

Who will I speak to if my Clinical Nurse Specialist / Doctor is not available?

We have secretarial support from Tricia Carter and Vanessa Palmer who are available Monday – Friday 9.00 – 16.00.

How do I contact the team?

The team are based at Phyllis Tuckwell Hospice and can be contacted as shown overleaf.

For urgent calls and queries after 5pm, during the weekend and on bank holidays please call the hospice reception on 01252 729400.

A member of staff from the in-patient unit will respond to your call.

If required a Clinical Nurse Specialist from either Phyllis Tuckwell Hospice or the Beacon Centre at the Royal Surrey County Hospital will call you back to provide advice, however this service is only available from 9am – 4.30pm on weekends and bank holidays.

Do I have to pay for services from the Hospice?

No, all services offered by the Hospice are free. As a charity we are dependent on the local community for financial support. We receive just 16% of our funding from the NHS. If you would like to make a donation please ask a member of staff or visit our website.



Clinical Nurse Specialist team (from top left)
Irene Dowsett, Debbie Edmondson, Catherine Lawton, Rebecca Callanan, Angie Macklin, Katherine Gilbert and Beth Hudson



Community Palliative Care Doctors
Cathy Dent and Emma Jones

To contact any of the team please call :
01252 729421 during office hours or
01252 729400 during evenings and weekends.

Phyllis Tuckwell Hospice



Community Specialist Palliative Care Team



Waverley Lane,
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www.phyllistuckwellhospice.org.uk

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The purpose of this leaflet is to answer questions frequently asked about the service provided by the Community Specialist Palliative Care Team

Who is in the Community Team?

The Phyllis Tuckwell Hospice Community Team is a Specialist Palliative Care Team. It is made up of Clinical Nurse Specialists and Doctors who work with the services available at the hospice.

What is Palliative Care?

Palliative care supports and assists patients who have illnesses that no longer respond to curative treatment.

Who referred me to the Community Team?

The Community Team will have received a referral for you from either:

- Your General Practitioner (GP)
- Hospital Consultant
- Specialist Nurse
- District Nurse (DN)/Practice Nurse

When will contact be made?

After you have been referred, a member of the Community Team will contact you to arrange an initial visit to your home or at an Out-Patient clinic at the Hospice. Subsequent telephone calls or visits can be agreed according to your individual needs.



What does the Community Team do?

The Community Team can help you by providing specialist advice, support and information for you and your family.

We do this by offering:

- Assessment and advice on the management of difficult symptoms.
- Emotional support for you and your family / carer, helping you to deal with difficult fears and worries during your illness and treatment.
- A point of contact to the larger specialist team at the hospice, which may include some of the following:
 - Counsellor
 - Chaplain
 - Occupational Therapist
 - Complementary Therapist
 - Patient & Family Services Team
 - Bereavement Support
 - Physiotherapist

Who is responsible for my care at home?

Your GP is the main person responsible for your care and is the first point of contact. The Community Team is a link between you, your GP, District Nurse, Hospital Consultant and Hospice Services.

Who will prescribe my medication?

Your GP will prescribe your medication when you are in your own home in consultation with us.

How long do I stay under your care?

We see patients who have unstable, complex symptoms. Once stable and with your agreement, you will then be discharged back to the care of your GP and District Nurse.

Does the Community Team provide home nursing?

If you need nursing care at home, please talk to a member of the Community Team who will advise on how to access care. Unfortunately, Phyllis Tuckwell Hospice does not provide nursing care at home.

Is the Community team part of Macmillan Cancer Support?

No. The Community Team are employees of Phyllis Tuckwell Hospice. However, we provide the same service as a Macmillan funded nurse.