



# Warrington Integrated Palliative Care Hub

## What is Palliative care?

Palliative care describes the physical, psychological and social care and support given to people who have an illness or disease that cannot be cured.

The goal of palliative care is to achieve the best possible quality of life for patients and to help with concerns of the patients and their families.

## What happens in the hub?

The Palliative Care Hub is based at St Rocco's Hospice.

We work with local care providers, GPs, district nurses, Macmillan nurses, specialist nurses and other health and social care professionals to coordinate and provide the best possible care.



## How do I access the service?

You can call the Palliative Care Hub on

**03333 661066**

You can contact us

**9am-5pm Monday to Friday**

**8.30am-4.30pm Saturday and Sunday**

Monday to Friday you will speak to a triage nurse who will take time to listen and will work together with you and your local GPs, community and hospice services to ensure you receive the best possible care/support.

We run a hub monitoring service for you to keep in contact with our specialist services.

Please note at weekends and bank holidays there is a reduced service. Messages left on the answerphone will be dealt with as soon as possible.

## Who do you need to tell?

Please advise all medical/nursing staff you come in contact with that you are registered with the Palliative Care Hub in order for us all to work together to optimise your support.

## Do we need access to your medical information?

In order to provide and coordinate this service, we need to access your medical information. We will need permission to access this information.

If we have not obtained your permission in advance, we may ask for it when you call the helpline.

Following your call/referral we will review what services will best meet your needs that you have raised and then make sure that you receive a call or appointment to discuss the services that are required.

We will keep your details securely so that if you need any further support advice or service we will have a record and this will reduce the time and repetition of future calls or referral to other services/information.

In order to maintain and develop services we may from time to time ask you to complete satisfaction survey/ patient feedback of how you felt the services worked and how it may be improved.

Our priority is to ensure palliative patients get a co-ordinated approach to services that match the individual needs of every patient.

## Who can access services at the hub?

Anyone can access the hub for information or support regarding palliative care services.



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**MACMILLAN**  
**CANCER SUPPORT**