

## Complaints or concerns

Palcall aims to provide a service that is sensitive to the needs of individual patients, their families and carers. If problems do occur we try to resolve them when they arise. If this is not possible and you wish to make a complaint, please let us know as soon as possible. This will help us to establish what happened more easily. Complaints can be directed to Palcall staff who will pass them to the manager responsible.

Alternatively, you can write to the Head of In Care Services at the address on this leaflet.

V2 2022



**Saint Catherine's**

Caring for you at Hospice and Home

Throxenby Lane, Scarborough, North Yorkshire, YO12 5RE  
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Charity Registration No. 284701



**Saint Catherine's**

Caring for you at Hospice and Home

# PALCALL

## TELEPHONE HELPLINE

### Phone **01723 354506**

(standard rate tariff)

THE PALCALL LINE IS OPEN WHENEVER GP  
SURGERIES ARE CLOSED

### **What is Palcall?**

Palcall is a palliative care, out of hours, telephone helpline for patients and carers. It is a nurse led service offering advice and information outside of normal surgery hours. This direct line is not available via the usual hospice telephone number.

### **What callers can expect**

The Palcall telephone helpline gives direct access to a nurse with experience in specialist palliative care. This nurse can give advice and support within their level of competence. If the patient needs attention, we will contact the on call NHS doctor or district nurse to visit.

The patient's own GP, will be sent information about the call electronically or, in writing, the next working day.

Palcall can give **telephone advice only** we are not able to visit provide domiciliary visits out of hours. If a face to face home visit is thought to be required you should instead call the Out of Hours doctors.

### **What happens when you call?**

If the patient is already known to us we will access their records to enable us give you the best advice we can and record the outcome of the call. If the patient is not known to us we will register the patient at the time of the call.

### **Who can call?**

Patients, carers, Doctors, nurses and other healthcare professionals can ring Palcall for advice.

### **Confidentiality**

Advice given at the time of the call will be added to the patients clinical record. Patient information may be used for audit purposes, to monitor and improve standards. These audits will not include personal information such as name and address.

### **When to use the Palcall Service**

Do not hesitate to use the line if you feel you need to speak to someone outside of GP opening hours, that is why it is there!

If it is not out of hours you must ring your GP or District Nurse.

The Palcall line is open  
whenever  
GP surgeries are closed  
including Weekends and  
Bank Holidays.