

## what happens when I am in hospital?

We have close links with the palliative care teams at Frimley Park Hospital and Royal Surrey County Hospital. Some of our Doctors also work within these teams which help with continuity of care.

## does the medical team provide any education?

Yes, the Doctors help with the training of medical students and junior doctors who may have a clinical placement at Phyllis Tuckwell to learn about palliative medicine. You will always be asked if you are happy for the students to be with the Doctor when you are seen.

The Doctors also take part in teaching sessions to District Nurses, GPs and junior doctors in training.

## do I have to pay for services from Phyllis Tuckwell?

No, all services offered by Phyllis Tuckwell are free. As a charity we are dependent on the local community for their generosity and financial support. We only receive 20% of our funding from the NHS/Government and therefore we have to raise over £20,000 a day to provide all our services. If you would like to make a donation, please ask a member of staff, or visit our website. Thank you.

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**Large print version  
available on request.**

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February 2020

Therapies • Clinical • Patient and Family • General

## Medical Team



**Phyllis Tuckwell**<sup>®</sup>  
Hospice Care   
...because every day is precious



## does Phyllis Tuckwell have its own Doctors?

*Yes, there is a team of Doctors working at Phyllis Tuckwell, headed by the Medical Director, Cate Seton-Jones.*

### *are you specialist?*

All of the doctors who work at Phyllis Tuckwell have had further training in palliative care. We have five consultants in the team. We have two training posts. One is for Doctors training to be consultants in Palliative Medicine. The second post is for Doctors training to be General Practitioners (GPs).

### *who do the Doctors see?*

We see any patient under the care of Phyllis Tuckwell Hospice Care who needs a palliative medical review. This could be as an inpatient, as an outpatient, in Day Hospice, at the Beacon Centre, at home, or in the community.

### *how can I arrange to see a Hospice Doctor?*

Patients are initially referred to us from their own GP, District Nurse, or hospital team and we are happy for interested patients and their families to look around our facilities prior to being referred.

### *when can I see a Doctor?*

On the In-Patient Unit you will be seen most working days by one of the Doctors. Outside of normal working hours the nurses will assess you to see if a Doctor should be called.

When you are at home your GP remains the main Doctor involved in your ongoing care. One of the Phyllis Tuckwell Doctors can visit you at home and/or give advice over the phone if necessary.

We will then liaise with your GP and healthcare team as needed. If you need a prescription urgently, our Phyllis Tuckwell Doctors may issue a prescription at home and ask your GP to continue.

### *will I always see the same Doctor?*

Where possible we always try to ensure that the same Doctor sees you. However this is not always possible. Every Doctor who sees you will have access to your Phyllis Tuckwell medical notes with all the information needed to manage your care.

### *what do the Doctors do?*

We provide palliative care medical advice for a range of issues including:-

- Symptom management
- Advance Care Planning (e.g. discussion about how you could avoid further hospital admissions)
- Information and discussion about illness for patients and carers.

We are also available 24 hours a day to give advice to GPs and the District Nurses and Hospital colleagues.

### *do you perform any procedures at Phyllis Tuckwell?*

Yes, we perform blood transfusions, and infusions of drugs.

### *where are these done?*

In some cases infusions and blood transfusions can be given as a day patient here at the Hospice. Otherwise patients are admitted to the In-Patient Unit for these procedures.

### *can my family or carer see a Doctor?*

Yes certainly. We would need your permission to speak with both families and friends. Please ask one of the nurses who will arrange an appointment.