

Palliative Care

Palliative Care Service

What is palliative care?

Palliative care is the holistic, active care of patients and their families who are experiencing a potentially life-threatening illness. Palliative care complements curative treatment. We work alongside the teams treating the patient and can be involved at any stage in the patient's illness from the time of diagnosis onwards, providing advice and support.

What is the Palliative Care Service?

Addenbrooke's Hospital Palliative Care Service has grown since its foundation in 1996 and continues to develop. We are a team of doctors and nurses, with strong links with other services including Occupational Therapy, Physiotherapy and the chaplaincy.

We work directly with Addenbrooke's patients and advise doctors, nurses and allied healthcare professionals in the hospital about how they can give excellent palliative care to their patients. We also liaise closely with colleagues working in the community including GPs, District nurses, community Macmillan nurses and local hospices.

How are referrals made to the Palliative Care Team?

Any healthcare professional can refer a patient to us. Patients and families can also ask directly to be seen by the palliative care team.

How can the palliative care team help you?

Palliative care is designed to meet the individual needs of each patient and their family. We concentrate on working with the patient to achieve the very best quality of life and to support them and their family. We advise and help with the control of symptoms such as pain, breathlessness, nausea and anxiety.

If you or your relative is facing a potentially life-threatening illness you may feel anxious, worried or uncertain about the future and you may have many questions. We are available to provide help, advice and support with these concerns. This includes easing anxiety and giving emotional support.

We can provide information regarding your illness, what help is available and how to access this, and about what palliative care services are available near your home, which you may wish to use when you leave hospital. We may also be able to offer additional information regarding complementary services and voluntary services in your area.

Other roles of the palliative care team

As well as providing care directly to patients we give lectures and run training courses for other healthcare professionals to help them improve their palliative care skills and support them in their clinical practice. We are also involved in teaching medical and nursing students. We actively take part in research and audit to help determine the best methods by which to provide palliative care. We are committed to continually improving and developing our service.

Contacting the Palliative Care Team

The Palliative Care Team
The Oncology Centre
Box 193
Addenbrooke's Hospital
Hills Road
Cambridge. CB2 2QQ

The Team:
(secretary /answerphone / fax)
01223 274404
Email: ann.cooke@addenbrookes.nhs.uk

The team members looking after you while you are in hospital are:

Donations to the Palliative Care Team

Donations to develop the work of the team are very much appreciated. If you are interested in making a donation please ask for our fundraising leaflet or contact the team (contact details as above).

Comments or complaints

If you wish to comment on the service or have cause for complaint, please contact:

- Dr Sara Booth or Dr Dee Traue
Macmillan Consultants in Palliative Medicine at Box 193 Addenbrookes' Hospital
- or PALS (contact details as above)

Helpful Contact Details

For general hospital enquiries or complaints:

- **Patient Advice and Liaison Service**
Telephone: 01223 216756 / 257257
Pals@addenbrookes.nhs.uk

Located in the Information Centre, which is close to main reception.
Monday to Thursday 08.30 – 19.00
Friday 08.30 – 18.00
Saturday and Sunday 13.00 – 16.00

For support, advice and information:

- **Mary Wallace Cancer Support Centre**
Telephone: 01223 596379.
www.marywallacecentre.org.uk

Located in the main concourse near Barclays Bank and next to Premier Travel.
Monday to Friday 10.00 – 1600

For financial and benefits advice:

- **Citizens Advice Bureau / Income Maximisation Service**
Telephone: 0845 241 2555
advice@cambridgecab.org.uk

Located in the Information Centre, close to main reception
Monday/Wednesday/Thursday 10.00-15.00;
Friday 10.00 -12.30

Please ask if you require this information in other languages, large print or audio format:
01223 216032 or patient.information@addenbrookes.nhs.uk

Potete chiedere di ottenere queste informazioni in altre lingue, in stampato grande o in audiocassetta.

Italian

若你需要本信息的繁體中文、大字體或音訊格式的版本，請要求索取。

Cantonese

तमने आ माहिती बीछ भाषाओमां, मोटा अक्षरोमां अथवा सांभजी शकाय जेवा माध्यम
(ओडीओ इमेज)मां जेठती छोय तो कृपा करीने पूछो.

Gujarati

تکایہ پرسیار بگہ نہ گہر نہ وزانیاریہت دہوی بہ زمانیکی تر . بہ پیتی گہورہ یانیش بہ شیوہی دہنگ

Kurdish

آگراپ کو یہ معلومات دوسری زبانوں میں، بڑے الفاظ کی اشاعت میں یا آڈیو ٹیپ پروکارہوں تو ہر اے مہربانی اس کیلئے درخواست کریں۔

Urdu



Addenbrooke's is smoke-free. Please do not smoke anywhere on the site.
For advice on quitting, contact your GP or the NHS smoking helpline free, 0800
169 0 169

Document history

| | |
|----------------|--|
| Authors | Tina O'Hara & Dr Dee Traue |
| Department | Palliative Care department, Addenbrooke's Hospital, Cambridge University Hospitals NHS Foundation Trust, Hills Road, Cambridge, CB2 2QQ www.addenbrookes.org.uk |
| Contact number | 01223 274404 |
| Published | July 2006 |
| Review date | July 2008 |
| File name | Palliative_care_service_A4.doc |
| Version number | 1 |
| Ref | PIN 1168 |