Becky McGregor

Director of Operations

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**Inpatient Admission Referrals – single point of access**

In line with Mountbatten’s plans and ambition to streamline all referrals for our services into a single point of access, all Inpatient admission referrals will be accepted through the Care Coordination Centre from **17th May 2021.** This replaces the current process of calling the Admissions mobile phone held by the Medical team.

The Mountbatten Care Coordination Centre can be contacted on **02382 548860** to make any Inpatient admission and community referrals.

The Care Coordination Centre is based at Mountbatten Hospice in West End and will extend its hours and operate 24 hours a day, 7 days a week, 365 days a year from 17th May 2021. The Care Coordination Centre provides a single point of telephone access for advice and support for patients, families, and carers, as well as receiving professional referrals to the services Mountbatten provides. Families can call for support at any time of the day or night enabling them to cope with caring for their loved one. In addition, the service welcomes contact from health and social care professionals who may wish to seek advice and support for any questions or concerns regarding caring for people at the end of life. Alongside this, there will be a 24/7 community nursing service provision to respond to calls for advice, support, symptom control and nursing care.

Please do not hesitate in contacting us if you require any further information.

Best wishes

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**Becky McGregor  
Director of Operations: Hampshire**