



# Integrated Mersey Palliative Care Team (IMPACT)

## Information for health professionals

**IMPACT** is the **Consultant-led, integrated, multi-professional palliative care service** to support Liverpool and South Sefton patients with a life limiting, progressive condition.

IMPACT is a multi-professional service offering a single point of access and referral to palliative care.

## The service operates from two IMPACT hubs based at:

- **Marie Curie Hospice:** Patients registered with a central or South Liverpool GP.
- **Woodlands Hospice:** Patients registered with a North Liverpool or South Sefton GP.

### The IMPACT hub will not take over the care of the patient but will;

- Support the regular care team in identifying their specialist palliative care needs.
- Identify the services which can meet the patient's needs.

Patients remain under the IMPACT caseload from the point of referral to the end of their life. They will be monitored and reviewed depending on their needs. Patients, carers and their healthcare team can contact the service at any time, without the need for a repeat referral.

IMPACT is a partnership between Marie Curie, Mersey Care NHS Foundation Trust, Liverpool University Hospitals NHS Foundation Trust and Woodlands Hospice.



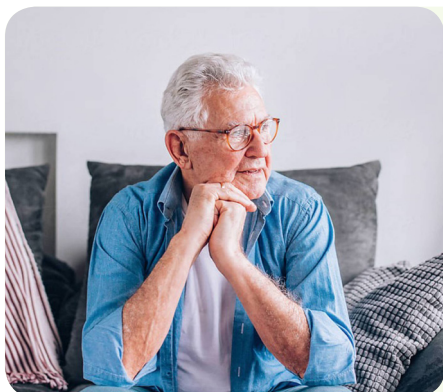
**IMPACT is a multi-professional service offering a single point of access and referral to palliative care.**

**Call 0300 100 1002**

**The IMPACT line is answered 24 hours a day, seven days a week.**

From Monday-Friday 9am-5pm, it will be answered by our dedicated hubs at IMPACT North and South.

At other times, the calls will be answered by our 24-Hour Telephone Advice Lines.



**IMPACT Hub South**

Marie Curie Hospice,  
Liverpool  
Woolton  
Liverpool  
L25 8QA

[mchl.administration@nhs.net](mailto:mchl.administration@nhs.net)

**IMPACT Hub North**

Woodlands Hospice  
AUH Campus  
Longmoor Lane  
Liverpool  
L9 7LA

[impact.woodlands@nhs.net](mailto:impact.woodlands@nhs.net)

**Patient/  
carer:**

Self-Referral via  
IMPACT line:

**0300 100 1002**

**Hospital  
in-patients:**

For In-patients and  
those going home:  
Ward referral to hospital  
palliative care advisory  
team.

**Patients in the  
Community:**

URGENT Referrals via  
IMPACT line:

**0300 100 1002**

Routine referrals via  
IMPACT line, secure  
email, or managed  
referral on EMIS.

**Referral  
Criteria**



Patients aged 18 or over  
with a diagnosis of a life  
limiting progressive disease



Registered with  
a Liverpool or  
South Sefton GP



The patient requires  
palliative care  
assessment



Patient informed  
and agrees to  
referral

**Exclusion  
Criteria**



Patient does not have a  
life limiting progressive  
condition



Patient does not  
consent to referral  
to the service

**Discharge  
Criteria**



Patient no longer has a  
life limiting progressive  
condition



Patient no longer  
resident in the  
catchment area



Patient declines  
further input from  
the service