



Contacting St Luke's at Derriford:



The St Luke's at Derriford Team work seven days a week between 8:30-4:30.



You can ring them on either 01752 436744 or 01752 436735.



If no one answers the phone please leave a message and someone will call you back as soon as they can.



You can email the team on:
info@stlukes-hospice.org.uk



Get more information about the team on:
www.stlukes-hospice.org.uk



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St Luke's at Derriford



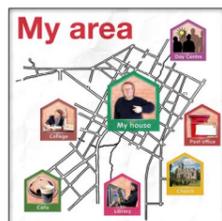
St Luke's Hospice Plymouth:



St Luke's Hospice Plymouth is a charity that provides specialist care, advice and support to people who are very ill or dying.



St Luke's helps people who live in Plymouth and parts of Devon and Cornwall.



The charity believes that everyone deserves quality end of life care and has the motto 'Caring for you no matter where'.



By working with partners for example local hospitals, social services and health teams people can be cared for:

- In the specialist unit at Turnchapel
- In their home
- At Derriford Hospital



This is important so people are given a choice about their care and are treated with dignity and respect.



This leaflet gives you information if you are having support from St Luke's at Derriford.

Personal information and next of kin:



Your personal information:

Your personal information is stored safely on our computers.



In order to give you the best care sometimes we will need to speak to other people about you. For example: your doctor, district nurses and other teams from St Luke's Hospice Plymouth.



We will always ask your consent to share such information. You can choose who we can and cannot talk to and how much we share.



Choosing your next of kin:

Your next of kin is someone very close to you who knows you very well. For example: your partner, your husband, your wife, a family member or a good friend.



Your next of kin is the person who could:

- Be the main point of contact for health professionals
- Be given information about your condition with your permission
- Let the doctors and nurses know what decisions you would make if able to do so



It is very important to let the St Luke's at Derriford Team know who your next of kin is.



Consultation notes, medical students and feedback:

Consultation notes:

You can see your consultation notes at any time. Let your named St Luke's nurse know you would like to look at them.



Medical students:

We work in a teaching hospital and during term time medical students work with your named nurse. They will be involved in your care. If you have any questions or worries about this please talk with your named nurse.



Feedback:

We welcome your views on your treatment. It is important to tell us what we have done well and what we could do better on to help us improve our patient service.



If you, your family member or support feel that you have not had the right care and support please contact us using the details on the back page of this leaflet.



Complaining will not affect your care or treatment.



St Luke's at Derriford:

St Luke's at Derriford offers support to people who need palliative care. Palliative care is special care and support for people who are in the last year of their life.



Your Derriford consultant has asked St Luke's to support you. We will work alongside your doctors, nurses, the Learning Disability Liaison Nursing Team and your support provider to plan your care and treatment.



While you are in hospital one of our team will be your named St Luke's nurse. You can write the name of your named nurse here:



He or she will:

- Make sure your family and support know what is going on (with your consent)
- Make sure you have the information you need to make informed choices
- Give you advice and answer any questions you may have





What can you expect from St Luke's at Derriford:

You can expect:



- Specialist advice about any symptoms you may have for example: not feeling hungry or being very tired



- Someone who will listen to your and your family's /support's worries, questions or concerns about your illness or treatment



- Information about other community services that could help and support you



- Access to other St Luke's services for example: outpatient clinics held by St Luke's Specialist Palliative Care Consultants



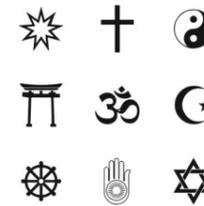
Other support available to you in Derriford:

Pastoral and Spiritual Care Team:

We work closely with the Pastoral and Spiritual Care Team. The Pastoral and Spiritual Care Team are a team that will listen to people's concerns, questions and worries, offer advice and provide them with emotional support.



The team provide 24 hour support for patients, their family members and friends. They will help people from different faiths or those who have none. You can contact them through the hospital switchboard on 01752 202082.



Mustard Tree Macmillan Centre:

The centre was built to support people with cancer, their families and carers. It is a friendly space where you can share your concerns, ask questions and get support from staff and trained volunteers.



A full time benefits advisor is available to give you advice with any money worries you may have.



The Mustard Tree is on level 3 of Derriford Hospital. It is open 9:30-4:30 Monday to Friday. You can contact The Mustard Tree on 01752 430060.