

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



Leaflet reference: MCH 199.1

Who to contact

Hospital palliative care team
Mon – Fri 9am – 5pm
t: 01634 833807
or bleep via the Hospital
Switchboard 01634 830000

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



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

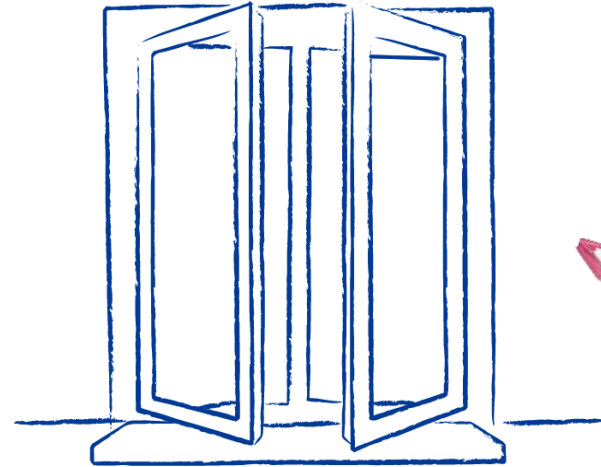
Please send any comments about Medway Community Healthcare services to: -
Customer care manager
Medway Community Healthcare
MCH House, 21 Bailey Drive,
Gillingham, Kent, ME8 0PZ
p: 01634 334650
medwaycustomercare@nhs.net

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



Hospital Palliative Care Team Based at Medway Maritime Hospital



What is the role of the palliative care team?

We are a team of specialist nurses and a consultant based in Medway Maritime Hospital. We have specialist training and experience in controlling symptoms and offering support for patients with serious illnesses. Our aim is to help improve the quality of life for patients and their carers.

Who is palliative care for?

Palliative care can be provided for any patient who has a serious condition, at any stage of the illness.

Patients who are undergoing investigations and do not yet have a diagnosis can also benefit from our help.

How can we help?

We work closely with the medical and nursing staff to support you and your family, but do not take over your care. Therefore, you will remain under the care of your own consultant.

We have expertise in symptom control and can suggest ways to help manage your symptoms, such as pain or sickness. We also work closely with other professionals including occupational therapists, physiotherapists and care managers to help with some of the other difficulties that may be associated with your illness.

We are able to provide written information and advice if this is helpful to you.

Support and Information

People can experience a variety of emotions when a diagnosis of a serious illness is made. It can often be a very difficult time for the patient, their family and carers.

Whatever your feelings, it may help to talk to someone who has time to listen to you and answer some of the questions you have about your illness and your future care. Spending time to discuss your concerns can also help you feel less anxious and more able to cope.

Supporting your family

A diagnosis of a serious illness affects all members of the family. Your family may also need support and someone to talk to about their feelings and how they can best support you. It may be helpful if they see this leaflet so that they can contact us if they wish.

What happens when I meet the team?

When you meet the team one of us will be named as your key worker. You can contact your key worker on **01634 833807**.

What happens when I leave hospital?

You may be referred to our Community Palliative Care Team, if it is appropriate. Most of our patients need ongoing support on leaving hospital, and this is available from the Wisdom Hospice. With your consent we can inform them to make contact with you after discharge. The team will work closely with your GP and district nurse to care for you at home. We will also provide them with information about your recent stay in hospital.