



Adult community Macmillan specialist palliative care service

Information for patients and carers

Contact us

Monday – Friday, 9:15am - 4:45pm **01226 644575**

Weekends and bank holidays, 9:15am - 4:45pm **01226 644575**

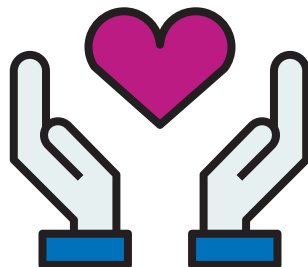
In collaboration with

**WE ARE
MACMILLAN.**
CANCER SUPPORT

With **all of us** in mind.

Who are the community Macmillan specialist palliative care team?

The community Macmillan specialist palliative care team is made up of different health care professionals. Your care will be provided by the most appropriate members of the team, so you may not always be seen by a clinical nurse specialist (a Macmillan nurse).



Our team includes:

- Clinical nurse specialists
- Clinical nurse specialists for care homes / community hospital
- Specialist dietitian
- Specialist occupational therapist
- Specialist physiotherapist
- Specialist social worker
- Medical consultants
- Administration staff

You will already be receiving palliative care and support from other professionals such as the district nursing team or your GP. This will continue but we have been asked to visit you to provide some additional specialist support. Our team are specialists in palliative care and have undertaken further training to support you.

What can you expect?

When we receive a referral we will call you to introduce the service and to make arrangements to visit if that is what you need. During the visit we will discuss your main concerns and what is important for us to focus on. Together we will form a plan on how best to address your concerns and priorities, this will include how often we need to contact and visit you. This will regularly be reviewed in discussion with you.

The team provides:

- Advice to you and your family
- Management of pain and symptoms
- The opportunity to discuss your emotional matters
- Advice and information about different treatments that you may have been offered
- Information about other services available
- Working with other people involved in your care, such as your GP, district nurses, BREATHE team etc to support you in the best way we can

Discharge from the service

You may be discharged if...

- You and your family's needs can be met by your usual care team (GP and district nurse for example) after discussion with you. These teams and yourselves can access our specialist support if required
- You no longer wish to have input from the service

What can you expect?

- You move area – we will discuss and refer on and provide handover arrangements in these circumstances
- You will be sent a letter confirming discharge from the service along with a contact card with our details and telephone number on.

What carers / relatives can expect

We always gain where possible the patient's consent before speaking to carers and loved ones or work in the patient's best interest when this is not possible.

- You can contact us to discuss your loved one's illness
- You can contact us to discuss your own needs and what support services are available to you
- You have the opportunity to be present when we visit
- We hope to advise and support you in caring for your relative / friend



When do we work?

Monday to Friday 01226 644575

The Macmillan clinical nurse specialists for each Barnsley neighbourhood and care homes work between 9am – 5pm.

Weekends and bank holidays 9:15am - 4:45pm 01226 644575

There is one Macmillan clinical nurse specialist on duty for the whole Barnsley area on weekends and bank holidays.

As the service is limited to one Macmillan clinical nurse specialist, we will initially contact you by phone to gather more information and assess if you need to be seen or if you need advice.

We form a plan with you which may include face to face visits by the nurse specialist or other professionals as appropriate.

Duty line: Monday to Friday, 9:15am - 4:45pm 01266 644575

We recognise that sometimes you need to speak to a member of the team urgently. The duty line provides a way to access timely palliative care advice. The Macmillan clinical nurse specialist answering your call and queries will advise in the first instance. They will then pass this on to your usual Macmillan specialist, who will follow this up with you as soon as possible if necessary. At times the Macmillan clinical nurse specialist may advise you to ring your GP.

The Macmillan specialist palliative care physiotherapist, dietitian, occupational therapist (OT) and social worker are contactable via the duty line.

Out of hours: Monday to Sunday including bank holidays, 5pm - 9am 01226 244244

There is an out of hours telephone helpline led by nurses at Barnsley Hospice. They can provide advice and information for you and your family. Please note this service will not visit you.

Other services

What other services do I have access to?

District nurses 8am - 8pm 01226 644575

Urgent care 8am - 8pm 01226 644575

8pm - 8am 07795 263148

Community NHS Supportive Care at Home For night support if you have been referred by a professional 01226 644575

Community equipment stores Queries for equipment ordered by professionals or returns 01226 645400

Welfare Rights Barnsley For benefits, grants and blue badge 07809 103254 or 07741 168743

Adult social care For care packages and carer assessments 01226 773300

National Macmillan Cancer Support helpline
0808 808 00 00

Continuing Health Care

To discuss funding of care if applicable 01226 433634

111 For out of hours medical advice

Barnsley Hospice For inpatient admission, counselling services and support sessions 01226 244244

Helpful information

Site-specific nurses

You may have a site-specific nurse either at Barnsley Hospital or Weston Park e.g. Lung, colorectal or breast nurse. They will still be involved in your care.



Chemotherapy

If you are undergoing chemotherapy treatment, please contact the department directly for any queries. You will have been given instructions and contact details.

Compliments and complaints

These can be made directly to the service or via customer services. 01924 316060 / 0800 587 2108
customerservices@swyt.nhs.uk

Repeat prescriptions

If you need a repeat prescription, please request this through your GP.

Useful websites

South West Yorkshire Partnership Teaching NHS Foundation Trust

www.southwestyorkshire.nhs.uk

Macmillan Cancer Support

www.macmillan.org.uk

Barnsley Hospice

www.barnsleyhospice.org.uk

South Yorkshire Integrated Care Board

www.southyorkshire.icb.nhs.uk/get-involved/barnsley

Please can we have your feedback?

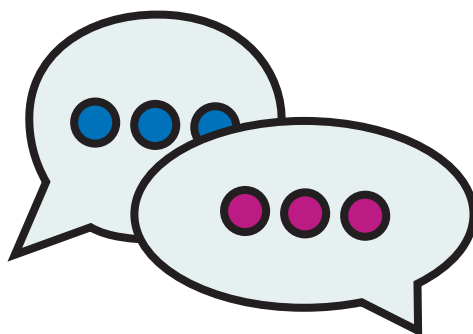
We would welcome your feedback on the care you have received from the Community Palliative Care Services.

Please scan the QR code below and select "Macmillan Palliative Care Team" or Supportive Care at Home Team" from the drop down menu.



Or type the following link into your internet browser:

<http://ratenhs.uk/mArXR5>



If you require a copy of this information in any other format or language please contact your healthcare worker at the Trust.