

About our Prospect Nurse Specialists

Our Prospect Nurse Specialists will work with you, your family and carers, your doctors and community nurses to identify and focus on the things that are important to you. They offer specialist support and information, and advice on managing symptoms you might be experiencing.

Your first meeting

It is likely that your GP, community nurse or a healthcare professional at the local hospital has suggested that you meet with a Prospect Nurse Specialist. Your first meeting - which will usually be at your home - will provide you with an opportunity to talk through some of your concerns you might have about your diagnosis, your symptoms and your care.

Your nurse's visits

When you meet, your nurse will talk with you about how you are feeling and establish a plan of care with you. In time, you might agree that some or even all of the concerns you had when you first met have been resolved or stabilised.

If this happens, it might be that your nurse will visit less frequently, or even suggest withdrawing from your care. They might also put you in touch with other professionals or services that are better suited to support your care. You will always be able to contact the team at any time in the future if you feel you need to.

Support for your family and carers

It's understandable that the people closest to you will feel concerned, and they are likely to have questions too. Feel free to show them this leaflet and they can contact us if they wish.

With your agreement we will be able to discuss your condition with them, and during one of our visits we will check with you who you are happy for us to talk to about your condition.

Your nurse

Although our nurses work as a team, you will have a named nurse as your main point of contact. In some areas, we have two nurses who work together. Where that's the case, you will probably meet both.

In supporting you during your illness, your nurse will know and work closely with other professionals involved in your care.

Contacting your nurse

A Prospect Nurse Specialist is available seven days a week to talk with you about any concerns you have.

Contact the team on 01793 816126, 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.

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 us directly on **01793 816126** and asking for **Helen Mansell, Team Leader**.

Alternatively you can complete an online questionnaire by visiting our website, **www.prospect-hospice.net/have-your-say**.