



**PATIENT ADVICE AND LIAISON
CONTACT INFORMATION**

✓ 233

Ref:	Date: 08.04.04.	Method: TELE
(e.g. telephone/fax/e-mail/in person)		
PALS officer: JH	PCT: FIG	Name of service query relates to

Enquiry received from:

1. Name: <div style="border: 1px dashed black; padding: 2px; display: inline-block;">Code A</div>	Caller information
2. Address:	Telephone: 8. Home:
	9. Work: <div style="border: 1px dashed black; padding: 2px; display: inline-block;">Code A</div>
	10. Mobile: 11. Other:
3. Gender: M	
4. Calling on behalf of another person? (Yes/No)	12. Address, telephone no of other person <u>if different from above</u> <div style="border: 1px dashed black; padding: 2px; display: inline-block; margin: 10px 0;">Code A</div>
5. Ethnic Origin	
6. (Name of other person and relationship) FATHER.	
7. DOB of other person <div style="border: 1px dashed black; padding: 2px; display: inline-block;">Code A</div>	
How did you find PALS info: HEALTH INFORMATION AT Q&A	

Permission Status:		
Not required: <input checked="" type="checkbox"/>	Required: <input type="checkbox"/>	Received: <input type="checkbox"/>

Enquiry (Area of concern – eg Specialty, GP, Staff, Other)

GP DR KNAPMAN 148 FORTON RD GOSPORT.

Breakdown of concern: (e.g. Waiting times, home visit – GP practice problem, etc)
(or specified needs, eg. Blind person/deaf person)

CLIENT CONCERNED ABOUT HER FATHER. SHE IS ATTENDING THE GP SURGERY TONIGHT WITH HER FATHER AND WANTED TO KNOW THE TYPE OF QUESTIONS WHICH WOULD BE BOTH APPROPRIATE AND EFFECTIVE IN UNDERSTANDING WHY HER FATHER'S PROBLEMS HAVE BEEN ADDRESSED IN A CERTAIN WAY.

DISCUSSED ISSUES AND FACTS RELATING TO THOSE ISSUES.

QUESTIONS TO ASK

- WHAT CARE MANAGEMENT PLAN EXISTS TO MANAGE "MY FATHER'S EMPHYSEMA"
- WHY IS IT BEING MANAGED LOCALLY? WHY NO REFERRAL TO CONSULTANT AS "MY MOTHER HAD"
- SEVERE WEIGHT LOSS? INDICATIONS AND TREATMENT IF ANY.
- INHALER TECHNIQUE? INPUT FROM PRACTICE NURSE.
- HOW CAN, AS A FAMILY, THEY WORK TO RETAIN HER FATHER'S INDEPENDENCE.

Follow up information:

Further Action required? Yes, No	If YES, what action?
Refer to Other Service?	If YES, which service

1. Date Contacted: PALS 080404	Who Contacted: PALS	Action required: CLIENT APPROVED THE TYPE OF QUESTIONS TO ASK AS ON FRONT COVER. I SUGGESTED SHE USES KEY POINTS BY.
2. Date Contacted:	Who Contacted:	Action required: PRIORITYING NEEDS. SHE NEEDS TO BE AWARE THAT TO ACT ON HER FATHER'S BEHALF SHE MUST HAVE HIS PERMISSION.
3. Date Contacted:	Who Contacted:	Action required: CLIENT WILL GIVE FEEDBACK IF HAPPY WITH TONIGHT'S MEETING
4. Date Contacted:	Who Contacted:	Action required:
5. Date Contacted:	Who Contacted:	Action required:
6. Date Contacted:	Who Contacted:	Action required:
7. Date contacted:	Who Contacted:	Action required

Resolution achieved? Yes/No/Part	If YES, Date:	Brief description
Comment:		

If required was written consent asked for? Date: _____ If YES, was written consent received: Date _____

Lessons Learned? Some people still need "permission" to challenge Doctors and feel more confident by talking to services such as PALS.

Signed: **Code A** Date: 0804.04

PATIENT ADVICE AND LIAISON SERVICE

CONTINUATION SHEET FOR USE WITH DATABASE FORM
FOR ADDITIONAL INFORMATIONRef No: WK COMM 26/04/04

Please list below any additional details (eg waiting information from someone; waiting to contact someone) which are relevant to the ongoing case, together with any dates.

23.04.04. Code A TELE TO GIVE FEEDBACK ON THE DR'S APPOINTMENT. FOR HER FATHER. HE WAS DIAGNOSED WITH CANCER. CLIENT WANTED TO ASK HOW TO HELP HER FATHER IN THE NOW, TERMINAL STAGES OF HIS LIFE. SHE DOES NOT WANT TO COMPLAIN (NOR DOES HER FATHER) ABOUT PERCEIVED LACK OF DUE CARE AND ATTENTION FROM THE GP. WE DISCUSSED A ROUTE TO A MANAGEMENT PLAN THAT WOULD INCLUDE HER AS MUCH AS SHE AND HER FATHER DESIRED. NURSE SPECIALIST INVOLVEMENT OK. WE DISCUSSED THE TYPE OF QUESTIONS SHE FELT SHE WOULD LIKE TO ASK THE CONSULTANT, NOW IN CHARGE SINCE DIAGNOSIS. "YOU GIVE ME CONFIDENCE, ENCOURAGE ME, HELP ME TO REMAIN IN CONTROL FOR DAD'S SAKE".

THIS LADY WAS DISTRESSED BUT RATIONAL. SHE SUGGESTED THAT FOLLOWING THE NOW INEVITABLE DEATH OF HER FATHER SHE WOULD LIKE TO LET THE GP PRACTICE KNOW HOW SHE FELT, HOW SHE AND HER FATHER WERE INADEQUATELY MANAGED. ABOVE ALL SHE WANTS THEM TO LEARN LESSONS.

IF Code A DOES CHOOSE TO TAKE THE ABOVE ROUTE SHE HAS SAID SHE WOULD LIKE PAID TO DISCUSS RELEVANT ISSUES WITH HER PRIOR TO ANY GP ENGAGEMENT.