

## Does the medical team provide any education?

Yes, the doctors help with the training of medical students and junior doctors who may have a clinical placement at the Hospice to learn about palliative medicine.

You will always be asked if you are happy for the students to be with the Doctor when you are seen. The doctors also take part in teaching sessions to District Nurses, GPs and junior doctors in training.



## Do I have to pay for services from the Hospice?

No, all services offered by the hospice are free. Did you know the Hospice receives just 16% of its funding from the NHS? We are dependent on the local community for the remainder. If you would like to make a financial contribution to the hospice please ask a member of staff.



Dr Seton-Jones  
Medical Director



Ward Doctors

Phyllis Tuckwell Hospice



# Medical Team



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**The purpose of this leaflet is to answer questions frequently asked about the medical services at the Hospice.**

### **Does the Hospice have its own Doctors?**

Yes, there is a team of seven part time Doctors employed by the Hospice, headed by two Consultants.

### **Are you specialists?**

All of the Doctors who work at the Hospice have had further training in palliative care. We have two rotational training posts. One is for doctors training to be consultants in Palliative Medicine. The second post is for doctors training to be General Practitioners (GPs).

### **Who do the Doctors see?**

We see any patient under the care of the Hospice who needs a palliative medical review. This could be as an in-patient, as an outpatient, in Day Hospice, or in the community.

### **How can I arrange to see a Hospice Doctor?**

Patients are initially referred to us from their own GP, District Nurse, or hospital team. Unfortunately we cannot take direct referrals from patients or relatives but are happy for interested parties to look around the Hospice prior to being referred.

### **When can I see a Doctor?**

As an in-patient you have access to a Doctor at any time. Outside normal working hours the nurses will assess you to see if a Doctor should be called. Patients in the community can only be seen within normal working hours but we are happy to give advice over the phone if necessary.



### **Do I need an appointment to see a Doctor?**

As an in-patient, the Doctor will review you most days as a matter of routine. When you are at home your GP remains involved. However if you need a palliative care medical review one of our doctors may see you at home, in day hospice or as an out-patient. We will then liaise with your GP and health care team as needed.

### **Will I always see the same Doctor?**

Where possible we always try to ensure that the same Doctor sees you. However this is not always possible. Every Doctor who sees you will have access to your medical notes with all the information needed to manage your care.

### **What do the Doctors do?**

We provide palliative care medical advice for a range of issues including:-

- Symptom management
- Advance care planning
- Information and discussion about illness for patients and carers

We are also available 24 hours a day to give advice to GPs and the District Nurses and our Hospital colleagues.

### **Do you perform any procedures at the Hospice?**

Yes, we perform blood transfusions, infusions of drugs and drainage of fluid from the abdomen.

### **Where are these done?**

In some cases infusions and blood transfusions can be given as a day patient here at the Hospice. Otherwise patients are admitted for these procedures.

### **Can my family or carer see a Doctor?**

Yes certainly. We would need your permission to speak with both families and friends. Please ask one of the nurses who will arrange an appointment.

### **What happens when I am in hospital?**

We have close links with the palliative care teams at Frimley Park and Royal Surrey County Hospitals. Some of our doctors also work within these teams which helps with continuity of care.