

## Valuing your views

We understand that even the smallest things can make the biggest difference. Your thoughts and views are important to us, and we would appreciate your feedback on any aspects of our service.

You can do this by contacting Prospect Hospice directly on **01793 813355** and asking for **Matron**.

Alternatively you can complete an online questionnaire by visiting our website: [www.prospect-hospice.net/have-your-say](http://www.prospect-hospice.net/have-your-say)

## Notes

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## Prospect Hospice

**President** HRH The Duchess of Cornwall

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*Caring for you...*

# Our team at the Great Western Hospital



Contact the team on 01793 605324, Monday to Friday,  
9am - 5pm excluding bank holidays. Advice can be accessed  
outside of these hours by contacting 01793 816109.

**Prospect Hospice has a Palliative Care team based at the Great Western Hospital in Swindon, who work alongside the hospital nursing and medical staff.**

### **What is Palliative Care?**

Palliative Care explores and addresses the entire range of needs faced by people living with advanced and progressive illnesses. Many of these needs will be physical, but they might also be social, emotional and spiritual. This approach also addresses the effect of the patient's illness on the people who are most important to them.

Palliative Care can be offered at any stage of an advanced or progressive illness - during the earlier management of the condition following diagnosis, through to when active treatment of the condition and its symptoms are no longer possible.

### **Who are the Palliative Care team?**

Our Palliative Care team have been part of the wider team at the Great Western Hospital for many years and work alongside ward nurses and a palliative medicine consultant.

### **Our Palliative Care team consists of:**

Ruth Alderton (Team Leader)

Debbie Robson

Louise Knight

Carol Ratcliffe

Jemma Curtis

Hazel Neal

## How can the Palliative Care team help you?

- We offer an advisory, supportive service for patients, families, carers and staff
- We work alongside you, focusing on those things that may be of most concern to you
- We provide an opportunity for you to express your thoughts and feelings
- Advise on managing pain and other troublesome symptoms
- We can support discussions about advance care planning. This gives you an opportunity to think about your thoughts, preferences and priorities for your future care

## What can you expect?

Working with you, your doctors and the nurses from the hospital, we will agree an initial care plan, which will be reviewed. Our Palliative Care team meet weekly to discuss the needs of patients in our care and we will update the community teams involved in your care.

If you've been admitted to the Great Western Hospital but do not live in Prospect Hospice's area of care, we will liaise closely with the services from your local area.

## Contact

You can contact the team by calling:

**01793 605324, Monday to Friday, 9am - 5pm excluding bank holidays.**

**Advice can be accessed outside of these hours, such as bank holidays, evenings, nights and weekends by contacting our 24 Hour Advice Line on 01793 816109.**