

## Participation

We value our patients and families participation in developing the service we provide, listening to what you have to say and taking the appropriate action as required.

If you wish to participate please visit the participation section within our website [www.accordhospice.org.uk](http://www.accordhospice.org.uk)

If you do not have access to the internet please request a leaflet from your nurse.

## Suggestions, Comments & Complaints

If you have any suggestions, comments or complaints about how the service can be improved, please speak to a member of staff.

If you are not satisfied with the response, please discuss your concerns directly with the Chief Executive at ACCORD Hospice:

Jacki Smart  
0141 581 2000

Should you feel that your complaint has not been resolved by ACCORD Hospice, you may contact Healthcare Improvement Scotland (HIS) directly, at any stage:

Edinburgh Office:  
Gyle Square  
1 South Gyle Crescent  
Edinburgh EH12 9EB  
0131 623 4300

Glasgow Office:  
Delta House  
50 West Nile Street  
Glasgow G1 2NP  
0141 225 6999

Email: [hcis.complaints@nhs.net](mailto:hcis.complaints@nhs.net)

[www.healthcareimprovementscotland.org](http://www.healthcareimprovementscotland.org)

If required this leaflet is available in other languages & formats

## Supporting you at home



## Community Palliative Care Information for Patients & Relatives



## The Community Specialist Palliative Care Team

The team consists of six Clinical Nurse Specialists, (CNS) employed by and based at ACCORD Hospice in Paisley.

In addition to being Registered Nurses the team hold degrees and have undergone further specialist nurse training in Cancer / Palliative Care.

Each CNS is attached to several different groups of General Practitioners within Renfrewshire and some districts of East Renfrewshire with a population of over 200,000.

You may be referred to us by your own Doctor, District Nurse, Hospital Nurse or Consultant.

## How Can We Help You?

We will work closely with your own GP and other healthcare staff to support you. We will visit you at home and take the time to listen to you, your family and carers about any concerns or worries you may have.

We offer support, advice and information on:

- Pain control
- Help with other symptoms such as nausea or constipation, breathlessness, weakness
- Services which may be provided from ACCORD Hospice e.g. Day Hospice, Physiotherapy / OT

## Our Hours Of Work

Monday	8.30am—4.30pm
Tuesday	8.30am - 4.30pm
Wednesday	8.30am - 4.30pm
Thursday	8.30am - 4.30pm
Friday	8.30am - 4.30pm

If your allocated CNS is absent then please contact any of the other CNS's during working hours Monday to Friday, please use the main hospice number 0141 581 2000 and the receptionist will direct your call.

## How Often Will We Visit You?

Following an assessment visit, your CNS will discuss your needs with you. For some people one visit may be enough but for others, several may be more helpful.

If you need to contact your CNS before the first visit, please do not hesitate to do so. Use either of the numbers given in this leaflet.

Due to current Health & Safety legislation and the risks associated with passive smoking, we would ask you not to smoke during our visits.

## How Will You Recognise Us?

We do not wear uniforms, - just normal everyday clothing. However we do carry photo identity badges and you will be shown this on our arrival at your home.

You do not need to prepare anything for our visit but you may find it useful to write down any question or worries you may have that you wish to talk about and have all your medicines to hand for us.

## General Information

If you are experiencing a medical problem it is important that you contact your own GP for advice first.

You or you family may also wish to telephone the 24 hour nursing advice line at ACCORD Hospice:  
**0141 581 2000**

Please note this is the main number and at night nursing staff may take a few minutes to answer this.

If you should need to cancel a visit please telephone either the direct dial telephone number or the above Hospice number.

