

## MACMILLAN SPECIALIST PALLIATIVE CARE SERVICE MIDHURST

### Referral and Discharge Criteria

#### Catchment Population

Patients registered with the General Practitioners from the following list of Practices may be referred to the service:

#### **Coastal West Sussex CCG**

Riverbank Medical Centre  
Billingshurst Surgery  
Loxwood Surgery  
Petworth Surgery  
Pulborough Surgery

#### **Mid Sussex & Horsham CCG**

Rudgwick Surgery

#### **Sout East Hampshire CCG**

Badgerswood Surgery  
Forest Surgery  
Pinehill Surgery  
Liphook Village Surgery  
Liphook & Liss Surgery  
Highview Surgery  
Riverside Kelsey Surgery  
Swan Surgery  
The Grange Surgery  
Woolmer Surgery

#### **Guildford & Waverly CCG**

Chiddingfold Surgery  
Grayshott Health Centre  
Haslemere Health Centre  
Milford Crossroads Surgery  
Witley Surgery/Milford  
Hurst Farm Surgery (part of Guildford Rivers)

#### Reasons for Referral

- Specialist multidisciplinary assessment.
- Complex pain and symptom management.
- Complex social support.
- Complex psychological / spiritual issues.
- Information and signposting.
- Volunteer support.
- Bereavement support.
- Provision of supportive and other treatments where agreed with the multi disciplinary team and where appropriate arrangements can be agreed.

## Referral Guidelines

- Referrals will be accepted from any Health Care Professional provided the Patient, Carer and General Practitioner are aware and in agreement with the referral to the service. It is important that the Patient / Carer are aware of the services that are available to them.
- Referrals will be accepted for any patient over the age of 18 with cancer or any life limiting chronic progressive disease experiencing complex problems that are not responding to routine treatment and therapeutic intervention.
- Referral can be made according to the following criteria:
  - Those with severe, intractable complex symptoms that have persisted after palliative care by generalist.
  - Those and their carers having difficulties in adjusting/coping with their disease, psychologically spiritually or emotionally.
  - Where information and explanation is required relating to the illness, treatment, care options and allied support services.
  - Those experiencing difficulties in bereavement, who would benefit from specialist support /further psychological intervention.
  - To assess the need for further specialist unit services, i.e. day care or inpatient care.
  - Health Care professionals who require specialist advice and support with case management.

Patients referred to the service should be identified on the Gold Standards Register or similar within their General Practice if their prognosis is a year or less.

## Methods of Referral to the service

Means of referral	Contact detail	Information required
Fax	01730 816049	If possible please use the agreed referral form (appendix A)
Telephone	01730 811121	Please provide all relevant information to the Medical Secretary or team member.
E-mail	SC-TR.MidhurstMacmillan@nhs.net	
Letter	Send to; Macmillan Specialist Palliative Care Service, Midhurst Community Hospital Dodsley Lane, Midhurst, West Sussex. GU29 9AW	Please use the agreed referral form (appendix A) or ensure all relevant detail is contained in your letter

- Relevant medical and social information should be sent with the referral including recent test results and treatment plans.
- Appropriate referrals will be triaged to the most appropriate team member who will contact the patient or carer. Initial assessment will be made at home in community hospital, nursing home, residential home or they may be asked to come to an outpatients setting.

## Discharge Guidelines

All patients and carers known to the service will be made aware that they may be discharged from under the teams care but that they may also be re-referred again by any health care professional, according to the above guidance, if their needs or circumstances change at any stage in the future.

### Reasons for discharge:

- Patient / family more able to cope emotionally
- Acute needs stabilised, care to be continued by the Primary Health Care Team or other provider.
- Patient / family perceive they do not require intervention / support at the current time.
- The Specialist Palliative Care team agree that the service is not appropriate to meet the patient's needs (Referral to another service).
- Patient / carer moved out of the area
- The generalist clinicians feel confident to deliver care without specialist intervention.

## Access to Services

The office is open from 08.30 to 20.30 Monday to Friday. Members of the nursing team are contactable 08:30 to 20:30 7 days a week.

## Response Times

Telephone contact will be made with the most appropriate person within 24 hours of receiving the referral. Appropriate interventions will be arranged from that point.

## Out of hours support

Healthcare professionals will have a contact number to gain access to a member of the specialist team for advice and support.

## Where admission may be required

Admission may be required either at referral or later in the patient's illness. This is arranged between the local community hospitals, nursing homes, residential homes, and acute hospital or specialist palliative care units. A transfer / shared care arrangement will be agreed with support where necessary by the Nurse Specialist team and Medical Consultant.

Wherever possible patient and carer choice will be adhered to. If care at home is the place of choice provision of specialist and generalist care will be provided wherever possible utilising the statutory services and the specialist palliative care 24 hour nursing team.

Authors : Dr Catherine Waight, Medical Director & Jo Stuttford, Director of Services.

Others Involved: Local Referral and Management Guidelines Committee  
<http://gp.westernsussexhospitals.nhs.uk>

# Referrals to Midhurst Macmillan Specialist Palliative Care Service

## Palliative Care Needs Identified

- Physical – pain, gastro-intestinal, respiratory symptoms etc.
- Psychological – depression, anger, anxiety..... etc
- Socio-Economic – financial, family and carers dynamics
- Spiritual – hopelessness, anger, search for meaning ... etc

### IF UNCERTAIN ABOUT HOW TO PROCEED

Phone Midhurst Macmillan Service 01730 811121  
Monday – Friday (08.30 – 20.30) and speak to a member of  
the admin team  
(Helen Lesser and Jane Dawson – Service Administrators)

**Specialist Palliative Care Referral Form**  
Provide all required details by fax (01730 816049) together with  
clinical correspondence and other relevant information

**Community Palliative Care Team (CPCT)**  
Symptom control continuing care  
Symptom control during treatment  
Psycho-social support  
Family support  
Information giving (Consultation visit)

**Patient interventions at home**  
Paracentesis  
Blood transfusions  
Infusions  
Clinical Support Team

**In patient care**  
Pendean House N.Home  
Petworth Cottage N.Home  
St. Wilfrid's Hospice  
Phyllis Tuckwell Hospice  
The Rowans Hospice  
  
Approval for funding required before admission from a member of the team

**Counselling Service**  
  
Jane Saunders  
Manager

Relevant Community Palliative Care Team  
Clinical Nurse Specialist (CNS)  
(01730 811121)

Telephone contact made by CNS to arrange an assessment

Letter to GP (cc hospital consultants)  
feedback from assessment and further plans feedback.  
**PATIENT ACCEPTED**

**PATIENT NOT ACCEPTED**  
Letter to GP (cc. hospital consultants)

**ONGOING MANAGEMENT**  
Visits/phone calls  
Ongoing liaison with GP, District Nurses, Primary Care Team etc. while patient at home

**Volunteer Visits**  
Complementary Therapy  
Home Sitting  
Dog Walking  
Shopping  
Transport

**Discharge**

Referral to Community Palliative Care Team if appropriate.  
GP informed

**Death**

Bereavement follow-up:  
Jane Saunders  
Manager  
Jane Dawson  
(Secretary)  
01730 811121

**Discharge**

**Death**

Bereavement follow-up – Jane Saunders, Manager  
Jane Dawson, Secretary  
01730 811121