



Maidstone and
Tunbridge Wells
NHS Trust

Hospital Macmillan Palliative Care Team

A Guide for Patients and Carers

**Hospital Macmillan
Palliative Care Team
Tunbridge Wells Hospital**
Pembury Tunbridge Wells
Direct Line 📞 01892 635675

Maidstone Hospital
Hermitage Lane Maidstone
Direct Line 📞 01622 225024

What is the role of the Macmillan Palliative Care Team?

We are a team of specialist nurses and medical consultants who are hospital-based. We have specialist training and experience in controlling symptoms and offering support associated with cancer and other serious life limiting illnesses. Our aim is to improve quality of life for patients and their carers.

What can the Macmillan Palliative Care Team do for you?

With our expertise in symptom control, we can suggest ways to help alleviate your symptoms, such as pain or sickness. We work closely with other people, such as care managers, the hospital discharge team, community palliative care teams, physiotherapists and occupational therapists to help with some of the wider issues associated with your illness.

We liaise with your medical team but do not take over your care. Therefore, you will remain under the care of your own specialist consultant.

A permanent consultation record of your discussions with our team can be provided at any point during your hospital stay. This can be requested through the Macmillan Palliative Care Team.

Support and information

People experience a variety of emotions when a diagnosis of cancer or other serious illness is confirmed. It can often be a very difficult time, which is unsettling 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 can answer some of the questions you have about your illness and the proposed treatment. Spending

time discussing your concerns may help you feel less anxious and more able to cope.

Who is palliative care for?

Palliative care can be for any patient who has a cancer or other serious life limiting illness, who may benefit from our involvement.

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

Supporting your family

A diagnosis of a cancer or other serious life limiting illness affects all members of the family. They may need more 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 Palliative Care CNS (Clinical Nurse Specialist). Details on how to contact your named CNS are given below.

What happens when I leave hospital?

Our team is hospital-based. Most of our patients need ongoing support after leaving hospital, so we can inform your local community team about you and ask them to contact you after discharge. Your Community Palliative Care Team may be based at your local hospice.

Your GP and District Nurse (if appropriate) will continue to care for you at home.

How to contact us

Our working hours are Monday – Friday 9.00am - 5.00pm. We can be contacted on the following telephone and bleep numbers:

Palliative Care Office Direct Lines

Maidstone ☎ 01622 225024 or bleep via switchboard

Tunbridge Wells ☎ 01892 635675 or bleep via switchboard

Further information and advice can be obtained from:

More information can be obtained from the Information Centre at the Kent Oncology Centre.

Macmillan Cancer Information & Support Manager

☎ 01622 227064

Macmillan Cancer Backup Line www.macmillan.org.uk

Mon – Fri 9am – 8pm

☎ 0808 808 0000

Macmillan Cancer Support - Benefits and Financial Advice

www.macmillan.org.uk/abetterdeal Mon – Fri 9am – 8pm

☎ 0808 808 0000

Text Relay: 0808 808 0121

Alzheimer's Society www.alzheimers.org.uk

Mon – Fri 8.30am – 6.30pm

Helpline ☎ 0300 222 1122

Kent Oncology Centre

Counselling Service

☎ 01622 224982

Motor Neurone Disease Association www.mndassociation.org

Helpline ☎ 0808 802 6262

Multiple Sclerosis Society www.mssociety.org.uk

Helpline ☎ 0808 800 8000

Parkinson's Disease Society www.parkinsons.org.uk

Helpline ☎ 0808 800 0303

Stroke Association www.stroke.org.uk

Mon – Fri 9am – 5pm

Helpline ☎ 0303 3033 100

NHS 111

NHS Choices online

☎ 111

www.nhs.uk

MTW NHS Trust is committed to making its patient information accessible in a range of languages and formats. If you need this leaflet in another language or format please ask one of your clinical care team or the Patient Advice and Liaison Service (PALS). We will do our best to arrange this.

Maidstone and Tunbridge Wells NHS Trust welcomes all forms of feedback from our service users. If the standard of service you have received from the Trust does not meet your expectations, we want to hear from you. Please speak with the ward manager or the nurse in charge in the first instance, or you can contact the **Patient Advice and Liaison Service (PALS)** on:

Telephone: ☎ 01622 224960 or ☎ 01892 632953

Email: mtw-tr.palsoffice@nhs.net

or visit their office at either Maidstone or Tunbridge Wells Hospital between 9.00am and 5.00pm, Monday to Friday.

You can be confident that your care will not be affected by highlighting any areas of concern or making a complaint. The Trust will retain a record of your contact, which is held separately to any medical records. If you are acting on behalf of a patient, we may need to obtain the patient's consent in order to protect patient confidentiality. More information on PALS or making a complaint can be found on the Trust's website: www.mtw.nhs.uk or pick up a leaflet from main reception.

Issue date: November 2023
Database reference: RWF-OPLF-PCS29

Review date: November 2027
© MTW NHS Trust

Disclaimer: Printed copies of this document may not be the most recent version.
The master copy is held on Q-Pulse Document Management System
This copy – REV3.0
