 199

Longfield Hospice
Burleigh Lane
Minchinhampton
GL5 2PQ
Tel: 01453 886 868

Great Oaks Hospice
The Gorse
Coleford
GL16 8QE
Tel: 01594 811 910

Further information

FOCUS Cancer Information and Support Centre
Cheltenham General Hospital
Tel: 0300 4224 414
Monday to Friday, 8:30am to 4:30pm

Maggie's Centre
The Lodge
Cheltenham General Hospital
College Baths Road
Cheltenham
GL53 7QB
Tel: 01242 250 611
Monday to Friday, 9:00am to 5:00pm

Charlie's Centre
Unit 2
Edison Close
Venture Business Centre
Madleaze Road
Gloucester
GL1 5SL
Website: www.charlies.org.uk

Supporting patients and families affected by cancer.

Macmillan Cancer Support
Website: www.macmillan.org.uk

Cancer Research UK
Website: www.cancerresearchuk.org

A variety of other websites are available that focus on specific cancers and other illnesses. Please ask a member of the team for more information.

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Shared Decision Making

If you are asked to make a choice, you may have lots of questions that you want to ask. You may also want to talk over your options with your family or friends. It can help to write a list of the questions you want answered and take it to your appointment.

Ask 3 Questions

To begin with, try to make sure you get the answers to three key questions if you asked to make a choice about your healthcare.



1. What are my options?
2. What are the pros and cons of each option for me?
3. How do I get support to help me make a decision that is right for me?

These resources have been adapted with kind permission from the MAGIC Programme, supported by the Health Foundation.

***Ask 3 Questions** is based on Shepherd HL, et al. Three questions that patients can ask to improve the quality of information physicians give about treatment options: A cross-over trial.

Patient Education and Counselling, 2011;84: 379-85

AQuA
Advancing Quality Alliance

Right Care
Shared
Decision Making
Programme

NHS **https://aqua.nhs.uk/resources/shared-decision-making-case-studies/**

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Charity Office **0300 422 3231** or visit **gloshospitals.nhs.uk/charity**

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