



We can provide interpreters for a variety of languages, information in larger print or other formats (e.g. audio) - please call us on 01932 723553.

To use the Text Relay service, prefix all numbers with 18001.

اگر نیاز به ترجمہ دارید، لطفاً با شماره 01932 723553 تماس بگیرید۔

ਜੇ ਤੁਹਾਨੂੰ ਤਰਜਮੇ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ: 01932 723553

اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براہ کرم اس فون نمبر 01932 723553 پر رابطہ کریں

Se precisa de uma tradução por favor contacte: 01932 723553

আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553

यदि आपको अनुवाद की ज़रूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553

Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

Ashford Hospital
London Road
Ashford, Middlesex
TW15 3AA
Tel: **01784 884488**

St. Peter's Hospital
Guildford Road
Chertsey, Surrey
KT16 0PZ.
Tel: **01932 872000**

Website: www.ashfordstpeters.nhs.uk



Fundraising

If you would like to make a donation, please make cheques payable to –

Ashford and St Peters Cancer and Palliative Care Trust Fund

Further Information

We endeavour to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty. If they cannot resolve your concern, please contact our Patient Advice and Liaison Service (PALS) on 01932 723553 or email pals@asph.nhs.uk. If you remain concerned, PALS can also advise upon how to make a formal complaint.

Author: Fiona Power Department: Supportive and Palliative Care

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Useful numbers

Sam Beare Unit

22 Church Street
Weybridge
Surrey
KT13 8DY

Tel. **01932 826095**

Woking Hospice

Hillview Road
Woking
Surrey
GU22 7HN

Tel. **01483 881750**

Princess Alice Hospice

West End Lane
Esher
Surrey
KT10 8NA

Tel. **01372 468811**

Supportive and Palliative Care Team

Palliative care is an approach that improves the quality of life of patients and their families facing problems associated with life threatening illness, through the prevention and relief of suffering by means of early identification and impeccable assessment and treatment of pain and other problems, physical, psychosocial and spiritual.

(World Health Organization 2002)

Who Are We?

We are a hospital based palliative care team consisting of specialist nurses and palliative medicine consultants.

Our extended team includes occupational therapists, pharmacists, social workers and hospital chaplaincy.

We work closely with our community palliative care colleagues, who look after people in their own homes, hospices and care homes.

Although your consultant and ward team will continue to have responsibility for your care, we will work with them to support you and your family.

We offer support to consider your preferences and plans for future care.

We advise on medication for the control of complex symptoms and on the management of emotional, social or spiritual issues.

We support you to facilitate a timely discharge to a preferred place of care. This is done working closely with colleagues who may lead this discharge process.

The team is supported by Macmillan.

Our working hours are Monday to Sunday 9am-5pm

How you will be referred

Referrals to the supportive and palliative care service may be initiated by a member of your medical or nursing team or Allied Health Care Professional.

Please contact our team if you wish to discuss a referral.

Contact Number: 01932 722312

Key Worker

A Key Worker is a 'person who, with the patients' consent and agreement, takes a key role in coordinating his / her care and promoting continuity, ensuring the patient knows who to access for information and advice' (NICE, 2004).

The Supportive and Palliative Care Team will work closely with your existing key workers.

During your admission at ASPH your **Supportive and Palliative Care Key Worker** is:

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Contact Details

01932 872000 (Supportive and Palliative Care Team)
Bleep: 5605

01932 722312 (direct line and answerphone)

Supportive and Palliative Care Team Office
Second floor of the Duchess of Kent Wing,
Aspen Ward,
St Peter's Hospital
Guildford Road, Chertsey
Surrey KT16 0PZ

Improving Care

As a team we aim to develop and improve the care we offer. You may be asked for your consent to participate in research studies and service evaluations.

To help us shape our service, we welcome comments and feedback on issues that you feel are important. If you have time, to complete the patient satisfaction survey form enclosed with this leaflet, we would be most grateful.