

# 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](mailto: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

### 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](http://www.stoswaldsuk.org) and can be faxed to 0191 246 9072.

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 SystmOne by our medical secretaries.