



Making Every Day Count

Warrington Palliative Care Access Point (PCAP)

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 the concerns of the patients and their families.

What is the Palliative Care Access Point?

The Warrington Palliative Care Access Point is based at St. Rocco's Hospice. We work with local care providers, GPs, district nurses, community nurses, specialist nurses and other health and social care professionals to coordinate and provide the best possible care.

Who can access service through the Palliative Care Access Point?

All palliative patients with a Warrington GP over the age of 18 can be referred to or contact the access point for advice and support.

How do I access the service?

You can call the WPCH on **03333 66 1066**.
We are here **9am-5pm Monday to Friday**.



Initially you will speak to an administrator who will take time to listen and work together with you and your GP, community and hospice services to ensure you receive the best possible support. Any messages left will be dealt with in opening hours or the next working day.

Who do you need to tell?

Please advise all medical and health professionals involved in your care for us all to work together to optimise your support

Do we need access to your medical information?

To provide and coordinate this service, we need to access your medical information and will need your permission to do this.

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

We will store 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.

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 these could be improved.

The Warrington Palliative Care Access Point is here to support you. Our priority is to ensure palliative patients receive a coordinated approach to services that match their individual needs.



**Together, let's make every day
count**