

Further information

Sunderland **NHS**
Teaching Primary Care Trust

For further information please contact

St Benedict's Hospice
Monkwearmouth Hospital
Newcastle Road
Sunderland
SR5 1NB

Telephone: (0191) 569 9195
Fax: (0191) 569 9253
www.hospice.co.uk

Sunderland **NHS**
Teaching Primary Care Trust

Overnight palliative care nursing service



New Opportunities Fund
funded



St. Benedict's
HOSPICE



New Opportunities Fund
funded

What is the 'overnight palliative care nursing service'?

The overnight nursing service is a team of nurses with specialist knowledge and experience in palliative care.

We work closely with your own doctor, district nurse, specialist nurse and St. Benedict's Hospice.

We aim to provide you with advice, support, care and treatment to enable you to be looked after in your own home rather than in hospital.

What can I expect from the team?

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

To contact us

The service can be contacted every night between 10.30pm – 8.00am.

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 night.

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

(0191) 565 6256

and ask the switchboard to bleep

52434

Or mobile telephone:

07798 925128

Improving our services

We are always looking at ways to improve our service to you. If you have any suggestions, no matter how big or small, we would be delighted to hear them.

At some point during our visits we may give you a questionnaire about the service. It would really help us if you would take the time to complete this.

Making a complaint

It is our aim to provide the best possible care.

If there is anything you are unhappy with please discuss this with the nurse in charge or matron.

If you feel your problem has not been dealt with satisfactorily there is a formal complaints procedure.

Your written complaint should be sent to:

Chief Executive
Sunderland Teaching Primary Care Trust
Armstrong House
District 2
Washington
NE37 1PR