Who delivers palliative care?
Information for patients and carers

Specialist palliative care services in Hillingdon

Information about accessing services that provide palliative care services to adults
What is palliative care?

Palliative care is supportive care and symptom-management for people living with a life-limiting illness. It offers support and care to patients and their families when an illness is no longer curable. Problems may be physical, emotional or practical.

Palliative care aims to:

• Improve your quality of life
• Help treat pain and other symptoms
• Help you live your life as normally as possible.

Who provides palliative care?

Palliative care is delivered by your hospital doctor and nurses, by your GP and other professionals. In the community your key worker (key coordinator of care) is the district nurse.

Who provides specialist palliative care?

When people have complex or distressing problems, a team of palliative care specialists may be involved for extra support.

This team of specialists includes:

• Doctors
• Administrators
• Clinical nurse specialists
• Clinical psychologists.

The service operates Monday – Friday, 8am - 4:30pm.

Tel: 01895 279412 / 279385

Out-of-hours telephone advice: 01923 844281

The team works closely with your GP and District Nursing Service. They support district nurses and GPs by carrying out specialist assessments and provide training to healthcare professionals across Hillingdon.
How can the palliative care specialists help me?

The Specialist Palliative Care Team can help you by:

- Offering advice and support on management of physical symptoms such as pain, nausea or breathlessness
- Providing psychological support and advice to you, your family and carers
- Addressing spiritual needs
- Offering help with social and practical needs, alongside district nursing and social care. If you would like to be referred to the team please speak with your GP, or health/social professional
- Offering palliative care clinic appointments (at different sites in Hillingdon) with the consultant in palliative medicine (speak with your GP or health professional for more information).

Palliative care professionals can help you create a plan and document your wishes and references for future care. This is called an Advance Care Plan. It is very helpful to share these plans with everyone who is involved in your care, or might be contacted if problems arise unexpectedly. The ‘Coordinate My Care’ system is a good way to make sure your wishes are known to everyone who needs to know them.

What is Coordinate My Care (CMC)?

Coordinate My Care is an electronic system which records information about your illness and about your wishes and preferences. This may include what you would like to happen if you became less well and where you would like to receive your care.

A doctor or nurse will talk to you about these issues and help you create a personalised care plan to guide professionals in the future.

Your care plan will be entered onto an electronic record that is shared with your GP, community nurses, some hospital teams, out-of-hours doctors, specialist nurses, London Ambulance Services and NHS 111.
Additional services

Other organisations such as Michael Sobell Hospice, Hayes Cottage Nursing Home and Harlington Hospice offer palliative care services.

If you are at home and think you would benefit from seeing a member of the Specialist Palliative Care Team you should talk to your GP or district nurse.

Translation service

Please tell us in advance of your appointment if you need an interpreter, this will help to make sure you receive the care you need.

Data protection

Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality. As a healthcare provider we need to collect information about you; we will store this securely and ask for your permission to share information outside of the organisation.

If you require further information please request a copy of our leaflet “Your Information”.

Tell us, we’re listening!

Our staff want to know how they are doing. Tell us what you think at: www.cnwl.nhs.uk/feedback and then we’ll know what we have to do.

We aim to provide you with the best possible care. If you are happy with the service you have received and would like to pass on a compliment, please speak to a member of staff or contact our Patient Support Service.

If you are unhappy with any of the care you have received or have any concerns, please speak to the service manager in the first instance. You can contact us on: 01895 279412.

If this does not resolve your problem, please contact our Patient Support Service on 0300 013 4799 or at feedback.cnwl@nhs.net
Useful contacts

Community specialist palliative care:
Tel: 01895 279412
Tel: 01895 279385

District Nursing Messaging Service (8am – 12am)
Tel: 01895 234001

Macmillan Hillingdon Information and Support Service:
Tel: 01895 279169

Macmillan Cancerline:
Tel: 0808 808 0000

Benefits Advice:
Tel: 0800 9172222 (PIP)
Tel: 0345 6056055

Lynda Jackson Centre:
Tel: 01923 844014

Out-of-hours GP service:
Tel: 111

Harlington Hospice:
Tel: 020 8759 0453

Michael Sobell House:
(24-hour advice line)
Tel: 020 3826 2377

Community Cancer Centre:
Tel: 01895 461016

Hillingdon Social:
Tel: 01895 250111