**Hospices of Birmingham and Solihull (HoBS)**

**Guide for Referrers**

**Intention:**

To provide a joint service covering Birmingham and Solihull, with the potential to expand across a wider area if required (this would require assistance from other hospices).

The service is designed to:

* Reduce inappropriate 999 calls and A&E attendances for patients with a palliative diagnosis.
* Expedite transfers from acute care to home for end of life (EOL) patients (aim within 2 hours 8am–8pm, 7 days a week).
* To provide support to all providers (including paramedics, GPs, acute trusts, nursing homes, district nurses and others as required), families and patients.
* Assist current systems to undertake verification of expected deaths where the patient has been seen by a GP within 28 days.

**Overview:**

HoBS is a call centre staffed by specialist EOL clinical nurse specialists and clinical administrators and is supported by a 24/7 palliative consultant on call rota.

St Giles Hospice’s existing 24/7 advice and referral centre will continue to operate for BSol ICB & North Birmingham practices. This is accessible by calling 0330 330 9410

**HoBS has direct links with**:

* District Nursing Services in Birmingham Community and Solihull
* West Midlands Ambulance Service
* Solihull Community Palliative Care Team
* St Giles Hospice on 0300 330 9410
* Verification of Death service for Birmingham and Solihull

These providers will have specific phone numbers to ensure rapid access to HoBS.

Three pathways have been identified for patient referrals:

1. Advice/signposting only

2. Admission to an Inpatient Unit at one of the three hospices

3. Care provided at home via a joint community service (RNs and HCAs) with support provided by palliative care consultants, pharmacists, AHPs and social worker support.

**Anticipated Patient Cohort:**

* End of life palliative patients
* Palliative patients requiring ongoing support but who are not yet end of life.

**How to contact HoBS**

Direct access line for health care professionals: HoBS

(Hospices of Birmingham and Solihull)

**0121 809 1821**

**Email:** **bhamhospice.hobs@nhs.net**

• Community specialist palliative care advice

• Specialist palliative care pharmacy, OT & physiotherapy

• Rapid Response Team for end-of-life care at home

• Hospice at Home

• Specialist palliative medicine consultant advice

**Patient phone line for HoBS - 24/7**

**0121 809 1900**

**There are 10 lines available and a call waiting mechanism is in place.**

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