



Palliative care service

Information for patients, families and carers

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.
- We recognise that emotional, spiritual, family and financial worries might just be as important to you as physical problems.
- 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, district nurses and other professionals.

Who provides specialist palliative care?

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

Dr Anna Gorringer – Medical Consultant
Robert Hammond – Nurse Consultant
Marian Hickey – Clinical Nurse Specialist
Samantha Hunt – Clinical Nurse Specialist
Jennifer Spears - Clinical Nurse Specialist

How to contact us

- The service operates Monday – Friday, 9-5pm. If you or your family want to talk to us please ask your nurse or doctor to bleep us. Alternatively call: 0207 288 3682 (answerphone).
- If your query is not urgent please email the team: Whh-tr.PalliativeCareTeam@nhs.net
- Where possible, please use a hospital number as means of identification in the subject line.

How can the palliative care specialists help me?

- The Specialist Palliative Care Team can help you by:
 - ✓ giving 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
 - ✓ coming to meet you and discuss your needs when your hospital team makes a referral to us. However, you will remain under their care
 - ✓ working closely with your hospital and community professionals and can liaise with local hospices



- Palliative care professionals can help you create a plan and document your wishes and preferences for future care. This is called an Advance Care Plan or Advanced Directive.
- It is very helpful to share these plans with everyone who is involved in your care or might be contacted if problems arise unexpectedly.
- London's 'Universal Care Plan' is a good way to make sure your wishes are known to everyone who needs to know them.

What is Universal Care Plan (UCP)?

- The Universal Care Plan is a digital care plan which records information about your illness and about your wishes and preferences. This may include what you might 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, hospital teams, out-of-hours doctors, specialist nurses, London Ambulance Services and NHS 111. Details on UCP can be found on their website – <https://ucp.onelondon.online/>

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.

Useful contacts

Whittington Specialist Palliative care team

Tel: 0207 288 3682 or via switchboard
0207 272 3070 and ask for bleep 2824

Hospital Chaplaincy

Tel: 0207 288 5337

Islington Adult social services

Tel: 0207 527 2000

Haringey Adult social services

Tel: 0208 489 1400

Islington & South Camden Community Palliative care team

Tel: 0203 317 5777

North London Hospice Barnet, Enfield, and Haringey community palliative care

Tel: 0800 368 7848

North Camden Royal Free Palliative care team

Tel: 0207 830 2905

Marie Curie Hospice Hampstead

Tel: 0207 853 3400



St Joseph's Hospice Hackney

Tel: 0300 303 0400

Whittington Health District Nurse messaging service (Islington and Haringey)

Tel: 0207 288 3555

North Central London Palliative Advice team (NCLPAT) Out of hours**Camden, Islington, Barnet, Enfield, and Haringey**

Tel: 0208 152 3252 (8pm – 8am Mon-Sun)

Camden, City, Islington and Westminster Bereavement services:

Tel: 0207 284 0900

Haringey & Islington St Joseph's Hospice bereavement service:

Tel: 0300 303 0400

Patient advice and liaison service (PALS)

If you have a compliment, complaint or concern please contact our PALS team on 020 7288 5551

or whh-tr.PALS@nhs.net

If you need a large print, audio or translated copy of this leaflet please email whh-tr.patient-information@nhs.net. We will try our best to meet your needs.

[Twitter.com/WhitHealth](https://twitter.com/WhitHealth)

[Facebook.com/WhittingtonHealth](https://facebook.com/WhittingtonHealth)

Whittington Health NHS Trust

Magdala Avenue

London

N19 5NF

Phone: 020 7272 3070

www.whittington.nhs.uk

Date published: 26/10/2023

Review date: 26/10/2025

Ref: EIM/U&E/PalCarServ/03

© Whittington Health

Please recycle

