

Christmas and New Year 2010
Out of hours care of patients with End of Life needs.

We are aware that this year in particular we are faced with two long holiday weekends, Christmas being four days and New Year three days. It is therefore more important than ever that we plan ahead for care of end of life patients during these times. This document provides some help and guidance for General Practitioners and SERCO out of hours doctors in Cornwall to help to achieve good on going care during these times. Your support and help in achieving this is much appreciated.

Contents

1. Quick Reference Notes.
2. Full Guidance.
3. Cornwall Palliative Care Out of Hours Handover Form.
4. Community Pharmacy End of Life Drug Stock.
5. Out of Hours Pharmacies – community, RCHT, West Cornwall Hospital & Derriford.
6. Labels/Business cards with the 24 hour Specialist Palliative Care Advice Line Number.

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QUICK REFERENCE

A full document giving guidance on anticipating and dealing with problems patients requiring end of life care may encounter during the out of hours period has been produced. This will be circulated to all GPs, care areas and SERCO.

Here are some quick reference points from this document -

- **Review** – please consider reviewing all patients with potential end of life care needs prior to and after each Bank holiday.
- **Communicate with relevant health care professionals.**
Please ensure SERCO are advised of the patient using “EXPECTED DEATH” and “CORNWALL PALLIATIVE CARE OUT OF HOURS HANDOVER FORM” (This form has been available and in practices for several years but not always used – a copy is available in the full document or please email me as below).

Palliative Care Consultants – if you think there are likely to be significant symptom control issues during out of hours period please contact a palliative care consultant or call Specialist Palliative Care advice line to advise them of your concerns so this may be noted.

- **Anticipate** - Consider patients possible care needs over the out of hours period. This should include nursing, social support, medical and equipment needs. Out of hours services have the ability to respond to common eventualities but may be unable to manage more complex needs that could possibly be anticipated.
- **Out of hours** – Services have been advised to contact the 24hr Specialist Palliative Care advice line if there are any concerns regarding care or medication on any end of life patient especially those with patches (fentanyl and buprenorphine), those with unusual oral opiates (oxycodone, palladone), those using opiates as lozenges or sub-lingual and those on high dose opiates.

SERCO have also agreed to arrange regular reviews on patients in whom there has been changes in medication.

**IF YOU HAVE ANY CONCERNS REGARDING DRUGS OR
SYMPTOM CONTROL CALL THE 24 HOUR
SPECIALIST PALLIATIVE CARE ADVICE LINE
01736 757707**

Christmas and New Year 2010
Out of hours care of patients with End of Life needs.

To : All General Practitioners, Practice Managers, Community Nursing Teams, Macmillan nurses, SERCO and SERCO employed out of hours doctors, community pharmacies, Cornwall Hospices, Specialist Palliative Care Team RCHT, Community Hospitals, Duchy Hospital, St. Lukes Hospice, Plymouth.

There have recently been a number of situations during the out of hours period involving patients with end of life care needs in which the care to both the patient and family has been compromised. These situations have arisen as a result of system failings involving several professionals involved in the patients care both before and during the out of hours period.

The adoption of several very simple methods can in most cases prevent compromised patient care.

We are aware that this year in particular we are faced with two long holiday weekends, Christmas being four days and New Year three days. Its is therefore more important than ever that we plan ahead for care of end of life patients during these times.

The following advice has been agreed between -

Dr. John Tilbury, Medical Director, Cornwall and Isles of Scilly PCT.

Bridget Sampson, Deputy Director for Medicines Management and Clinical Effectiveness.
Accountable Officer for Controlled Drugs, Cornwall and Isles of Scilly PCT.

Dr. Mike Corbett, Clinical Lead for End of Life Care, Cornwall and Isles of Scilly PCT.

Dr. Debbie Stevens Palliative Care Consultant, Cornwall Hospice Care & RCHT

SERCO Health Care - Dr. Jeremy Mawer, Medical Director.

and in consultation with Cornwall & Isles of Scilly LMC.

General Practitioners

- Review

Please review all potential end of life patients before Christmas and between Christmas and the New Year. It may be worth arranging the second review so that the patient and carers are aware when this is likely to be thus allaying fears and concerns that can wait until normal GP opening.

- Communicate

Please inform the relevant professionals.

Community nursing and Macmillan teams where appropriate. Please be aware there may be limited cover during the Bank Holidays.

SERCO health care – please use “EXPECTED DEATH” and “CORNWALL PALLIATIVE CARE OUT OF HOURS HANDOVER FORM” (This form has been available and in practices for several years but not always used – copy attached). These should be faxed through to SERCO allowing them to tag the patient and add extra details to their electronic record.

Palliative Care Consultants – if you think there are likely to be significant symptom control issues during out of hours period please contact a palliative care consultant or call Specialist Palliative Care advice line to advise them of your concerns so this may be noted.

- Anticipate

Consider patients possible care needs over the out of hours period. This should include nursing, social support, medical and equipment needs.

Out of hours services have the ability to respond to common eventualities but may be unable to manage more complex needs that could possibly be anticipated.

Out of hours pharmacies stock limited quantities of diamorphine. (See attached list)

If there is any doubt that these may not be met over the out of hours period discuss early with other agencies such as community nursing teams and social services, RATS & CATS teams. Consider whether planned admission to community hospitals, nursing, residential homes or hospice may prevent compromised care and admission to acute units.

Consider patients medication needs over this period particularly if they are on unusual or hard to get medication or large doses of opiates. (**See section over on anticipatory prescribing**). Please also ensure drugs are dispensed prior to the out of hours period.

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01736 757707**

Anticipatory Prescribing

What it is ?

Provision of drugs in end of life patients to cover times when usual doctor, nurse and pharmacy services are unavailable.

Drugs should be prescribed in a thoughtful manner taking into consideration current medication, dosage, routes of administration and likely symptom changes through the out of hours period.

They should be prescribed in a full and accurate manner setting out dose range, increments and indications. We would advise that instructions for the drugs should be given a limited time frame, at the discretion of the clinician, and reviewed regularly.

What it is not ?

Providing a collection of drugs to cover all eventualities.

Trying to predict every likely symptom control problem likely to occur in the out of hours period.

How to make it work

Regular review of the patient especially before the out of hours period.

Give enough time for the local community pharmacy or dispensary to supply the required drugs.

Use appropriate guidance – **Joint Formulary & BNF** -both offer good and easily available advice.

Palliative Care Formulary (Twycross, Wilcock and Thorp) & Symptom Management in Advanced Cancer (Twycross) both offer more detailed advice and can often be found in practices.

Advise community nursing teams early if a syringe driver anticipated.

Ensure all drugs are prescribed accurately with indication, starting dose, maximum dose and dose increments both quantity and frequency. We would advise that instructions for the drugs should be given a limited time frame, at the discretion of the clinician, and reviewed regularly.

Ensure diluent (dilutant) is also prescribed.

Calculate the amount of each drug likely to be needed in the out of hours period including any possible increments.

Clear and accurate documentation – you may even want to document any calculations for amounts you have made.

Seek advice from a colleague, Macmillan nurse, Palliative Care Consultant or Specialist Palliative Care advice line if unsure, any concerns or unusual or unfamiliar medication.

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SERCO Health & other out of hours doctors

- Know the Patient
Ensure you have all the available information – information recorded on SERCO system, any medical and nursing records. Discuss with other health care professionals available – staff in nursing homes, community nursing teams etc. Discuss with patient family and carers.
- Think
Despite the patients having end of life care issues, always ask in what way their symptoms or situation have changed? Why have you been called to see them ?
What is going on ?
Does it fit with what you know about the patient and their disease.
- Know the drugs
Work within the confines of drugs you know and are competent using. End of life care involves the use of controlled drugs – errors with these are serious for both the patient and you.

Work out all drug conversions carefully and write them down. We would advise you check all conversions with a colleague or Specialist Palliative Care Advice line.

If you are an overseas doctor be aware - in the UK we may use different opiates than you are used to. Particularity be aware when using Diamorphine.

**BE AWARE OF PATIENTS WITH -
PATCHES (FENTANYL AND BUPRENORPHINE),
THOSE WITH UNUSUAL ORAL OPIATES (OXYCODONE,
PALLADONE)
THOSE USING OPIATES AS LOZENGES OR SUBLINGUAL
THOSE ON HIGH DOSE OPIATES
THOSE WITH RENAL FAILURE ON OR STARTING OPIATES**

**IN ALL THESE CASES
CALL PALLIATIVE CARE ADVICE LINE
01736 757707**

**IF YOU HAVE ANY CONCERNS REGARDING DRUGS
OR SYMPTOM CONTROL CALL THE 24 HOUR
SPECIALIST PALLIATIVE CARE ADVICE LINE
01736 757707**

SERCO Health & other out of hours doctors - **continued**

- Follow-up & Future care

Can the patient be safely left at home – are they on their own? Drug changes may have unwanted or unpredictable results.

Review – call or revisit especially if lives alone.

Contact community nursing teams early if a syringe driver likely.

Request medication from community pharmacies early. (See attached list of pharmacies).

Consider other areas of care – nursing and social.

Controlled admission to community hospital, nursing home or hospice is preferable to chaotic acute admission to RCHT.

(Possible admissions to nursing homes should be discussed with community nursing teams.)

IF IN DOUBT SEEK ADVICE FROM THE SPECIALIST PALLIATIVE CARE ADVICE LINE **BUT PLEASE BE AWARE THE SPECIALIST PALLIATIVE CARE LINE CANNOT ARRANGE CARE, EQUIPMENT OR ADMISSION TO OTHER CARE SETTINGS.**

**IF YOU HAVE ANY CONCERNS REGARDING DRUGS OR SYMPTOM CONTROL CALL THE 24 HOUR SPECIALIST PALLIATIVE CARE ADVICE LINE
01736 757707**

**CORNWALL PALLIATIVE CARE OUT OF HOURS HANDOVER FORM
SPECIAL PATIENT NOTE**

PATIENT'S NAME _____ **DATE OF BIRTH** _____

ADDRESS _____

POSTCODE _____ **TEL NO** _____

GP NAME & PRACTICE TEL NO	GP aware form completed? YES NO	
MAIN CARER'S NAME/RELATIONSHIP TEL NO		
PATIENT'S DIAGNOSIS & secondaries if appropriate		
OTHER RELEVANT CONDITIONS		
CURRENT OR RECENT DRUGS Attach counterfoil of prescription if possible		
KNOWN ALLERGIES		
CURRENT OR RECENT TREATMENT eg chemotherapy		
ANTICIPATED PROBLEMS		
OTHER ISSUES, CONCERNS OR COMMENTS		
PREFERRED PLACE OF CARE		
PATIENT HAS ALLOW NATURAL DEATH (AND) ORDER IN PLACE?	YES	NO
PATIENT HAS ADVANCE STATEMENT OF PREFERENCES & WISHES?	YES	NO
PATIENT HAS ADVANCE DECISION TO REFUSE TREATMENT?	YES	NO
PATIENT ON LCP?	YES	NO
EMERGENCY DRUGS IN THE HOME?	YES	NO
SYRINGE DRIVER IN THE HOME?	YES	NO
DEATH DISCUSSED?	YES	NO

COMPLETED BY:

Name _____ PLEASE PRINT

Signature _____ Tel no _____

Role or Post _____ Date _____

SEND TO SERCO HEALTH Fax No 01872 275688

and to GP if not the originator of this sheet

THIS FORM IS VALID FOR FOUR WEEKS FROM THE DATE OF SIGNATURE

Stock availability of End of Life drugs in out of hours pharmacies

It is expected that the pharmacy will maintain the medicines listed below:

10 amps Diamorphine 10mg
10 amps Diamorphine 30mg
10 amps Hyoscine hydrobromide 600mcg/1ml
10amps Levomepromazine 25mg/ml (*Nozinan*)
10 amps Midazolam 10mg/2ml
10 amps Water for Injection 10ml
10 amps Cyclizine 50mg/ml
10 amps Dexamethasone 4mg/ml in 1ml amp
Lorazepam 1mg tablets

Town/Location	Rota Pharmacy (or voluntary opening)	Omission days (alternative pharmacy)	Urgent Prescription List (voluntary)
Bodmin	Boots Fore St	Boxing Day Day Lewis	Day Lewis
Bude	Boots	Christmas Day Lloyds	Dudley Taylor
Cambourne	Boots Trelowarren St	New Years Day Day Lewis	
Falmouth	Boots Market St	Christmas Day Boots Treescobeas New Years Day Superdrug	
Hayle	Boots Marsh Lane	Christmas Day Boots Foundry Square	Boots Marsh Lane Opening hours only
Helston	Tesco	New Years Day Boots	Hall Pharmacy
Launceston	Tesco	Christmas Day Boots	Day Lewis
Liskeard	Boots	Christmas Day New Years Day Day Lewis	
Looe	Boots	Christmas Day Boxing Day	No rota
Lostwithiel			Mountchase No rota
Millbrook			Millbrook No rota
Newquay	Boots	Christmas Day Drurys	Drury Kayes
Padstow	Boots	Christmas Day	No rota
Penryn			Hendras No rota
Penzance	Boots Market Jew St	Christmas Day Boots Alverton St	Boots Market Jew St
Polperro	Roberts	Christmas Day	Roberts No rota
Redruth	Boots Fore St	Christmas Day Boots Manor New Years Day Superdrug	Bastions
Saltash			Lloyds Callington Rd. + Boots No rota
St Austell	Boots Fore St	Christmas Day Boots Mount Charles	Day Lewis
St Dennis			St Dennis No rota
St Ives	Boots High St	Christmas Day Boots Foundry Square, Hayle	No rota?
St Just in Penwith			Ramsay No rota
Tintagel			Boots No rota
Truro	Boots Pydar St	Christmas Day Boots Truro Health Park	Reed & Tesco

2010/11 - Pharmacy Opening

Town	Urgent Script List	25th December	26th December	27th December	28th December	1st January	2nd January	3rd January	Urgent Prescription/Palliative Drugs List
Bodmin	Day Lewis	Boots Fore Str 12.30 - 13.30	Day Lewis 12.30-13.30	Boots Fore St 10.30-16.30	Boots Fore St 09.00-17.30	Boots Fore St 10.30-16.30	Boots Fore St 12.30-13.30	Boots Fore St 09.00-17.30	Day Lewis
Bude	Dudley Taylor	Lloyds 12.00-13.00	Boots 10.00-16.00	Boots 10.00-16.00	Boots 10.00-16.00 Dudley Taylor 10.00-12.00	Boots 11.00-15.00	Boots 12.00-13.00	Boots 10.00-16.00	Bedley Taylor
Camborne		Boots Trel St 17.00-18.00	Boots Trel St 10.00-16.00	Boots 10.00-16.00 Day Lewis	Boots Trel St 10.00-16.00 Boots Comm Sq 10.00-16.00	Day Lewis 17.00-18.00	Boots Trel St 17.00-18.00	Boots Trel St 10.00-16.00 Boots Comm Sq 10.00-16.00	
Callington									Lloyds
Falmouth		Boots Trescobas Rd 17.00-18.00	Boots Market St 10.30-16.30	Boots Market St 09.00-17.30	Boots Tresc Rd 09.00-13.00	Superdrug 08.30-17.30	Boots Trescobas Rd 10.30-16.30	Boots Market St 09.00-17.30	
Hayle	Boots Retail Park (opening hrs only)	Boots Foundry 15.00-16.00	Boots Retail Pk 10.30-16.30	Boots Retail Pk 10.30-16.30	Boots Retail Pk 10.30-16.30	Boots Retail Pk 10.30-16.30	Boots Retail Pk 10.30-16.30	Boots Retail Pk 10.30-16.30	Boots Retail Park (opening hrs only)
Helston	Halls Pharmacy	Halls 12.00-13.00	Tesco 12.00-13.00	Boots 10.00-16.00 Tesco 09.00-18.00	Boots 09.30-16.30 Tesco 08.00-13.00 14.00-20.00	Boots 12.00-13.00		Boots 09.00-13.00 14.00-17.30 Tesco 08.00-13.00 14.00-20.00	Halls Pharmacy
Launceston	Day Lewis	Boots 12.00-13.00	Tesco 12.00-13.00	Tesco 09.00-18.00	Boots 10.00-13.00 13.30-16.00 Tesco 08.30-14.00 14.30 - 19.00	Day Lewis 12.00-13.00	Tesco 10.00-13.00 13.30-16.00	Tesco 08.30 - 14.00 14.30-19.00	Day Lewis
Liskeard		Day Lewis 17.00-18.00	Boots 17.00-18.00	Boots 10.00-16.00	Boots 10.00-16.00	Day Lewis 17.00-18.00	Boots	Boots 08.30-14.00 15.00-17.30	
Looe				Boots 11.00-16.00	Boots 11.00-16.00	Boots 11.00-15.00		Boots 11.00-16.00	
Lostwithiel	Mountchase Pharmacy								
Millbrook	Millbrook Pharmacy								
Newquay	Kayes/Narrowcliff/Drury's	Drury's 12.00-13.00	Boots 10.20-16.30	Boots 09.00-13.00 14.00-17.30 Kayes 10.00-16.00	Boots 09.00-13.00 14.00-17.30 Kayes 10.00-16.00	Boots 11.00-15.00	Boots 10.30-16.30	Boots 09.00-13.00 14.00-17.30 Kayes 10.00-16.00	Kayes, Narrowcliff & Drury's
Padstow			Boots 16.00 10.00-13.00-13.30	Boots 10.00-13.00-13.30-16.00	Boots 09.00-13.00-13.30-17.30	Boots 10.00-13.00-13.30-16.00		Boots 10.00-13.00-13.30-16.00	
Penryn	Hendras @ Penryn				see Falmouth				Hendras @ Penryn
Penzance	Boots Market Jew St	Boots Alv St 12.00-13.00	Boots Market 10.00-16.00	Boots Market St 10.00-16.00	Boots Market St 10.00-16.00	Boots Market St 10.00-16.00	Boots Market St 10.00-16.00	Boots Market St 09.00-13.00-14.00-17.30	Boots Market
Polperro	Roberts Pharmacy		Roberts 10.00-16.00	Roberts 10.00-16.00	Roberts 10.00-16.00	Roberts 10.00-16.00			
Redruth	Bastions Pharmacy	Boots Manor 13.00-14.00	Bastions 12.00-13.00	Boots Fore St 10.00-16.00 Boots Manor 09.00-13.00	Boots Fore St 10.00-16.00 Boots Manor 09.00-13.00	Superdrug 09.00-13.30-14.00-17.30	Boots Manor 12.00-13.00	Boots Fore St 10.00-16.00 Boots Manor 09.00-13.00	Bastions
Saltash	Boots				Boots 10.00-16.00		Lloyds Fore St		Lloyds & Boots
St Austell	Day Lewis, Vicroria Place	Boots Mt Chls 11.00-12.00	Day Lewis 10.00-16.00	Boots Fore St 10.00-16.00	Boots Fore St 08.45-14.00-15.00-17.30	Boots Fore St 10.00-16.00	Boots Mt Chls	Boots Fore St 08.45-14.00-15.00-17.30	
St Dennis	St Dennis Pharmacy								St Dennis Pharmacy
St Ives		see Hayle	Boots High St 10.30-16.30	Boots High St 10.00-17.30	Boots High St 10.00-17.30 Boots Stennack 09.00 - 13.00	Boots High St 10.00 - 17.30	Boots High St 10.30-16.30	Boots High St 09.00-17.30 Boots Stennack 09.00-13.00	
St Just in Penwith	Ramsay Pharmacy					Ramsay 09.00 - 12.30			Ramsay Pharmacy
Tintagel				Boots 10.00-15.00					Boots
Truro	AJ Reed/tesco (opening hrs only)	Boots, Health Pk 12.00-13.00	Boots, Pydar St 10.30-16.30	Boots, Pydar St 08.30-13.00-14.00-17.30 Tesco 9.00-18.00	Boots, Pydar St 08.30-13.00-14.00-17.30 Tesco 08.00-20.00	Boots, Pydar St 11.00-15.00-16.30 Superdrug 08.30-13.00-13.30-17.30	Boots, Pydar St 10.30-16.30 Tesco 10.00-16.00	St 08.30-13.00-14.00-17.30 Tesco 08.00-20.00	AJ Reed & Tesco (opening hrs only)

Grey shading indicates limited/rota opening - see Pharmacy Rota for details
 Black shading - no cover

Royal Cornwall Hospital Pharmacy Christmas Opening Hours 2010

DAY	PHARMACY OPENING HOURS
Monday 20 th – Friday 24 th December	8:30-17:00 (normal service)
Saturday 25 th December	CLOSED – oncall service only
Sunday 26 th December	CLOSED – oncall service only
Monday 27 th December	8:30-12:30
Tuesday 28 th December	8:30-12:30
Wednesday 29 th – Friday 31 st December	8:30-17:00 (normal service)
Saturday 1 st January	8:30-12:30
Sunday 2 nd January	CLOSED – oncall service only
Monday 3 rd January	8:30-12:30
Tuesday 4 th January	Normal service resumes

NB: Outside of these hours the on-call service will operate

West Cornwall Hospital Pharmacy Christmas Opening Hours 2010

DAY	PHARMACY OPENING HOURS
Monday 20 th – Friday 24 th December	8:30-17:00 (normal service)
Saturday 25 th December	CLOSED – on call service from RCH (no courier service)
Sunday 26 th December	CLOSED – on call service from RCH (no courier service)
Monday 27 th December	CLOSED - Service from RCH 8.30 – 12.30
Tuesday 28 th December	CLOSED - Service from RCH 8.30 – 12.30
Wednesday 29 th – Friday 31 st December	8:30-17:00 (normal service)
Saturday 1 st January	CLOSED - Service from RCH 8.30 – 12.30
Sunday 2 nd January	CLOSED – on call service from RCH (no courier service)
Monday 3 rd January	CLOSED - Service from RCH 8.30 – 12.30
Tuesday 4 th January	Normal service resumes

TO: ALL WARDS & DEPARTMENTS, DERRIFORD HOSPITAL AND PERIPHERALS
FROM: PHARMACY

CHRISTMAS & NEW YEAR PHARMACY SERVICES 2010/2011

Friday 24 Dec 10	Saturday 25 Dec 10	Sunday 26 Dec 10	Mon 27 Dec 10 (BH)	Tuesday 28 Dec 10 (BH)	Wednesday 29 Dec 10
NORMAL SERVICE	CLOSED On-call service	SATURDAY SERVICE 11am - 1pm	NORMAL SERVICE 10am -5pm	NORMAL SERVICE 10am -5pm	NORMAL SERVICE

Thursday 30 Dec 10	Friday 31 Dec 10	Saturday 1 Jan 11	Sunday 2 Jan 11	Mon 3 Jan 11 (BH)	Tuesday 4 Jan 11
NORMAL SERVICE	NORMAL SERVICE	CLOSED On-call service	SATURDAY SERVICE ONLY 9am - 1pm	CLOSED On-call service	NORMAL SERVICE

On-call pharmacist is available outside working hours. Contact as normal through switchboard.



24 HOUR
SPECIALIST PALLIATIVE
CARE ADVICE LINE
FOR CORNWALL

01736 757707

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This sheet can be either printed onto card to make credit card advisory cards or will print onto Avery J8160 (or equivalent) adhesive label sheets to make stickers.