



**St Joseph's  
Hospice**  
Serving East London  
and the City

# Outpatient Clinics

Our Outpatient Clinics provide nursing advice and supportive care for people with life-limiting illness who are mobile, including those still working and able to attend an appointment. You may already be coming to the Hospice for other services so we can tailor appointments that work for you.

We also offer support to the families and carers of our patients and can make a referral to other services if additional support is needed. All our services are completely free of charge.

## What is palliative care?

We want to help you achieve the best quality of life for you and your family. We offer expert guidance on symptoms and can provide you with supportive care on physical, social, emotional and spiritual matters. Our team can get involved at an earlier stage of your illness where there are persistent, complex issues.

## How to access services

Outpatient services take place at the Hospice and are currently available to people living in City and Hackney, Tower Hamlets and Newham. We try our best to arrange appointments on a day and time that suits you and your family. Please arrange your own transport when coming in for appointments.

We also run a fortnightly clinic in Newham on Thursday mornings at East Ham Care Centre and hope to roll this out to venues in Tower Hamlets in the near future.

## Your first visit

Your first appointment will involve a physical, social and psychological assessment with the Outpatient nurse and sometimes another member of the Hospice team. Your appointment will take around an hour but if you get too tired we can continue another time.

During this assessment we will take as much information as possible to help us deliver the care you need and to direct you to the range of services provided by St Joseph's Hospice, including physiotherapy, complementary therapies, psychological support, Day Hospice, social worker support, welfare and benefits advice and support groups.

We will send a summary of your assessment to your GP the following day and a copy to you if requested. You can make follow up appointments either shortly after your initial assessment or some time later.

**To make a referral to this service please call the First Contact Team on 0300 30 30 400.**

Founded in 1905 by the Sisters of Charity, St Joseph's Hospice is one of the oldest and largest hospices in the UK, supporting a population of around 2.1 million people in our core boroughs of City and Hackney, Tower Hamlets, Newham and the surrounding areas.

We are dedicated to providing free of charge, high quality, specialist palliative care and support to people in our community nearing the end of their lives. We take a holistic approach to care, looking after the well-being of the whole person, as well as supporting their loved ones.

### **Our range of services includes:**

- Inpatient care
- Palliative care at home
- Community and day services
- Therapies
- Counselling and advice

### **For 24 hour advice and support call First Contact on 0300 30 30 400.**

St Joseph's Hospice is committed to celebrating and promoting diversity and inclusion. If English is not your first language, please let us know so that we can arrange an interpreter.

All of our leaflets are available in multiple languages on our website [stjh.org.uk](http://stjh.org.uk)

Feedback helps us improve our services. While receiving our care, patients and family will be offered the opportunity to provide feedback. Or you can tell us how we are doing at [iwantgreatcare.org](http://iwantgreatcare.org)

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Charity No. 1113125



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