

# Community Specialist Palliative Care Team

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the...



Jane - Community



# Who is in the Community Specialist Palliative Care Team?

*The Phyllis Tuckwell Hospice Care Community Team is a Specialist Palliative Care Team. It is made up of Clinical Nurse Specialists and Doctors who work with the services available from Phyllis Tuckwell.*

## What is Palliative Care?

Palliative care supports and assists patients who live with illnesses that no longer respond to curative treatment.

## Who referred me to the Community Specialist Palliative Care Team?

The Community Specialist Palliative Care Team will have received a referral for you from either:

- Your General Practitioner (GP)
- Hospital Consultant
- Specialist Nurse
- Community Nursing Team

## when will contact be made?

After you have been referred, a member of the Community Team will contact you to arrange an initial visit to your home or at an outpatient clinic at the Hospice or Beacon Centre. Subsequent telephone calls or visits can be agreed according to your individual needs.

## what does the Team do?

The Team can help you by providing specialist advice, support and information for you and your family.

We do this by offering:

- Assessment and advice on the management of difficult symptoms,
- Emotional support for you and your family/carer, helping you to deal with difficult fears and worries during your illness and treatment,
- A point of contact to the larger specialist team at Phyllis Tuckwell, which may include some of the following:
  - Counsellor
  - Chaplain
  - Occupational Therapist
  - Complementary Therapist
  - Patient & Family Support team
  - Bereavement Support
  - Physiotherapist



### *who is responsible for my care at home?*


Your GP is the main person responsible for your care and is the first point of contact. The Team is a link between you, your GP, District Nurse, Hospital Consultant and Hospice Care Services.

### *who will prescribe my medication?*

Usually your GP will prescribe your medication when you are in your own home in consultation with us, however, in some circumstances the visiting palliative care doctor or nurse may prescribe the initial supply of new medicine.

### *how long do I stay under your care?*

We see patients who have unstable, complex symptoms. Once stable and with your agreement, you will then be discharged back to the care of your GP and District Nurse.





## *does the Team provide home nursing?*

We have a small specialised team of nurses who can support patients and carers with nursing, in their own home.


The Hospice Care at Home service is accessed via your Clinical Nurse Specialist or your community nurse.

## *is the Community Team part of Macmillan Cancer support?*

No. The Community Team are employees of Phyllis Tuckwell. However, we provide the same service as a Macmillan-funded nurse.

## *who will I speak to if my Clinical Nurse Specialist/ Doctor is not available?*

We have secretarial support from a medical secretary, who is available Monday to Friday, 9am - 5pm, who will take your message and relay to another team member.





## *how can I contact the team?*

The team are based at Phyllis Tuckwell Hospice and the Beacon Centre and can be contacted as shown opposite.

The team provide a seven day service 9am to 5pm (see numbers opposite).

For urgent calls and queries after 5pm, please call the Hospice reception on 01252 729400.

A member of staff from the In-Patient Unit will respond to your call.

## *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.





*to contact any of the team please call:*

*01252 729421 during office hours (9am-5pm)*

*or*

*01252 729400 during evenings, overnight and at weekends*

**Your Clinical Nurse Specialist is**

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.....

**Your Doctor is**

.....  
.....



***Large print version  
available on request.***

Phyllis Tuckwell Hospice Care

Waverley Lane, Farnham  
Surrey GU9 8BL  
Tel: 01252 729400

The Beacon Centre,  
Gill Avenue, Guildford,  
Surrey GU2 7WW  
Tel: 01252 913053 - Clinical team (answer machine available)  
01252 913033 - Administration

Phyllis Tuckwell Memorial Hospice Ltd.  
Registered Number 1063033. Registered Charity Number 264501.

**Email: [mail@pth.org.uk](mailto:mail@pth.org.uk)  
[www.pth.org.uk](http://www.pth.org.uk)**