

## Patient information

# Palliative Care Team

## *Information for referrals to the Palliative Care Team*

### What is palliative care?

Palliative Care is an approach which strives to improve the quality of life of patients and their families facing life-threatening illness, through the prevention, assessment and treatment of pain and other physical, psychological and spiritual problems.

We see patients whose disease is not responsive to curative treatment, at any stage of their disease.

### What can we offer?

- Advice on pain control and other symptoms, eg sickness
- Emotional support for patients and an opportunity to discuss concerns or questions about illness or its treatment
- Support for family or carers
- Information and advice on all aspects of care and treatment
- Liaison with others involved
- Advice on services available within the hospital and on discharge
- Financial advice about some benefits or grants, or referring as appropriate

**Please ask your ward team to contact us to request a visit. Patients and families can also make referrals to our service.**

### What do we do?

- Our involvement in patients' care is based on an initial assessment

- Please ask if you would like this assessment in writing
- We see patients at any stage of their illness
- We work alongside the team of doctors, nurses and other health care professionals involved in care; a referral to our service may be made from any of the team
- We aim to make an assessment visit within two working days of the referral and will offer follow-up visits if appropriate
- We liaise closely with GPs, community teams/services and hospice teams

## **The West Suffolk Hospital Palliative Care Team**

- Consultants in palliative medicine: Mary McGregor and Sarah Mollart
- Senior hospice physician: Ildiko Rakk
- Palliative care clinical nurse: Michelle Buono, Liz Eagles, Katherine Goller
- Specialists: Samantha Hobson, Marie Rees, Sarah Ryan  
Sarah Ryan
- PA to palliative care consultant:

**Tel: 01284 713776**

**Monday to Friday 9.00am to 5.00pm**

**Saturday 8.00am to 4.00pm**

If no-one is available please leave a message on the answer phone

## **Useful information**

### **The Chaplaincy Team**

If this is a service you would like to access, the Palliative Care Team will contact them on your behalf, or they can be contacted directly on 01284 713486.

### **St Nicholas Hospice Care**

Macmillan Way, Bury St Edmunds IP33 2QY

Tel: 01284 766133

[www.stnicholashospice.org.uk](http://www.stnicholashospice.org.uk)

In-patient unit, family support, community palliative care team

### **Macmillan Cancer Information and Support Centre**

The Macmillan Cancer Information and Support Centre is situated in the Macmillan outpatients area at the rear of the West Suffolk Hospital. The centre offers support, advice and information for anyone affected by cancer. It is staffed by a Macmillan Information and Support Specialist and trained volunteers and has literature on cancer, including specific tumour sites, treatments, side effects and the emotional impact of a cancer diagnosis.

The centre offers assistance with blue badge applications, hair loss services, contact with local support groups and self-management courses.

The centre also helps with grant applications and referrals to benefits advice.

**Anyone** can drop in, Monday to Friday 9.00am to 4.30pm (no appointment necessary) or telephone 01284 713023 or direct email:

[cancer.infocentre@wsh.nhs.uk](mailto:cancer.infocentre@wsh.nhs.uk).

## Financial problems

Finances can be a major problem because treatments for patients with cancer can be a lengthy process. If you need financial assistance, the Macmillan Information Centre will be able to offer information and refer you to a Macmillan Benefits Advisor. There are also grants available for cancer patients from different organisations, please ask your specialist nurse or the Macmillan Information Manager for details.

To contact the Suffolk Macmillan Benefits Advisors please call: 01473 581755

Email: [macmillanbenefitsadvice@wsh.nhs.uk](mailto:macmillanbenefitsadvice@wsh.nhs.uk)

## Prescriptions

Prescription charges for patients with cancer were abolished in April 2009. In order to make sure you get your prescriptions free of charge you will need to speak to your GP (not your hospital doctor) about how to obtain a valid exemption certificate (form FP92A).

## Suffolk Family Carers

Are you looking after someone? Who is looking after you? Suffolk Family Carers are available to help and give support. They can be contacted on: 01473 835477 or online chat at [www.suffolkfamilycarers.org](http://www.suffolkfamilycarers.org) or email [hello@suffolkfamilycarers.org](mailto:hello@suffolkfamilycarers.org)

*If you would like any information regarding access to the West Suffolk Hospital and its facilities please visit the website for AccessAble (formerly DisabledGo)*

<https://www.accessable.co.uk/organisations/west-suffolk-nhs-foundation-trust>

