

Patient information

General information for cancer patients

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Who to contact

Useful telephone numbers and contacts relating to your treatment

Consultant

Clinical Nurse Specialist

Tel No: Email:

Bleep No:

If no one is available to take your call, please leave a message on the 24 hour answer machine and someone will get back to you as soon as possible.

Acute Oncology Service

For patients undergoing chemotherapy and/or radiotherapy there is a 24 hour local helpline contact number: **07495 440616**. This is your first point of call should you feel unwell.

Your Key Worker/Clinical Nurse Specialist (CNS) is:

We are specialist nurses who work as part of the

..... team.

We specialise mainly in cancer of the

Our main role is to co-ordinate your care and treatment and to ensure you know who to contact whilst you are being treated at the West Suffolk NHS Foundation Trust with your agreement.

If you require treatment at another centre it is our role to liaise with them and to ensure good communications between all departments. We will also liaise closely with your GP and community staff as appropriate.

What we do

- Provide appropriate information about treatments/investigations and their side effects.
- Follow you through your journey whilst being treated at the hospitals and at home.
- Provide advice and support to you and your family and any carers you might have.
- Enable you to make choices and decisions on your treatment with you and your family.
- Support you at outpatients' clinics and other departments when you visit the hospital.
- Work closely with other health care professionals acting as a support/information resource for them.

- Provide written information tailored to your treatment pathway.
- Co-ordinate your follow-up and surveillance following treatment.
- We work Monday to Friday, at weekends if you need to speak to someone, please call the Acute Oncology services as above.
- Our office is
- Our PA is

The Multi-Disciplinary Team (MDT)

The Multidisciplinary Team (MDT) is a group of professionals involved in your care and treatment. Each cancer type has an MDT and they meet weekly to discuss all patients with that cancer.

Who is in the MDT?

- Consultant Doctors/Surgeons
- Clinical Specialist Nurse - your key worker
- Radiologist - Consultant who examines x-rays/CT/MRI scans
- Pathologist - Consultant who examines biopsy samples
- Oncologist - Consultant who gives chemotherapy and radiotherapy
- Palliative Care Specialist - a team that deals with symptom control and quality of life
- Patient Pathway Co-ordinator - co-ordinator of the MDT process

Special MDT (SMDT)

Many of the MDTs have an additional weekly meeting via a video and television link to other hospitals in the area.

This is known as a SMDT, linking in with other participating hospitals, which may include Huntingdon, Peterborough, Papworth, Bedford, Addenbrooke's and Ipswich.

Although many investigations and treatments are carried out at the West Suffolk NHS Foundation Trust, it is necessary for some cancers to be treated at another hospital. If this is the case your Consultant will inform you.

The SMDT meeting ensures that there is a smooth handover of care for those individuals whose on-going treatment is carried out between hospitals, as it allows the teams involved in your case to discuss issues face to face.

Your care may be discussed at the SMDT for advice only. For most patients, care is transferred back to the West Suffolk NHS Foundation Trust, but your progress will continue to be discussed through the SMDT.

Access to MDT members

If you would like to discuss your care with a member of the MDT, please contact your Clinical Nurse Specialist (Key Worker) who will be happy to arrange an appointment to talk to the most appropriate team member.

Holistic needs assessment

“Holistic assessment” means finding out how a person is feeling and coping with all aspects of life and not just their cancer. It is about understanding “the whole person”.

Throughout your cancer journey your Clinical Nurse Specialist (Key Worker) will assess how you are feeling, not just from a medical point of view but also how you are coping with all things which might be troubling you in your life. You may be offered, or you may request, a holistic needs assessment at any time, if you wish, from your Clinical Nurse Specialist or you can speak to someone in the Macmillian Cancer Information and Support Centre tel no. **01284 713023**.

General advice

Privacy and dignity

When you attend the West Suffolk NHS Foundation Trust as either an inpatient or an outpatient we aim to respect your privacy and dignity at all times. Please ask a member of staff if you require some private space for discussion or during treatment. Staff will do their best to accommodate any requests.

Car park charge, concessionary permits, transport

Access to all parts of the hospital site vehicle registration controlled.

Concessionary weekly and monthly permits for patients and visitors who may have to attend the hospital frequently or have prolonged visits, are available from the car park office adjacent to the main car park at the front of the hospital. The car parking office telephone number is: **01284 724720**.

There are eight parking spaces available outside the Macmillan Outpatients, which is at the rear of the hospital, alongside other general parking. Patients only have to pay up to two hours. Patients staying longer than two hours need to have their car registration details recorded on the Macmillan Day Unit before they leave. Before you leave, go to the car parking machine and type in your car registration number. You will be shown how much you have to pay. The barrier will then open as you exit the hospital.

If you need transport for a clinic appointment please choose from the following numbers:

- Patient transport Suffolk outpatient appointments – 0300 999 666 (8.00am – 6.00pm) or 0300 777 2277 (out of hours).
- Patient transport Norfolk outpatient appointments – 0333 240 4100 (24 hour call line).
- Patient transport Cambridge outpatient appointments – 0345 603 8117 (24 hour call line).

There are restrictions associated with this service, but the person dealing with your call will be able to inform you of these.

Hospital travel costs scheme

Travel to hospital during cancer treatment can present difficulties due to the cost, the length or complexity of the journey. Financial help **may** be available under the Hospital Travel Costs Scheme (HTCS). People automatically qualify for HTCS if they are claiming certain benefits. If eligible, refunds can be obtained from the General Office. Please contact the General Office if you have any questions about this on **01284 713168**.

Individuals need to take proof of benefit (their award letter), any receipts for travel and parking, their appointment card or other proof of their attendance at hospital, i.e. a list of their appointments on headed paper. Also retrospective claims can be claimed within 3 months of date of travel.

You **may** also qualify for a Macmillan Patient Grant to help cover the cost of travel (and other items). Please contact the Macmillan Information and Support Centre for more information and Macmillan Grant form on **01284 713023** or drop into the centre in the Macmillan Outpatients area to speak to someone.

Financial problems

If you need financial assistance, the Macmillan Information and Support Centre will be able to offer information and refer you to a Macmillan Benefits Advisor. There are also other organisations which may be able to offer grants for cancer patients. Please contact the Macmillan Information and Support Centre for details on **01284 713023**.

To contact the Suffolk Macmillan Benefits Advisors please call: **0345 6006257**
Email: macmillanbenefitsadviceservice@suffolk.gcsx.gov.uk

Further financial advice can be obtained by calling the Macmillan Cancer Support Helpline on **0808 808 0000**, or www.macmillan.org.uk

Prescriptions

Patients with cancer DO NOT have to pay prescription charges. In order to make sure you get your prescriptions free of charge you will need to speak to your GP (not your hospital doctor) about how to obtain a valid exemption certificate (form FP92A).

Support and counselling

Some people feel they need some extra support emotionally and psychologically when they are diagnosed with cancer. Often a cancer diagnosis puts a strain on the individuals affected. Some find all the support they need amongst family and friends but it is not always easy to talk to those closest to you for many reasons. It can be easier to talk about your feelings with someone who is not known to you or who is specially trained. If you feel this would help you there are several different options available to you:

- **The Macmillan Unit Counselling Service:** Please contact your Clinical Nurse Specialist for a referral or the Macmillan Information Centre on **01284 713023**. This service is for **patients only** and is available by appointment. Sessions take place Tuesdays, Thursdays and Fridays.
- **Chaplaincy:** The Chaplaincy provides emotional, pastoral and spiritual care. They offer support and a listening ear to all patients and relatives/friends, regardless of their faith. They are there to support you at any stage through your cancer journey. Tel no. **01284 713486 or 01284 713771**.
The chapel and garden area is available to everyone, 24 hours a day, 7 days a week.

Macmillan information and support service

A Cancer Information and Support Centre is available for anyone effected by cancer. It is located in the Macmillan Outpatient waiting area at the rear of the West Suffolk Hospital. A drop in service is available daily, Monday to Friday from 9.00am - 4.30pm (closed at weekends and Bank Holidays). The Centre provides a relaxed environment where people can just drop in and chat to someone as well as providing a range of literature and information. For further information contact them on **01284 713023**.

HOPE (Help Overcome Problems Effectively)

A self-management six week programme for patients to help cope with life after cancer treatment. For further details please call the Macmillan Information and Support Centre on **01284 713023** or email: cancer.infocentre@wsh.nhs.uk

Helpful organisations and sources of information

Hospice

St Nicholas Hospice is a specialist unit situated in the grounds of the West Suffolk Hospital and offers a wide range of services and therapies for any cancer patient, including:

- Complementary therapies
- Family support and counseling
- Pamper days
- Coffee mornings

The community palliative care nurses are based at the hospice, while they will accept referrals from anyone; they always discuss the referral with the patient's own GP prior to contacting the patient.

West Suffolk Cancer Services User Group

This is a group of people including patients, carers and health care professionals who work together to improve the provision of cancer services in West Suffolk. If you would like further information, please contact the Macmillan Information and Support Centre on **01284 713023**.

Local cancer support groups

The Macmillan Information and Support Centre at the West Suffolk Hospital has up-to-date information on local support groups (tel: **01284 713023**).

Suffolk Family Carers

Provides support and advice for carers.

<http://www.suffolkfamilycarers.org>

Information Line Tel: 01473 835477

Norfolk Carers

Provides support and advice for carers.

<http://www.norfolkcarershelpline.org.uk/>

Information Line Tel: 01603 219924

Carers UK

Provides information and advice for carers about any issue.

Free phone: 08808 808 7777

Web: www.carersuk.org

If you would like any information regarding access to the West Suffolk Hospital and its facilities please visit the website for AccessAble (the new name for DisabledGo)

<https://www.accessable.co.uk/organisations/west-suffolk-nhs-foundation-trust>



AccessAble
Your Accessibility Guide

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