

Our Vision

Each person, as well as their family and carers, is supported to make the last stage of life as good as possible, by staff who work collaboratively, competently and compassionately.



Signs Words Action Needs

RESPECT

the gold standards
framework

Your Feedback

We want your visit to be as comfortable as possible - talk to the person in charge if you have any concerns. If the ward /department staff are unable to resolve it, then ask for our Patient Advice and Liaison (PALS) information. Please be assured that raising a concern will not impact on your care.

Before leaving, please complete a Friends and Family Test feedback card.

Some team members are pictured below.



We care about



OUR PATIENTS



OUR PEOPLE



OUR PARTNERS



OUR PERFORMANCE

OUR VALUES



Collaboration We work positively with others to achieve shared aims

Accountability We act with professionalism and integrity, delivering what we commit to, embedding learning when things do not go to plan

Respect We are anti-discriminatory, treating people fairly and creating a sense of belonging and pride

Empowerment We speak out when things don't feel right, we are innovative and make changes to support continuous improvement

Support We are compassionate, listen attentively and are kind to ourselves and each other

Large print copies of the leaflet are available from the Palliative Care Team

Author: Josmi Shiju, Matron
Division of Medicine,
Diagnostics & Clinical Support Services

PA 10 © April 2025
Review Date: April 2028 version 1
James Paget University Hospitals NHS Foundation Trust

NHS

**James Paget
University Hospitals**
NHS Foundation Trust

The Hospital Palliative Care Team



Patient, Relative, Carer and
Visitor Information

What we do

Palliative care aims to improve the quality of life for people, and those important to them, who are living with a progressive or life limiting illness. Palliative care focuses on what matters most to our patients and can be provided alongside other treatments.

We work across medical and surgical specialties in the emergency department and inpatient settings to provide an additional layer of support and expertise.

Within the team we have nurses, doctors and administrators. We work closely with chaplains, therapy teams, Butterfly volunteers, discharge teams and other specialists.

Furthermore, we have close links with community services, including GPs and St Elizabeth East Coast Hospice.

Who can I contact?

James Paget Palliative Care secretaries
(08.30am - 4.30pm Monday - Friday)
01493 452804

St Elizabeth East Coast Hospice One Call advice line (24/7)
0800 5670111

Community District Nursing Service
01493 809977 (Out of hours 01603 481234)

NCHC Palliative Care
03301 588011 Select Option 2

What does the Hospital Palliative Care Team offer?

We work with you and your primary treating team to offer:

- Advice on the management of your physical symptoms such as pain, sickness, breathlessness or any other distressing symptoms.
- The opportunity for you and your family to talk about emotional, social and spiritual needs or concerns.
- Links to information about your disease, treatments, financial advice and other support services you may need.
- Advance care planning to explore your preferences and priorities.

How do we work?

Your treating team will discuss your needs with you and, if agreed, they will send a referral to our team. A member of our team will meet with you and give you the opportunity to talk through any concerns.

We will offer individualised advice and support, for you and those important to you - how often we visit will depend on your needs.

With your consent, we will discuss your care with appropriate professionals and provide advice as necessary to the team looking after you. We often have colleagues spending time with our team to develop their knowledge and skills. We will always gain your consent for these visitors to be at your assessment.

If you require further specialist palliative care support on discharge from hospital, we can refer to hospices or community palliative care teams.

If you have any questions or concerns about any aspects of your care, please speak to a member of ward staff or the Palliative Care Team.

