

## Palliative Care

# Palliative care service

### What is palliative care?

Palliative care is the holistic, active care of patients and their families who are experiencing a potentially life-threatening illness. The goal of palliative care is the achievement of the best quality of life for patients and their families. Many aspects of palliative care are also applicable earlier in the course of the illness in conjunction with other treatments.

### What is the palliative care service?

The Addenbrooke's palliative care service offers specialist advice and support both on symptom control and total care of patients with any life-limiting illness. Our goal is to enable the provision of excellent palliative care within the Trust.

We are a multi-professional team including doctors, nurses and a clinical psychologist. We are an advisory service working alongside the teams treating the patients, and do not take over the patients' care completely. We also liaise closely with colleagues working in the community including GP's, district nurses, community Macmillan nurses and local hospices.

When we meet a patient or their family/carers, we will undertake a holistic assessment, which may include physical, psychological, social, spiritual and financial concerns. We may then involve other services, either in the hospital or community, to help address issues identified. For example, we may refer you to the Citizens Advice Bureau for financial advice. Our involvement can vary from a single visit, offering advice, to regular follow up during a patient's admission.

The palliative care multi-professional team meets each week to discuss the patients under our care. If you would like a written summary of this meeting, or any other key discussions you have had with our team, please let the team member involved with your care know and this can be arranged.

### How are referrals made to the Palliative Care Team?

Any healthcare professional can refer a patient to us. Patients and families can also directly ask to be seen by the palliative care team.

## How can the Palliative Care Team help you?

Palliative care is designed to meet the individual needs of each patient and their family. We concentrate on working with the patient to achieve the very best quality of life and to support them and their family. We advise and help with the control of symptoms such as pain, breathlessness, nausea and anxiety.

If you or a relative is facing a potentially life-threatening illness you may feel anxious, worried or uncertain about the future and you may have many questions. We are available to provide help, advice and support with these concerns. This includes easing anxiety and giving emotional support.

The team can also provide support in helping you prepare for the future. This advance care planning gives you the opportunity to think about, talk about and write down your preferences and priorities for future care.

## The team members looking after you while you are in hospital are:

### Other roles of the Palliative Care Team

As well as providing care directly to patients we give lectures and run training courses for other healthcare professionals to help them improve their palliative care skills and support them in their clinical practice. We are also involved in teaching medical and nursing students. We actively take part in research and audit to help determine the best methods by which to provide palliative care. We are committed to continually improving and developing our service.

### Contacting the Palliative Care Team

The Palliative Care Team

Box 63

Elsworth House

Addenbrooke's Hospital

Hills Road

Cambridge

CB2 0QQ

Telephone: 01223 274404

Fax: 01223 256732

Email: [palliative.care@addenbrookes.nhs.uk](mailto:palliative.care@addenbrookes.nhs.uk)

Working hours are Monday to Friday, 09:00 to 17:00. Out of hours messages can be left on the answer phone.

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## Comments and complaints

If you wish to comment on the service or have cause for complaint, please contact:

Dr Sara Booth  
Macmillan Consultant in Palliative Medicine  
Box 193, Addenbrooke's Hospital  
or PALS (contact details overleaf)

## Donations to the Palliative Care Team

Donations to develop the work of the team are very much appreciated. If you are interested in making a donation please ask for our fundraising leaflet or contact the team (contact details as above).

## Useful contact details

### For general hospital enquiries or complaints:

Patient Advice and Liaison Service (PALS)  
Telephone: 01223 216756 / 257257  
[pals@addenbrookes.nhs.uk](mailto:pals@addenbrookes.nhs.uk)  
Located in the Addenbrooke's Information Centre

### For supportive and palliative care information:

**Wallace Cancer Care**  
Telephone: 01223 596379  
[www.wallacecancercare.org.uk](http://www.wallacecancercare.org.uk)  
Located in the main concourse near Barclays Bank and next to Premier Travel.  
Monday to Friday 10:00 to 16:00

**Macmillan Cancer Support**  
[www.macmillan.org.uk](http://www.macmillan.org.uk)

**Hospice information service:**  
[www.hospiceinformation.info](http://www.hospiceinformation.info)

**For social care and carers support:**  
Cambridgeshire County Council  
Telephone: 0845 045200 (General enquiries)  
[www.cambridgeshire.gov.uk/social](http://www.cambridgeshire.gov.uk/social)

**For financial and benefits advice:**  
**Citizens Advice Bureau**  
Telephone: 0844 848 7979 (advice line)  
[advice@cambridgecab.org.uk](mailto:advice@cambridgecab.org.uk)

Located in the Addenbrooke's Information Centre



We are currently working towards a smoke-free site. Smoking is only permitted in the designated smoking areas.

For advice and support in quitting, contact your GP or the free NHS Stop Smoking helpline on 0800 169 0 169

**Help with this leaflet:**



If you would like this information in another language, large print or audio format, please ask the department to contact Patient Information: 01223 216032 or

[patient.information@addenbrookes.nhs.uk](mailto:patient.information@addenbrookes.nhs.uk)



**Document history**

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