

## Your feedback is important to us...

If you have any Complaints, Concerns or Compliments, please email:

[www.feedback.nottinghamshirehealthcare.nhs.uk](http://www.feedback.nottinghamshirehealthcare.nhs.uk)

[www.complaints@nottshc.nhs.uk](mailto:www.complaints@nottshc.nhs.uk)

This document is also available in other languages and formats upon request.

Su richiesta, questo documento è disponibile in altre lingue e in altri formati.

Sur demande, ce document peut être fourni en d'autres langues et formats.

Na życzenie, dokument ten można uzyskać w innych językach i formatach.

यह दस्तावेज़ अनुरोध किए जाने पर अन्य भाषाओं और प्रारूपों में उपलब्ध है।

ਇਹ ਦਸਤਾਵੇਜ਼ ਬੇਨਤੀ ਕੀਤੇ ਜਾਣ ਤੇ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਅਤੇ ਰੂਪਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

در صورت درخواست این سند به زبانها و شکلهای مختلف در اختیار شما قرار می گیرد.

یہ دستاویز دیگر زبانوں اور مطلوبہ شکلوں (فارمیٹ) میں بھی دستیاب ہے

هذه الوثيقة متاحة بلغات أخرى وباشكال غير الكتابة المقروءة وذلك عند الطلب

Produced in partnership with the Better Together Alliance providers across mid-Nottinghamshire to promote co-ordinated Palliative & End of Life Care

## Palliative care and support for you and those you care about throughout your illness



**PatientCall**  
**01623 781891**

If you need any support or advice including at a time of crisis PatientCall can help. Our aim is to treat and relieve symptoms and side effects of your illness whilst supporting you and your family practically and emotionally.

### Q Who can I talk to about my care?

The care team at PatientCall will guide you, making suggestions on services which can help you and make that call on your behalf. This includes nursing, doctors, hospice and community support.

### Our Priorities of care for you are:

- RECOGNISE** When your health needs change and respond appropriately
- COMMUNICATE** Sensitively, with you, those important to you and your care teams
- INVOLVE** You and yours in and decisions made about your care
- SUPPORT** Those important to you, at every stage of your care
- PLAN** An individual care plan that is unique to you and changes as your needs change



**PatientCall**

**01623**

**781891**

**Providing advice and support 24 hours a day: prioritising urgent needs and supporting you with your ongoing care.**

### Q How will my information be shared and recorded?

The information held and shared by PatientCall will be stored in a secure electronic patient record. This helps everyone involved in your care to understand your needs and wants.



Your patient record is confidential and only accessible to professionals involved in your care

This leaflet has been made to give you information about who you should call if you need advice or support at any time including in times of crisis and need. There are many other leaflets available that you may need to please ask your healthcare team for further information.