

Referral Policy

Adult services



St Oswald's Hospice provides specialist palliative care to children, young people and adults with complex problems associated with a progressive life-limiting illness. There is a separate referral policy for Lymphoedema service and the Children and Young Adults Service.

For further information regarding referrals contact us on 0191 285 0063 or email enquiries@stoswaldsuk.org

Who can refer?

- Referrals are accepted from General Practitioners, consultants, specialist palliative care teams or other healthcare professionals in consultation with the patient's doctor
- Referrals will be considered from primary care, hospitals, other hospices, nursing homes and other care facilities

Where from?

- We will accept patients from **Newcastle, North Tyneside, Northumberland and Gateshead** – related to where their GP is based. Patients referred from other areas will be considered on an individual basis.

Criteria for referral

The referral must have been discussed with the patient and consent obtained for referral for hospice services.

The referrer must clearly identify a **need for specialist palliative care input** having already considered resources that may be available locally for the patient. This includes patients with an advanced progressive illness who:

- additionally have uncontrolled symptoms, including pain, regardless of stage or outcome, over and above that which can be managed by the team currently providing their care
- who require psychosocial support over and above that which can be provided by the team currently caring for the patient (and their carers)
- who require spiritual support over and above that which can be provided by the team currently caring for the patient (and their carers)
- require rehabilitation to enable them to adapt to the limitations of their condition and to maximise their quality of life

How to refer

Referrals are accepted by completing a referral form. The form is available at www.stoswaldsuk.org and can be returned by email to: necne.referrals@nhs.net

Urgent referrals for the inpatient unit can be made via telephone but a referral form must also be completed as soon as possible.

To help us process the referral as efficiently as possible your referral must include:

- Reason for referral and which service(s) required
- All relevant clinical information including: diagnosis, stage and extent of disease, previous treatments and current medication
- Information on current care, relating to formal and informal social circumstances

Please provide as much detail as possible on the referral form as incomplete forms could cause a delay in admission to our services.

All new referrals will be discussed within one working day at the daily admissions meeting (held Monday – Friday). A member of the Hospice team may contact the referrer for more information in certain circumstances.

For urgent referrals to the Inpatient Unit, a decision will be made within one hour.

What next?

- The referrer will be notified of our decision
- Where referrals are accepted, patients will be contacted by the referrer
- The patient will receive appropriate literature regarding the service they have been referred for
- The decision will be recorded on SystemOne by our medical secretaries.