

# Hospital Supportive and Palliative Care Team

Patient Information leaflet

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## **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 also 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

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## 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 to 4pm)

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

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## 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 pros and cons of each option for me?
3. How do I get support to help me make a decision that is right for me?



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## How We Use Your Personal Information

For details on how we collect, use and store the information we hold about you, please take a look at our “how we use your personal information” leaflet which can be found on the Trust website: [www.wwl.nhs.uk/patient\\_information/Leaflets/default.aspx](http://www.wwl.nhs.uk/patient_information/Leaflets/default.aspx)

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This leaflet is also available in audio, large print, Braille and other languages upon request. For more information call 01942 773105.

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