

Criteria for access to Young Adult Hospice services:

- A referral for a Young Adult (YA) will be considered for the YA Service irrespective of disease, age, disability, gender, ethnic group, religious beliefs, and sexual orientation (Equality Act 2010 [6]).
- The YA is aged 16 years and over
- The YA has a life limiting or life-threatening condition
- The YA or Legally Responsible Person is aware of and consents to the referral to PPWH, understanding that this is an initial introduction to the services and assessment of needs.

With regards to the YA's geographical location, PPWH will accept referrals for any YA and their family or LRP residing within the PPWH geographical catchment area. For YAs who reside out with the PPWH geographical area the YA team will contact them to identify their unmet needs and discuss whether a referral to the PPWH YA Service is appropriate. If not, the YA team will signpost them to a local service that may address their needs if available.

Referral Process

Who can refer:

- With the consent of the YA, their family or LRP, initial referrals are accepted from Health, Social or Education referrers, who will identify and discuss the reasons for initial contact. The referrals may originate from primary care, acute care, care homes or other tertiary sites (e.g., other adult and paediatric hospices, private hospitals/homes, schools). The YA, their family or LRP may make initial enquiries about access to the YA Service and can request referral from their relevant healthcare professional(s) in order that appropriate supporting information about the YA's condition can be obtained.
- If the YA, their family or LRP chooses to leave the YA Service, they can self-refer back within a six-month period.
- Some YAs maybe referred via collaborative working with CHAS as they transition from paediatric palliative services to adult hospice services

How to refer:

Initial contact can be informal and be by telephone to 0141 429 5599 or by email.

An initial meet & greet will be offered by the YA team to explore the hopes and expectations of the YA and their family or Legally Responsible Person.

A structured referral letter or hospice referral form (Appendix 1) is submitted by a health care professional who knows the YA, their family or their LRP best. These should include relevant and recent clinical information on diagnosis, stage of illness, treatments and medication, current care, and family issues. In the case of an incomplete referral form more information will be sought by a member of the multidisciplinary team before the referral is accepted.

- During office hours a hospice referral form (Appendix 1) can be obtained by phoning the hospice clinical administration team on 0141 429 9823 or downloaded from the hospice website (www.ppwh.org.uk). Referral forms are available in all GP practices and hospital sites.
- Completed referral forms can be submitted in the following ways
 - SCI Gateway system
 - Secure email from NHS/GGC email accounts to:
ggc.ppwhclinicaladmin@nhs.scot
 - As a last option, postal referrals are also accepted. All referrals sent by post must be marked 'Private and Confidential' and be sent to a designated clinician
- Only urgent referrals may be made by telephone by those referrers with immediate access to patient records. These calls will be referred to the lead clinician within the YA Service or if unavailable to the hospice medical staff for a decision. If it is agreed that this is an appropriate referral the conversation must be followed up with a completed referral letter/form.
- On occasion, there will be individuals who have palliative care needs but do not fit all the relevant criteria. In these situations, it is encouraged to discuss the YA directly with the YA team by phone.