



York and Scarborough  
Teaching Hospitals  
NHS Foundation Trust

# Specialist Palliative Care Services in York and Scarborough

Information for patients, relatives and carers

① For more information, please contact:

**York Community Team:** 01904 777770  
Nelsons Court, 1A Nelsons Lane, York, YO24 1HD  
08.30-16.30

**York Hospital Team:** 01904 725835  
York Hospital, Wigginton Road, York, YO31 8HE  
08.00-16.00

**Scarborough Hospital Team:** 01723 342446  
Scarborough Hospital, Woodlands Drive,  
Scarborough, YO12 6QL  
08.00-16.00

# **What is Palliative Care?**

Palliative Care is the active care and support of people at any stage of a progressive life-limiting illness; this includes the management of symptoms (which may include pain).

The Specialist Palliative Care Team also provides emotional, social and spiritual support for families. The goal of Palliative Care is to achieve the best quality of life for patients, their families and carers.

The Specialist Palliative Care Team may not see every patient who is approaching the end of their life, and we recognise that end of life care is provided by all staff within healthcare.

The Specialist Palliative Care Team work with colleagues throughout the hospital and community to improve end of life care for those who require it.

## **What we do?**

We provide specialist information to people facing a life-limiting illness. We understand that emotional, spiritual, family and financial worries may be just as important to you as physical problems. We work closely with doctors, nurses and other health professionals to support you, your family and carers.

We see patients in a variety of settings, including on hospital wards, at home or in the hospital out-patient clinic. If you feel our input would be beneficial, please discuss with your GP, specialist nurse or consultant regarding a referral.

## **How can we help you?**

We may help with or signpost to:

- Assessment of your individual needs.
- Advice on symptom management.
- Time for you and your family or carers to talk through thoughts and feelings about your illness.
- Advice about how to access information about benefits, employment etc.
- Liaising with other teams involved in your care.
- Helping you to make decisions about the future and the place in which you wish to be cared for.
- Maximising independence, safety at home and quality of life.
- Assessments for hospice referrals.

## **The Specialist Palliative Care Team may include:**

- Specialist Nurses - sometimes referred to as 'Macmillan Nurses' are based in the hospital and community.
- Doctors - Consultants and Registrars.
- Specialist Physiotherapists and Occupational Therapists (York community team only).
- Administrative Staff.

## **We can also help you to access additional members of the multi-disciplinary team and other services including:**

- Psychology Services.
- Outpatient clinics in Selby Hospital, once a month.
- Hospice inpatient care.
- Chronic Pain Team.

# Contacting us

**The York Hospital Team** is available  
Monday to Friday from 8.00am – 4.00pm

**The Scarborough Hospital Team** is available  
Monday to Sunday 8.00am- 4.00pm

**The York Community Team** is available  
Monday to Sunday from 8.30am – 4.30pm

There is a limited service available at weekends and Bank Holidays.

For community out of working hours, please phone:  
York Community Nursing team on 01904 721200 or  
Scarborough Community Nursing team on 01653  
609609, or the GP on 111.

Messages can be left on the answer phone; these are checked regularly through working hours.

If there any urgent issues and, or you cannot get hold of our team, please contact your GP, ward or out of hours service.

We work closely as a team; this means that you may see more than one of us during your care in the hospital and at home.

If you would like further information about our service, or about your care, please feel free to ask a member of the team.

# Key contacts:

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## **Tell us what you think of this leaflet**

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact Specialist Palliative Care Team, York Hospital, Wigginton Road, York, YO31 8HE, telephone 01904 725835, or email us at [yhs-tr.PalliativeCareTeam@nhs.net](mailto:yhs-tr.PalliativeCareTeam@nhs.net).

## **Teaching, training and research**

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

## **Patient Advice and Liaison Service (PALS)**

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email [yhs-tr.patientexperienceteam@nhs.net](mailto:yhs-tr.patientexperienceteam@nhs.net).

An answer phone is available out of hours.

# Leaflets in alternative languages or formats

If you would like this information in a different format, including braille or easy read, or translated into a different language, please speak to a member of staff in the ward or department providing your care.

Patient Information Leaflets can be accessed via the Trust's Patient Information Leaflet website:  
[www.yorkhospitals.nhs.uk/your-visit/patient-information-leaflets/](http://www.yorkhospitals.nhs.uk/your-visit/patient-information-leaflets/)

If you would like to provide feedback on our service, please fill in the online survey. Here is the link:  
<https://www.surveymonkey.co.uk/r/L35QYVV>  
Or scan the QR code below:



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