



Wondering

who to

call?

**Advice about which services
are best to contact in
different situations**

www.stchristophers.org.uk

StChristopher's
More than just a hospice

Self-care



- Follow the plan for symptom control and your overall health and wellbeing given to you by your care team
- Make sure you understand the purpose of any medication(s) you are taking
- Keep track of your medication and remember to order repeat prescriptions early to ensure you have enough of each medication.

Non-urgent



- Monday to Friday, 9am-5pm call St Christopher's on **020 8768 4500** for non-urgent advice – e.g. non-urgent symptom control, non-urgent medication advice or to change the time of an upcoming appointment
- Call your **hospital team** if you have questions about the treatment they are giving you
- Call your **GP**:
 - to order your repeat prescriptions
 - if you think you have an infection or new medical problem
 - to obtain a referral to other services, such as podiatry, dentist, physiotherapist, dietician, optician, community mental health team etc
- Call the **district nurse** or **community matron** to:
 - get incontinence pads or aids
 - arrange to change the dressing on a wound
 - obtain equipment or report a problem with faulty equipment
- Call your **local pharmacy** to:
 - ask questions about your medication
 - arrange prescription deliveries and collections
- Call your **care agency, social services** or your local **clinical commissioning group** to discuss issues with funding or provision of care.

Urgent 24/7



- Call **St Christopher's** on **020 8768 4500** to report:
 - an urgent change in physical or psychological symptoms
 - a rapid or sudden deterioration in your health
- Call **Acute Oncology Services (AOS)** to report urgent symptoms related to cancer therapy
- Call **999** to get help in emergency situations, e.g. broken bones, seizures or uncontrolled bleeding.