

Out of Hours

electronic Palliative Care

Special arrangements have been made for patients with palliative care needs such as yourself. If you require help out of hours (when your Health Centre is closed) you will be able to phone and speak to a nurse advisor, who will be able to help by discussing your problem in detail. The nurse will be able to provide advice or arrange a visit from a nurse or doctor if this is appropriate. The nurse will be able to look at your Palliative Care Summary if you have one.

Out of Hours Periods

Evenings and overnight
(6pm to 8am)
Weekends
Public holidays

Tel: 08454 24 24 24

This number is for NHS 24 services. If you have an electronic Palliative Care Summary (ePCS) your call will be given priority.

Who Else Can Help Me?

Other Useful Information



electronic Palliative Care Summary (ePCS)

- helping you get better care and treatment when your GP surgery is closed

Out of Hours

Tel: 08454 24 24 24

Information for patients
who get palliative care

Your name

.....

Date of birth

.....

What is an electronic Palliative Care Summary (ePCS)?

- It is a way of sharing important information about your palliative care.
- The ePCS contains information from your health record kept at your GP surgery – for example, information about your medical condition and treatment, your carer and about any wishes you may have about your treatment. It will be updated regularly.
- An ePCS will only be made if you agree to this.
- If you have an ePCS, NHS staff who need to give you care and treatment when your GP surgery is closed can look at it. Doctors, nurses and receptionists in out-of-hours medical centres, staff at NHS 24, and NHS staff in hospital accident and emergency departments involved in your care will be able to look at it.
- Your GP can give you a copy of your ePCS.

- Your information will be stored securely.

When should I phone for help?

You should always phone for help if:

- you are in a lot of pain or distress.
- you have taken two doses of breakthrough medication, but your pain has not decreased.
- you have nausea, vomiting or other distressing symptoms that are not getting better with your usual medication.

Whom should I phone when I need help?

You can only phone some services **Monday to Friday:**

- Your GP (from 8am to 6pm) on:
.....
- Your Macmillan nurse on:
.....

You can phone the following services **every day:**

- Your district nurse on:
.....
- The evening and overnight nursing service on:
.....

- The palliative care out-of-hours service on:
- NHS 24 out-of-hours service on: 08454 24 24 24. If you have an ePCS, tell NHS 24 staff about this. They will be able to help you quickly.

What will happen when I phone?

The health professional you speak to will:

- ask about your problem, and
- decide how best to help you. For example they may:
 - help and assist your carers.
 - arrange more home care for you.
 - get help and advice from other professionals.
 - arrange for you to get special equipment.
 - make sure that all doctors and nurses who look after you have important information about your health.
 - arrange for a nurse or doctor to visit you, for example, if your medication needs to be changed to help with the pain.