



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  
St. Leonard's Hospice  
Tadcaster Road, York, YO24 1GL  
08:30-16:30

**York Hospital Team:** 01904 725835  
The 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 illness; this includes the management of symptoms (which may include pain). The Palliative Care Team provides psychological, 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.

## What we do?

We provide specialist information to people facing 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 sign post 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
- Planning for the future
- Helping you to make decisions about the place in which you wish to be cared for.
- 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
- Community Physiotherapists and Occupational Therapists
- Administrative Staff

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

- Psychology Services
- Outpatient clinics in York & Scarborough
- St Leonard's Hospice in-patient care (York)
- St Catherine's Hospice in-patient care (Scarborough)
- St Catherine's Hospice provides a lymphoedema service
- Chronic Pain Team

## Contacting us

**The York and Scarborough Hospital Teams** are available Monday to Sunday from 8:00am to 4:00pm

**The York Community Team** is available Monday to Sunday from 8:30am to 4:30pm

Please phone:

York District Nurses' team on 01904 721200, or Scarborough District Nurses' team on 01653 609609, or the GP on 111 **out of our working hours**.

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

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

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.

If there any urgent issues, please contact your GP or ward about these, if you are unable to get hold of our 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 Clinical Nurse Specialist, The York Hospital, Wigginton Road, York, YO31 8HE, telephone 01904 725835.

## **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 [pals@york.nhs.uk](mailto:pals@york.nhs.uk).

An answer phone is available out of hours.

# Leaflets in alternative languages or formats

Please telephone or email if you require this information in a different language or format, for example Braille, large print or audio.

如果你要求本資 不同的 或 式提供 , 電  
或發電

Jeżeli niniejsze informacje potrzebne są w innym języku lub formacie, należy zadzwonić lub wysłać wiadomość e-mail

Bu bilgileri değişik bir lisanda ya da formatta istiyorsanız lütfen telefon ediniz ya da e-posta gönderiniz

Telephone: 01904 725566

Email: [access@york.nhs.uk](mailto:access@york.nhs.uk)

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