

## Palliative care – out-of-hours support

Support for patients who are receiving end of life (palliative) care is available via NHS 111 out of normal GP practice opening hours (evenings, weekends, and bank holidays).

### When to contact NHS 111

If you develop new or worsening symptoms, or you are directed to by a healthcare professional, call 111 to get the support you need. When prompted, press **option 2 for a palliative care need**.

A trained health advisor will ask for the following information to help find the patient's record:

- Name
- Date of birth
- GP surgery
- Current location, address, and telephone number (so 111 can call back)
- Current problems or concerns

After taking this information, the advisor will attempt to transfer the call to a clinician. If that is not possible, the clinician will aim to call back within 10 minutes.

The clinician will undertake a telephone consultation and agree with the caller an appropriate care package or referral, which could include transfer to a GP, community nurse or home management.