



Do you need palliative care advice and support? We are here to help.

If you live in Liverpool or South Sefton, and have a life limiting condition we can help you get support with your health, to maintain your quality of life and plan your future care.

Call 0300 100 1002

You or your carer can call us 24 hours a day, seven days a week if you have any concerns about your health. Or ask your healthcare professional to call on your behalf.

How can we help you?

The IMPaCT service can help you and your carer with:

- Expert advice about managing your condition – including difficult symptoms
- Making sure your quality of life is as good as it possibly can be
- Planning for your future healthcare needs.

What happens when you call?

When you call us between 9am and 5pm Monday to Friday, you'll speak to one of our team of senior healthcare professionals who will:

- Give you advice and support
- Arrange for a healthcare professional to assess you, if needed
- Contact other services which may be able to help you.

What if you call out of hours?

You'll be put through to our 24-hour advice line. If you need support urgently, we'll make sure you get it as soon as possible.

About us

We're a team of healthcare professionals (doctors, specialist nurses and specialist therapists) who work locally in hospitals, hospices and in the community. Together, we're called the Integrated Mersey Palliative Care Team. We'll use our different areas of expertise to support you as well as we can.

What is palliative care?

Palliative care is treatment, care and support for people with a life-limiting illness, and those close to them. It's sometimes called 'supportive care'. The aim of palliative care is to help you to have a good quality of life keeping as well and active as possible.

Need this information in another format or language?

Please call us on **0300 100 1002**.



Have positive feedback or thoughts on how we could do better?

We'd love to hear them. Please contact the hub which responded to your call:

IMPACT Hub South

Marie Curie Hospice, Liverpool
Woolton
Liverpool
L25 8QA

lat.impact.mariecurie@nhs.net
0151 801 1406

IMPACT Hub North

Woodlands Hospice
Longmoor Lane
Liverpool
L9 7LA

impact.woodlands@nhs.net
0151 529 2637

Your privacy is very important to us

Your personal information will be handled in accordance with the Data Protection Act 2018. As the IMPACT service is a combined service between local healthcare providers, we'll need to update your health record after each contact with you, which will be shared. If you do not wish for your information to be shared in this way, please let us know.

For more information

Search 'IMPACT Liverpool'
merseycare.nhs.org.uk

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

