

Hospital Supportive and Palliative Care Team

Patient Information leaflet

Oncology Service



The Patient Information Leaflets page on the Trust website is available on the link:
<https://www.wwl.nhs.uk/patient-information-leaflets> or scan the QR code.

Author ID: SB
Leaflet ref: CC 020
Version: 7
Leaflet title: Hospital Supportive and Palliative Care Team
Last review: August 2022
Expiry date: August 2024



What is meant by Supportive and Palliative Care?

Supportive and Palliative care is the care of patients with advanced progressive illness (cancer and non-cancer diagnosis). It focuses on the management of pain and other symptoms and provides psychological, spiritual and social care. The goal of palliative care is to achieve the best quality of life for patients and their families.

Supportive and Palliative Care Nurse Specialist

You have been referred to the Macmillan Supportive and Palliative Care Nurse specialist for advice and treatment for your medical condition. The Macmillan Supportive and Palliative Care Team is for patients who have life limiting conditions and symptoms such as pain, nausea and anxiety. We can be helpful for patients with all types of cancer, and other non-cancer conditions. The team also consists of two consultants in palliative and supportive medicine. The Macmillan Supportive and Palliative Care Team can provide advice and support for your family, assist in relief from pain and other symptoms and serve as a link between the hospice and community services.

What Happens at Your Initial Consultation?

You will be seen by a member of the Macmillan Supportive and Palliative Care Team who will review your medical history and may arrange for further tests to be ordered to help better understand your condition, such as blood tests or scans. The nurses involved in your healthcare want to help you become involved by giving you information about your treatment options and want to understand what is important to you. If you are asked to make a choice about your healthcare, you may have lots of questions that you wish to talk over with your family or friends. It can help to write a list of questions before our assessment.

Integrated Palliative Care Outcome Scale (IPOS)

We know that in response to illness a person can be affected in a variety of ways. For some people there will be physical concerns whilst others may have emotional, sexual, spiritual or financial concerns. Prior to our visit, you will be given a form to complete which will include your holistic needs assessment form. The IPOS patient questionnaire takes a few minutes to fill in and will ask you whether you have been bothered by a particular problem within the last 3 days, and if so, how much it has been troubling you. There are no right or wrong answers, and if you are not sure about a question you can leave it blank. You are welcome to ask a relative or carer to assist you with the questionnaire if you feel that would be helpful.

The questionnaire will be used by the person assessing you in hospital to make sure they focus on the things that are bothering you the most. We want to discuss what is concerning you, so that together we can decide how best to support you. Many people are able to help themselves if given the right opportunities and we are keen to offer this kind of support wherever possible.

The Macmillan Information Service

The Macmillan information service is based on the ground floor at the Thomas Linacre Centre, and the Cancer Care Suite at the Royal Albert Edward Infirmary and aims to make information and support available closer to home for people affected by cancer.

The service is staffed by Macmillan information and support specialists who can offer information, practical support and signpost patients, carers and loved ones to other services in the area such as support groups.

If you need any further information, support or just a chat please call in or contact one of the centres at:

Cancer Care Centre

Royal Albert Edward Infirmary
Wigan Lane
Wigan
WN1 2NN

Tel: 01942 822760

Thomas Linacre Centre

Outpatients Department
Parsons Walk
Wigan
WN1 1RU

Tel: 01942 774620

Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends, and carers.

Contact Us

Tel: 01942 822376 (Monday to Friday 9am until 4pm)

The Patient Relations/PALS Manager
Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust
Royal Albert Edward Infirmary
Wigan Lane
Wigan
WN1 2NN

Ask 3 Questions

Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

1. What are my options?
2. What are the positives and negatives of each option for me?
3. How do I get support to help me make a decision that is right for me?



How We Use Your Information

For details on how we collect, use, and store the information we hold about you, please see patient information leaflet, Ref. **Corp 006** How we use your information, this can be found on the Patient Information Leaflets page on the Trust website, see details on the front cover.

This leaflet is also available in audio, large print, Braille, and other languages upon request. For more information, please ask in the department/ward.

© Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust.
All rights reserved. Not to be reproduced in whole or in part without the permission of the copyright owner.

Call 111 first when it's less urgent than 999.



EMPLOYER RECOGNITION SCHEME

GOLD AWARD 2021

Proudly serving those who serve.

Phone: 0808 802 1212

Text: 81212

www.veteransgateway.org.uk

