



Providing Feedback

We work hard to provide the highest standards of care and service to our patients, their families, and our supporters. We hope you will tell us when we have got things right for you but we understand that there may be times when you might not be happy with our service.

If you would like to provide any feedback, scan the QR code



Palliative Care Telephone Helpline

You can call us on: 0114 235 7494

Need support? We're here for you

Our Telephone Helpline is open 24 hours a day, 7 days a week. It's for patients and families who are under the care of the St Luke's Hospice Community Team.

You can call us on: 0114 235 7494

What the Helpline offers

- Friendly advice and support from our team (usually a Registered Nurse)
- Guidance on managing symptoms like pain, sickness, or restlessness
- Reassurance for carers who may be worried about medicines or care
- Emotional support when things feel overwhelming
- Signposting to other St Luke's services such as Wellbeing, Bereavement Support, or Physiotherapy

Who can use it?

- Patients living at home or in a care setting that is their home
- Family members and carers of patients supported by our Community Team

When you call

- Leave a voicemail with the patient's name, date of birth, and a short message about your concern

- Our staff will call you back as soon as possible
- We'll make a note of our conversation in the patient's secure medical record so future care is joined-up
- Please remember, if it is not the patient we speak with, we can only share information with those who the patient has given consent for us to speak to

Overnight care

- We cannot provide home visits during the night
- If a nurse feels you need urgent help, they may refer you to the Out-of-Hours GP Service or the District Nursing Team
- In some cases the St Luke's Community Team may contact you the next day to see how you are and ensure appropriate follow up is in place

Emergencies

The Helpline is not an emergency service. If you need urgent help:

- Daytime: Call 999, NHS 111, your GP, or the District Nursing Team
- Overnight: Call 999, NHS 111, or the District Nursing Team

Helpful contacts

- Community District Nursing Team: 0114 226 6578
- Weston Park Hospital: 0114 226 5300