

Specialist Palliative and End of Life Care Team

Other formats

If you need this information in another format such as audio CD, Braille, large print, high contrast, British Sign Language or translated into another language, please contact the PALS desk on 01271 314090 or at ndht.pals@nhs.net.

What is palliative care?

It is the supportive care and symptom management of people living with advanced life-limiting illness and experiencing problems related to this. These problems may be physical, emotional, spiritual or practical.

Who are we?

Specialist Palliative and End of Life Care team consists of a consultant and specialist nurses.

What do we do?

We work in an advisory capacity alongside the doctors, nurses and other healthcare professionals caring for you in the hospital. We offer advice on managing difficult symptoms and we can also support you in coping with emotional and practical problems.

We acknowledge the importance of your family and loved ones, who may also need support and information.

Once the healthcare professionals responsible for your care (your team) has referred you to us, we will come and meet you to talk through any needs you have.

We review your case continuously alongside your team.

How do we do it?

Advice

If you have pain, or any other unpleasant symptoms, your team can ask us to come and assess you. We can offer them advice about particular treatments and medications that may help relieve any of the symptoms that you might have.

Support

Sometimes people need the chance to be able to talk things through with someone. We can offer support and the opportunity to talk about things that either you, or those who are close to you, are concerned about.

Future planning

Part of our role is to discuss your wishes with you and your family, regarding the options available to you for your future care.

We can talk through your care needs in conjunction with other healthcare professionals, and discuss the services to support you when you leave hospital.

How to contact us

The Specialist Palliative and End of Life Care team is available Monday to Friday.

If you or your family would like to talk with us, please ask your team to bleep us. Alternatively, you can call us on 01271 311 642.

External advice is available to your medical team outside of these hours.

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or email ndht.pals@nhs.net. You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

Have your say

Northern Devon Healthcare NHS Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

'Care Opinion' comments forms are on all wards or online at www.careopinion.org.uk.

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