

# Integrated Mersey Palliative Care Team (IMPACT)

## *Information for health professionals*

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

**IMPACT is a single point of referral and co-ordination for palliative care assessment and advice.**

**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.
- (if required), Determine intervention needed by the right service .

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 Mersey Care NHS Foundation Trust, Liverpool University Hospitals NHS Foundation Trust, Woodlands Hospice and Marie Curie.

**IMPACT provides a single point of referral and co-ordination for palliative care assessment and advice.**

**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

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

**IMPACT HUB NORTH**

Woodlands Hospice  
AUH Campus  
Longmoor Lane  
L9 7LA

Email: [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  
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