

Medway Community Healthcare provides a wide range of high quality community health services for Medway residents; from community nurses and health visitors to speech and language therapists and out of hours urgent care.

Customer care

Please send any comments about Medway Community Healthcare services to: -

Customer care manager
Medway Community Healthcare
MCH House, 21 Bailey Drive,
Gillingham, Kent, ME8 0PZ
p: 01634 334650
medwaycustomercare@nhs.net

All contact will be treated
confidentially

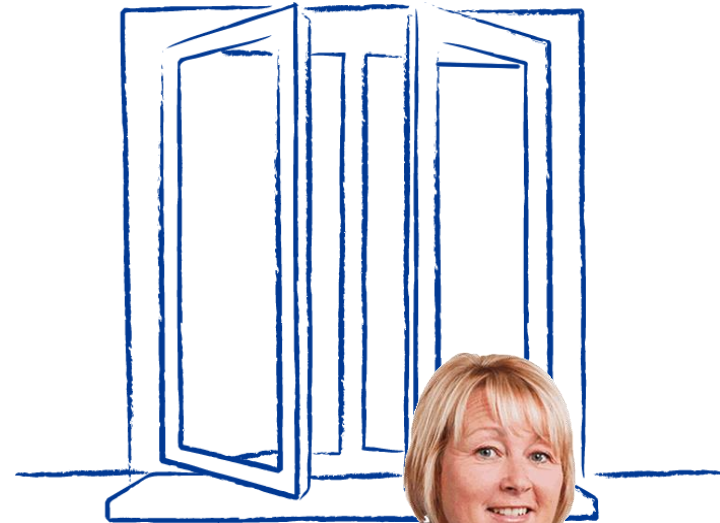
This information can be made
available in other formats and
languages. Please contact:
Communications on
01634 382211 or
medch.communications@nhs.net



Community Palliative Care Team

Based at The Wisdom Hospice

Advice available 24 hours, 7 days a week



Sharing your information

Your information will only be disclosed to those who have a genuine need to know and who agree to keep your information confidential. For your direct care we often share information with:

- NHS hospitals and clinics
- GPs
- Social care

Who to contact

Clinical Nurse Specialist
p: 01634 830456
f: 01634 845890
Wisdom Hospice, High Bank,
Rochester, Kent, ME1 2NU
Wisdom.hospice@nhs.net

Medway Community Healthcare CIC
Registered office: MCH House, Bailey Drive, Gillingham, Kent ME8 0PZ
Tel: 01634 337593
Registered in England and Wales, Company number: 07275637



The Role of the Community Palliative Care Team (CPCT)

We are a team of Specialist Nurses based at the WH. We have all had specialist training and are experienced in palliative care. We offer patients, families and carers help controlling symptoms and problems associated with their illness.

Who is referred to the CPCT?

Anyone who is at home and has a complex, progressive illness. Patients can be referred soon after diagnosis, or much later in their illness.

How can we help?

Our role is one of advice and support, for both patients and families also GPs and community nurses.

Patients remain under the care of their GP and Consultant, our support is additional to theirs.

Supporting the person

Our support is by telephone and visits to the home. A member of the CPCT will refer you to other members of the multi disciplinary team if needed. For example, doctors, OT, Physio, Counsellors.

People and families experience a variety of emotions when living with a serious illness. It may help to talk to a team member about questions you may have concerning your illness and future care.

The CPCT does not provide personal care. The community nurse is responsible for providing practical nursing care at home. If help is needed with personal care the community nurse will refer to a Care Manager at Social Services. A care package will then be implemented and tailored to individual needs.

HPCT - MMH

If admitted to hospital, you may be contacted by our colleagues in the HPCT, if appropriate they will visit while an in patient.

How to contact us

There is a Clinical Nurse Specialist available to take calls Monday to Friday 0830am to 1800pm. If you wish to speak to your named nurse it is best to call between 0830am and 10.00am.

At weekends only one nurse is on duty from 0830am to 1630pm, please do contact, but they may be busy on other calls or visiting patients.

The ward team will take messages in this instance.

From 1800pm to 0830am the ward team are available for urgent advice as before

Medway Single Point of Access Number

Please note that for Medway patients only there is a single point of access number which can also be called which is 01634 792098

