

# Making a Referral to Phyllis Tuckwell

For adult patients registered with a GP in  
Guildford & Waverley, Surrey Heath, NE Hampshire & Farnham

## Patients (18+) with:

- Advanced cancer.
- End stage non-malignant disease.
- Deteriorating health.
- Moderate/severe frailty.
- Terminal/advancing illness.

## Carers and Family Members

with  
one or  
more

## Complexity

- Physical and symptom control needs.
- Psychological and spiritual symptoms.
- Social needs impacting on ability to cope with current health situation.
- Help with advance care planning.
- Help with end of life care discussions and decisions.

## Single Point of Access for Advice & Referrals

For professionals, patients, their carers.

7 days a week, 8am-6pm.

01252 729440

PTH.adviceandreferral@nhs.net

## Out of Hours

after 6pm:  
Calls transferred to the In-Patient Unit for access to nursing and medical advice.

## Rapid Assessment

For urgent referrals with unstable symptoms/rapid deterioration.

By a Clinician with feedback to the usual professional team.

## Living Well Programme

For those earlier in their illness, able to access our Guildford/ Farnham sites:

### Link Support & Information

A range of support and information services for patients/carers/families.

### Patient Therapies

Supportive programmes based on needs (reviewed with the patient every 6-12 weeks).

A range of therapeutic sessions for groups and individuals promoting physical and emotional wellbeing and quality of life.

### Carer & Family Support

During the illness of the family member/partner/friend, under care of PTHC.

### Bereavement Support

Following death of PTHC patient.

**SEE OVERLEAF** for Living Well programme suitable for patients, carers and family members.

## In-Patient unit

For symptom control and terminal care.

7 day/week admissions.

- PTHC Consultants/Drs.
- Nursing.
- Therapists, Counsellors, other members of the MDT.

## Care at Home

Patients with unstable physical symptoms or psychological needs - at home, care home or community hospital.

Patients who are: unstable, deteriorating or dying.

Working in partnership with the GP and Community Nursing teams.

- CNSs aligned to GP Surgeries.
- PTHC Consultants/Drs.
- Hospice Care at Home nursing.
- Therapists, Counsellors, other members of the MDT.

# Living Well programme

PATIENT SYMPTOMS

A range of activities for patients and families to help improve physical and emotional wellbeing, manage their illness and get the most out of life. Sessions for individuals and groups are held at the Beacon Centre and the Hospice.

These are some common symptoms and concerns experienced by patients, which can be helped through our Living Well programme. An holistic assessment will take place to determine the best support, based on individual needs.

Ongoing symptom management and review are integral to our service.

Shortness of breath

Weakness or lack of energy

Pain, Nausea, Vomiting, Poor appetite, Constipation, Sore or dry mouth

Drowsiness

Poor mobility

## Link Support & Information

Link sessions are for anyone to find out more about the care we offer, attend discussion groups and presentations and link themselves into our services.

## Movement Therapies

Therapies designed to help with symptoms such as fatigue and poor mobility.

## Relaxation Therapies

Therapies aimed at helping those who are experiencing breathlessness, stress or anxiety, low energy levels or having trouble sleeping.

## Emotional Therapies

Therapies to enable participants to express their feelings and teach strategies to help them cope with the emotional impact of illness.

## Creative Therapies

Therapies to enable participants to explore their creative side and find an outlet for their feelings.

## Family & Carer Support

We support families and carers, enabling them to find time and space for themselves and learn practical ways of coping with being a carer.

OVER THE PAST WEEK...

The range of activities in our Living Well programme can help reduce patients' and carers' concerns and anxieties.

Have you been feeling anxious or worried about your illness or treatment?

Have any of your family or friends been anxious or worried about you?

Have you been feeling depressed?

Have you felt at peace?

Have you been able to share how you are feeling with your family or friends?

Have any practical matters resulting from your illness been addressed?

Have you had as much information as you wanted?

## Link Support & Information

- Activities:
- Open House at the Hospice.
  - Benefits & Entitlements.
  - Link Sessions at the Beacon Centre. e.g.
    - Dietary advice
    - Advance Care Planning
    - Will writing
    - Funeral planning etc.
  - Signposting.

## Movement Therapies

- Activities:
- Exercise Group.
  - Staying Power.
  - Improve your Balance.
  - Adapted Tai Chi.
  - Moving On.

## Relaxation Therapies

- Activities:
- Breathlessness.
  - Learn to Relax.
  - Guided Relaxation.
  - Good Night's Sleep.
  - Holistic Therapies:
    - Soothing the Body
    - Calming the Mind
    - Lifting the Spirit.

## Emotional Therapies

- Activities:
- Emotional Wellbeing.
  - Coping and Resilience.
  - Reminiscence.
  - Life Story Therapy.
  - Mindfulness.

## Creative Therapies

- Activities:
- Brush with Art.
  - Creative Writing.
  - Creative Connections.
  - Culinary Therapy.
  - Therapies through Nature.

## Family & Carer Support

- Activities:
- Beacon Carer Support Group.
  - Therapies.
  - Carers' Clinic.
  - Supporting Children.
  - Seasonal Family Events.
  - Access to Link Support & Information.

This support continues into bereavement.

Living Well