

Palliative and End of Life Care Advice

There are now 2 ways to get advice about palliative and end of life care for your patients in the Wigan borough.

In addition to the Wigan and Leigh Hospice 24 Hour Telephone Advice Line there is now an 'Advice and Guidance' service provided by WWL Teaching Hospitals NHS Foundation Trust for community clinicians. This is similar to other Advice and Guidance services (e.g. Cardiology, Gastroenterology) and is accessed via e-RS (formerly choose and book).

Below is an overview of the two services; of course, if a patient is already known to us, a call or email is fine.

	Wigan and Leigh Hospice 24hr Telephone Advice Line 01942 525566	Advice and Guidance (via e-RS)
Who can access the service?	Anyone; patients, families, all health and social care professionals	GPs and primary care staff who use the e-referral system
What does the service offer?	24-hours, seven day a week telephone advice	Written advice about specific patients
Who provides the advice?	Depends on the time of day; Daytime - hospice palliative care specialist nurses Evenings – calls are triaged by qualified nurses on the hospice inpatient unit who can access medical advice if required	Palliative care consultants at RAEI
Response time	Usually the same day	Up to 1 working week (usually sooner)
What is it for?	When advice is needed straight away regarding management of symptoms, social or psychological difficulties or referral pathways	Complex issues relating to the management of symptoms in patients with life limiting illness, usually (but not exclusively) relating to drug therapies. If appropriate enquiries can be converted to referrals to the service (with patient and GP consent)