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# The Symptom Control and Palliative Care Service

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## **Patient Information**





## **What is Palliative Care?**

The aim of palliative care is to achieve the best quality of life for patients and their families. This can involve controlling pain and other symptoms, for example nausea, vomiting, constipation and breathlessness, as well as providing emotional and practical support.

## **The Symptom Control and Palliative Care Team**

The Symptom Control and Palliative Care Team provides a service for all patients throughout the Trust, this includes both inpatient and outpatient facilities for those who may have more complex needs. Palliative care and symptom control are available at all stages of your treatment.

The team also offers a Hospital2Home (H2H) service. The aim of the H2H service is to aid the transition of patients' care from acute oncology treatment to specialist palliative care in the community.

## **Referrals to the Symptom Control and Palliative Care Service**

Referrals to the team can be made by any member of your medical or nursing team as well as any member of the multi-disciplinary team. Your medical care may either be shared with your existing consultant or led by the Consultant in Palliative Medicine. This will depend on what symptoms you are experiencing. Most patients are referred whilst staying in hospital but patients are also seen in the Outpatient Departments, Day Units and Clinical Assessment Unit.

Referrals to the Symptom Control and Palliative Care Team may be made for support and advice in addressing:

- Physical problems, such as pain and other symptoms
- Emotional support
- Ensuring co-ordination of care between the hospital and community palliative care services.

## Who are the members of our team?

The Symptom Control and Palliative Care Team includes specialist nurses and doctors who have training in symptom management and palliative care. They work closely with the oncology team managing your treatment.

## The Multi-Disciplinary Team (MDT)

The MDT team consists of doctors and nurses who are specialists in palliative care and the extended palliative care team, which includes physiotherapists, occupational therapists, dietitians and pastoral care services. The MDT meets weekly to discuss ongoing care and future planning for you and your family.

## Key Worker

A member of the Symptom Control and Palliative Care team will be your main contact for you and your family throughout your treatment. This may be one of the clinical nurse specialists, doctors, or the Horder Ward Manager.

## Questionnaire

Our team will carry out a detailed assessment of your needs using an assessment tool called IPOS (Integrated Palliative Outcome Scale). This allows us to identify and address what is most important to you and your family. This questionnaire has 10 questions and it usually takes about 5-10 minutes to complete. Based on this assessment, our team will work with you to decide how best to treat your individual needs.

## Audit and research

An active audit and research programme aims to ensure evidence-based practice is carried out at all times. You may be asked to participate in a research study, but will be under no obligation to do so. If you do take part you will be free to withdraw at any time without giving reason and without your care or treatment being affected.

## Coordinate My Care – Urgent Care Record

All patients who live in the greater London area are invited to consent to create an urgent care record called Coordinate My Care. This is an electronic care record which shares information about your diagnosis, treatment and care plans for now and the future with out of hours providers such as the ambulance service, GP and district nurses. The information in the record will be completed by the clinicians caring for you both in hospital and in the community.

## How to contact the Symptom Control and Palliative Care Team

**The team is available Monday to Friday, 9am – 5 pm**

<b>Sutton</b>	<b>020 8642 6011</b>
Consultant in Palliative Medicine	Ext 3182
Nurse Consultant in Palliative Care	Ext 1611
Matron Palliative Care	Ext 4955
Clinical Nurse Specialists	Ext 1043 / 1390
Specialist Registrars	Ext 1161 / 1186

<b>Chelsea</b>	<b>020 7352 8171</b>
Consultant in Palliative Medicine	Ext 2761
Nurse Consultant in Palliative Care	Ext 1611
Matron Palliative Care	Ext 4955
Clinical Nurse Specialists	Ext 1581 / 1785
Specialist Registrars	Ext 1529 / 4548

## Your Palliative Care Key Worker is:

Name: .....

Ext: .....

The team's normal working hours are 9am - 5pm Monday to Friday. If you have difficulty contacting the team within these hours, please contact the Palliative Care PA who will assist you:

**Symptom Control & Palliative Care PA, Sutton** 020 8661 3182

**Symptom Control & Palliative Care PA, Chelsea** 020 7808 2761

If you feel unwell at home, we advise that you or a family member to first contact your local community care team for an assessment of the problem.

This would be your:

- GP
- District Nurse
- Community Palliative Care team.

**The Royal Marsden Macmillan Hotline: 020 8915 6899**

You can ring the hotline 24 hours a day, 7 days a week.

Call us straight away if you are feeling unwell or are worried about the side effects of cancer treatments.

This service provides specialist advice and support to all Royal Marsden patients, as well as to their carers, and both hospital and community-based doctors and nurses caring for Royal Marsden patients.

## Patient self help and support groups

Staff at The Royal Marsden Help Centre will be able to offer additional helpful information regarding patient support services. There is a Help Centre on both sites with a drop-in service; no appointment is necessary.

You can also contact them by telephone or email:

Telephone: 020 7352 8438

Email: [patientcentre@rmh.nhs.uk](mailto:patientcentre@rmh.nhs.uk)

## Further support

### Macmillan Cancer Support

[www.macmillan.org.uk](http://www.macmillan.org.uk)

Telephone 0808 808 0000

### Marie Curie Cancer Care

[www.mariecurie.org.uk](http://www.mariecurie.org.uk)

Support line: 0800 090 2309

## References

This booklet is evidence based wherever the appropriate evidence is available, and represents an accumulation of expert opinion and professional interpretation.

Details of the references used in writing this booklet are available on request from:

The Royal Marsden Help Centre

Freephone: 0800 783 7176

Email: [patientcentre@rmh.nhs.uk](mailto:patientcentre@rmh.nhs.uk)

No conflicts of interest were declared in the production of this booklet.

Should you require information in an alternative format, please contact The Royal Marsden Help Centre.



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[royalmarsden.org](http://royalmarsden.org)

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