

# Information for patients in Derriford Hospital



**St Luke's Hospital Team work alongside Derriford Hospital, doctors and nurses to deliver quality care in hospital.**

# Our role

St Luke's Hospital Team offers specialist advice and support, otherwise known as palliative care, for people with progressive life limiting illness.

You have been referred to us by your hospital consultant/team and we will work alongside your doctors and nurses. Whilst you are in hospital one of our team members will act as your **key worker** taking a key role in coordinating your care and promoting continuity ensuring that you have access to information and advice and answering any questions you may have during or after treatment.

## What can you expect from our team?

- Specialist advice about any complex symptoms you may experience.
- Emotional support in discussing any concerns you or your family may have about your illness or treatment.
- Signposting to other health care professionals in the local area.
- That will work closely with other St Luke's services, such as our Community and Hospice services and Cornwall Palliative Care service.
- Access to outpatient clinics, held by St Luke's Specialist Palliative Care Consultants.



**For more information visit our website:**

# Helpful information

## Your Key Worker is:

## What hours are we available?

We are available Monday to Friday, 8.30am to 4.30pm

## How can you contact us?

You can call us on: 01752 436744 or 01752 436735.

If we are unable to answer your call please leave a message and we will get back to you as soon as we can.

## Record of consultation

If you would like a copy of your consultation with any member of our team, please ask.

## Medical Students

We work within a teaching hospital and during term time medical students work with the Palliative Care Team and will be involved in your care. If you have any concerns please speak to a member of the team.



# Other support available to in the hospital

## Pastoral and Spiritual Care Team

We work closely with the Pastoral and Spiritual Care Team, who provide 24 hour support for patients, families and friends for those of any faith, or those who have none. You can contact them through the hospital switchboard on: 0845 155 8155.

## Mustard Tree Macmillan Centre

The centre was created to support people with cancer, their families and carers. This centre offers a friendly space where you can share your concerns, ask questions and receive support from staff or trained volunteers. A full time benefits advisor is available. Located on level 3 of the hospital, the centre is open from 9.30am to 4.30pm, Monday to Friday.

Contact the Mustard Tree Centre on: 01752 763672

## Contact us

We aim to continually provide high standards of care through the services we provide. We welcome your views on your experience to help us develop the quality of our services. Should you feel that the care you, or a family member, has received has not been exactly as you would have wished please contact us using the details below. Alternatively please complete one of our suggestions and complaints forms available from our website.

**Hospital Team: 01752 436744**  
**Email: [info@stlukes-hospice.org.uk](mailto:info@stlukes-hospice.org.uk)**  
**[www.stlukes-hospice.org.uk](http://www.stlukes-hospice.org.uk)**