

## Improving services

We are always looking at ways to improve our services. If you have any suggestions, we would be happy to hear them.

At some point during your care you may receive a questionnaire about the service. We would really appreciate it if you would take the time to complete this.

### Further information please contact:

Out of Hours Team Manager

St Benedict's Hospice and

Centre for Specialist Palliative Care

St Benedict's Way, Sunderland. SR2 0NY

Phone number:

Main Reception 0191 512 8400

Website: [www.hospice.co.uk](http://www.hospice.co.uk)

*Supported by St Benedicts Hospice charity  
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We are committed to raising the standard of written information for patients, their carers, people who use the NHS and the general public.

This information can be made available in another format or language on request. For further copies of this leaflet please contact the Day Services Manager.

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St. Benedict's Hospice  
& Centre for Specialist  
Palliative Care

## Out of Hours Specialist Palliative Care Team



Choose

South Tyneside   
NHS Foundation Trust

Providing a range of NHS services in  
Gateshead, South Tyneside and Sunderland.

## **What is the Out of Hours Specialist Palliative Care Team?**

We are a team of nurses working from St Benedict's Hospice and Centre for Specialist Palliative Care with specialist knowledge and experience in providing palliative care to patients and their families. We work every day between the hours of 5.00pm – 8.30am.

We also work closely with your own doctor, district nurse and any other health professional involved in your care.

We will ensure you are well informed of services available to allow you to make choices that are meaningful to you and your family / carers.

## **What we provide?**

We will provide you with advice, support, care and treatment to enable you to be looked after in your own home rather than in hospital if that is your wish.

Our visits to your home may be planned in advance or you can contact us directly if you or your family need our help during the evening or overnight.

## **What can I expect from the team?**

- Management and relief of symptoms such as pain and sickness
- To be cared for by a team with the right skills to look after you
- To be treated as an individual with dignity and respect
- To have your privacy maintained
- Involvement of your family, carers if you wish
- Respect and support for any decision you make
- Provision of information you may need

## **Contacting us**

Please contact the Out of Hours Specialist Palliative Care Team. We can be contacted every evening and night between 5.00pm - 8.30am.

We often resolve problems over the telephone, putting you at ease and relieving any worries you may have. So please don't hesitate to call:

**07798 925128**