

# Palliative Services for North Worcestershire

## Who is there to help?

**NHS**  
Herefordshire and Worcestershire  
Health and Care  
NHS Trust

**Rapid response for  
care/support  
including drug  
administration**

**Medical advice  
and/or support with  
decision making**

**If the patient is  
known to specialist  
palliative care or to  
make a new referral**

**How to Refer**

Community Specialist  
Palliative Care

Referrals can be made by  
completing a referral form



Community SPC  
North Worcs - Referrals

- Patients own GP / Out of Hours GP
- Consultants in Palliative Medicine:  
[whcnhs.communityspcnorth@nhs.net](mailto:whcnhs.communityspcnorth@nhs.net)  
01527 488064

Neighbourhood Team &  
Rapid response service

**How to  
contact – in  
hours**

Available 8.30am-4:30pm 7  
days a week including bank  
holidays

- Via GP Surgery
- For urgent consultant advice phone 01527 488064 and ask for the Consultant in Palliative Medicine

Rapid response service 0300 790 6253 North - option 1  
(**Professionals line only please DO NOT give this telephone number to patients**)

**How to  
contact – out  
of hours**

No service available,  
However, messages can be  
left on the answer phone to  
be picked up the next  
morning if not urgent

Consultants in Palliative  
Medicine available 7 days a  
week. Page via WRH  
switchboard 01905 760760

Rapid response service 0300 790 6253 North - option 1

**What can  
you expect?**

Calls answered by non-  
clinical staff then clinician  
calls back.

Advice and support on  
complex symptom control

Urgent referrals are seen  
within 2 days

Non-urgent referrals are  
seen within 5 days  
(excluding Sat/Sun)

From Consultants in  
Palliative Medicine:

Specialist medical advice to  
support decision making re:  
symptom management and  
escalation

Nursing Response within  
two hours if needed.

Assessment of need, pain  
and symptom management,  
liaison with other services

# Palliative Services for North Worcestershire

## Who is there to help?

### Primrose Hospice

### Kemp Hospice

#### Who to contact

Via Main Primrose Hospice central phone number you can contact individual members of the team or leave a message.

Or ask to speak to the Triage Nurse/Head of Clinical Services/Lead for Family Support who will be able to advise or forward your enquiry to the appropriate Team member

Via Main KEMP Switchboard you can contact individual members of the team or leave a message.

Or ask to speak to the Care Services Manager / Nursing Team who will be able to advice or forward your enquiry to the appropriate Team member.

#### How to contact

To contact a member of the team or to discuss a referral Monday to Friday 9am to 5pm excluding bank holidays and Christmas Closure. Phone: 01527 871051

Patients can self-refer into the clinical services via a simple referral form on Primrose Hospice website <https://primrosehospice.org/>

Professional can refer using the form below:

This form should be emailed to:

It is imperative that patients are aware of and consent to referral. They should also be registered with a North Worcestershire GP.

To contact the team or to discuss a referral Monday to Friday 9am to 4pm excluding bank holidays and Christmas Closure.

Tel: 01562 756 000

To refer the individual needs to be registered with a Wyre Forest GP. A referral can be made by completing the form below and emailing to email address below:

[KEMP Hospice Referral Form 2018 Online.pdf](#)

Return to: KEMP Hospice, Day Hospice, 41 Mason Road, Kidderminster, DY11 6AG.

Email: [services@kemphospice.org.uk](mailto:services@kemphospice.org.uk)

#### What services we provide

CNS Outpatient Clinics to support symptom control and advance care planning  
Day Therapy- provided by a multidisciplinary team  
Access to Consultant in Palliative Medicine clinic appointments  
Well-being service  
Complementary therapies  
Family support services including pre and post bereavement support for adults and children  
Financial and welfare support

- *Holistic Nursing Assessment and Individualised support*
- *Creative Therapies*
- *Finance & Welfare Support*
- *Complementary Therapy*
- *Functional & Therapeutic Therapies*
- *Psychological Support & Counselling*
- *Care Home Support*

#### What can you expect?

Your referral for clinical services will be responded to in a timely manner (2 working days for urgent, 5 working days for non-urgent). Family support referrals may take slightly longer.

An initial telephone holistic assessment of your needs by a registered nurse or member of family support

An individualised plan of care which will ensure appropriate access to a range of services (as listed above)

Individualised plan of support from the KEMP Team which can include:

Groups, One to One support, Clinics, Virtual sessions, Outreach, Family Support and Counselling.