

## Contact Details for Hospital Specialist Palliative Care Teams

*Antrim Area, Holywell, Mid Ulster,  
Whiteabbey Hospitals and Inver  
Intermediate Care Unit*  
028 9442 4000 ext 4169, 4209 or 6513

*Causeway, Dalriada & Robinson Hospitals*  
028 7032 7032 ext 5339

*Macmillan Lung Cancer Nurse*  
Team is based in Antrim with satellites  
between Causeway and Antrim Area  
Hospitals. Phone Antrim Hospital on 028  
94424716

## What happens when I leave hospital?

When you leave hospital, the ward staff  
will inform your G.P./ District Nurse of your  
hospital stay.

You may require other services, which we  
will discuss with you, including

- Northern Ireland Hospice Community  
Specialist Palliative Care Team;
- Specialist Palliative Care Inpatient Unit  
e.g. Macmillan Unit or Northern Ireland  
Hospice;
- Marie Curie Cancer Care;
- Palliative Medicine outpatient clinic  
appointment.

For further information on any of these  
services, please speak to a member of our  
team.

## Your Opinion

If you have any comments, suggestions  
or complaints about our service, you can  
speak to a member of our team directly  
or you can complete the “Tell us what you  
think” feedback form and return it to the  
Trust Headquarters. Alternatively, you  
can telephone 0845 601 2333 to speak to  
Complaints Service User Experience staff  
at Trust Headquarters or email  
**[user.feedback@northerntrust.hscni.net](mailto:user.feedback@northerntrust.hscni.net)**



Email: [info@northerntrust.hscni.net](mailto:info@northerntrust.hscni.net)  
Web: [www.northerntrust.hscni.net](http://www.northerntrust.hscni.net)

This document is available, on request,  
in accessible formats, including Braille, CD,  
audio cassette and minority languages.

## The Hospital Specialist Palliative Care Team

Information for patients  
and families

## What is palliative care?

Palliative care aims to improve the quality of life of people affected by serious illness, such as cancer, heart failure, motor neurone disease and other advanced, life limiting illnesses. This type of care includes assessment and management of physical, emotional, social and spiritual issues and can be provided by community or hospital staff.

If you have more complex needs, you may require support from a specialist palliative care team.

## What is the Hospital Specialist Palliative Care Team?

The Hospital Specialist Palliative Care Team is a team of hospital based doctors and nurses, often called Macmillan doctors or nurses. They specialise in palliative care and provide advice and support to patients, families and carers within the hospitals of the Northern Health and Social Care Trust.

## How can I be referred?

The consultant and ward staff looking after you will refer you to our team if they think it would be of help. They will ask your permission before referring you to our team.

If you think we may be able to help you or your relative, you can also contact the specialist team directly. We will discuss this with the ward team looking after your care.

## How can the Team help?

We can

- offer advice and support on the management of symptoms that may be of most concern to you such as
  - pain
  - nausea and vomiting
  - fatigue
  - breathlessness
  - constipation
- provide emotional support to both you and your family;
- provide information about your illness;
- offer advice and support on social and financial issues;
- work very closely with members of the hospital team to make sure you and your family receive the appropriate care and support to meet your needs;
- provide support for discharge planning and advise you on the palliative care services available when you leave hospital.

## How do the Team do this?

We can see you and your family at any stage of your illness, from diagnosis onwards, and will work alongside the team of doctors, nurses and other health care professionals involved in your care.

When you are referred, a member of our team will visit you during your hospital stay to explain our role and to carry out an initial assessment. This will take place within one to four working days, depending on the urgency of the referral. We will revisit you as needed during your stay.

Once your symptoms are controlled and you feel you are coping with your illness, visits from the team may no longer be necessary. Care will be continued by the ward staff, but, if further problems occur, a re-referral can be made.

## When do the Team work?

We are available Monday to Friday, excluding bank holidays, and can be contacted at the numbers overleaf.

If the answer machine is on, please leave a clear message with your name and telephone number - messages will be picked up between 9am and 4pm, Monday to Friday.