

## Supportive and Palliative Care

Your named Key worker is .....

Based at.....

### What is Supportive and Palliative Care?

Supportive and Palliative care is the care for patients with life limiting illness. The goal of Supportive and Palliative Care is to achieve the best quality of life for patients and their carers.

### The Supportive and Palliative Care Team

The UHB Supportive and Palliative Care Team works across all areas of the hospital.

The team's role is to support patients and their carers who have life limiting illnesses including cancer and non-cancer diagnoses.

### Who are we?

The Supportive & Palliative care team service covers all four sites that are a part of UHB. The team of consultants, registrars and nurses support patients with life limiting illnesses and complex symptom control.

### Who do we work with?

- Our involvement is based on an assessment of your needs and support for your carers
- We work closely with the medical team and other healthcare professionals responsible for your care
- We also work closely with GP's, district nurses and hospice teams

### How can we help?

We provide:

- Symptom advice e.g. nausea and vomiting, shortness of breath, pain and constipation
- Psychological and emotional support for patients and families
- Information and advice
- Help with complex discharge arrangements and accessing services at home or hospice care
- We can offer advice regarding other services available whilst you are in hospital, including financial advice and referral to the local Citizens Advice Bureau if required
- We also support some patients and their carers with regards to end-of-life care
- Advice and liaison with nurses, doctors, physiotherapists, occupational therapists, chaplaincy, social services and other significant members involved in your care both in hospital and at home

### How can I or my family be referred?

Any healthcare professionals, carers or community teams involved in patient care can make a referral to the Supportive and Palliative Care Team.

## Information for Patients

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All new referrals to the team will be triaged and prioritised with an aim to see patient within 48–72 hours.

### Useful contacts

PALS Patient Advisory Liason Service

Telephone: **0121 371 3280**

Email: **PALS@uhb.nhs.uk**

Macmillan Cancer Support

Freephone: **0808 808 0000**

**www.macmillan.org.uk**

Citizens Advice Bureau Birmingham

**08444 771 010**

Macmillan Benefits Birmingham

**0121 683 5601**

### Supportive and Palliative Care Team contacts:

Queen Elizabeth Hospital Tel: **0121 371 4548**

Heartlands Hospital Tel: **0121 424 2442**

Good Hope Hospital Tel: **0121 424 7316**

Solihull Hospital Tel: **0121 424 4127**

If we are unable to answer your call, please leave a message for us on the answer phone. We offer a 7 day service except for Christmas Day.

Our hours of service are:

Monday – Friday 08.00-18.00

Weekends & Bank holidays 08.30-16.30

Please use this space below to write down any questions you may have and bring this with you to your next appointment:

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If you require this information in another format, such as a different language, large print, braille or audio version please ask a member of staff or email [patientexperience@uhb.nhs.uk](mailto:patientexperience@uhb.nhs.uk).