

How to make a referral?

Doctors, hospital consultants, specialist nurses and any other healthcare professional involved in the care of the patient can make a referral to any of our services if the patient meets the guidelines.

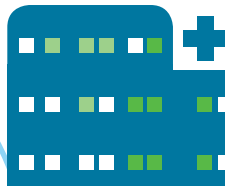
We encourage you to refer electronically via **SCI Gateway** by selecting "Palliative Care Services GG&C" on the referral destination and following the step-by-step prompts thereafter in the "palliative services" and "clinical data" tabs.

Where we help patients and their family



At the Hospice

- Palliative care for patients and families
- Outpatient clinics
- Advice to professionals



At Hospital

- Ward Visits
- Patient transport service to and from appointments



At Local Health Centres

- Supportive Care Clinics



In the Community

- In patients' homes
- Care homes
- Community hubs
- Outpatient clinics

To make a referral you can:

- Use SCI Gateway as suggested.
- Email a completed referral form to **GG-UHB.ardhosp@nhs.net**

Our multi-disciplinary team will triage your patient based on the detailed information you provide on the referral form.

For further support on referrals please contact our Clinical Support Team on **01475 726830 Ext 2304 or 2227 (Monday to Friday 9am to 5pm)** or for referrals outside these times call the **Duty Room** on **01475 726830**.

A guide for Health Care Professionals



Improving Quality of Life for your patients

Why and how you should make a referral to Ardgowan Hospice.



together
we care

Supporting the community of Inverclyde

Ardgowan Hospice offers a team of specialist palliative care professionals who work across Inverclyde in IRH, Health Centres, Hospice, Care Homes and in the patient's home.

The areas covered include:

- Gourock
- Greenock
- Inverkip
- Kilmacolm
- Port Glasgow
- Quarriers Village
- Skelmorlie

We offer a variety of services that can enhance the support you offer to patients, their families and carers. All services are free to users.

Who you can refer to Ardgowan Hospice

- Adults with an active, progressive, life limiting condition. For example: heart, lung, renal or liver failure, progressive neurological conditions and malignancy.

Please refer to guidelines website:

www.palliativecareguidelines.scot.nhs.uk

- Children and young people who could benefit from additional support pre or post bereavement.

Can refer using a form on the Hospice's

website at <http://bit.ly/butterflyreferral>.

Services we offer:

- Ardgowan Community Nurse Specialist Service
- Bereavement Support
- Breathlessness Intervention Service
- Child and Family Support
- Complementary Therapy
- Day Services
- In-Patient Service
- Lymphoedema Clinic
- Occupational Therapy
- One to one or group support
- Patient and family support
- Patient Transport Service
- Physiotherapy
- Spiritual care
- Supportive Care Clinic
- Adults who have Palliative (Supportive) Care needs and their symptoms have persisted after assessment and treatment. For example: severe, complex or enduring physical, psychological, emotional distress, social or spiritual issues.
Please refer to guidelines website:
www.palliativecareguidelines.scot.nhs.uk
- Family and carers of the patient referred.
Can drop in at the Access Centre for referral.

Why refer your patients for hospice care and support at Ardgowan?

- To achieve the best outcome for patients and their families.
- Provide patients and their families with specialist palliative care options
- Improve patient and family understanding of illness.
- Use the members of our Multi-Disciplinary Team to provide holistic assessment of the patient's needs and the potential to improve quality of life in many cases.
- Help to reduce anxiety and fear for patients and their families about their future.
- Help patients to feel more in control again by supporting them to plan for their future care, using anticipatory care planning.
- Help reduce risk of hospital admissions and emergency GP consultations.

To help in identifying suitable patients for referral, please use: **www.palliativecareguidelines.scot.nhs.uk**. We also recommend the use of the SPICt tool: **www.spict.org.uk/the-spict/**.

When to refer your patients:

Evidence supports patients being referred to specialist palliative care at an early stage as this gives more benefit.

Our team can work alongside other illness specific teams, even when the patient is being actively treated by them.

It is often easier to delay a decline in function than to reverse it.

Dealing with anxieties about referral

- Reassure the patient they will have control over decisions made regarding their care and the hospice helps to improve quality of life.
- Explain we can provide support, information and advice to carers, families and friends at all stages of their illness.
- Reassure patients that Ardgowan Community Nurse Specialists may visit and support them in the comfort of their own home or preferred place of care where appropriate.
- Support will also be available from a multi-disciplinary team of health care professionals including patient and family support, physiotherapy and complementary therapists.