

Introducing Your Key worker

Clinical Nurse Specialist For Lung Cancer



Patient Information

Our Team



Claire Johnson

**Clinical Nurse Specialist
For Lung Cancer**

Tuesday, Thursday
and Friday

8.30 - 16.30



Bernadette McBride

Lung Cancer Nurse

Monday to Friday

8.30 - 16.30

Introduction

Receiving a diagnosis of cancer is a life changing event and you and your family may experience a wide range of emotions during the treatment pathway. The Lung team at Ashford and St. Peter's NHS Foundation Trust is a dedicated specialist team and our aim is for you to receive the best possible care.

We will be your key workers / nurse specialists to help you and your family through the next few weeks / months or years, for however long you may need our support.

We are available to contact regarding any concerns you may have, or merely to have someone to talk to.

Our working hours are Monday – Friday, 8.30 – 4.30pm. Our contact numbers are:

St Peter's Hospital **01932 723697** (office)

Or via Main hospital Switchboard **01932 872000** and ask for Bleep: **8198**

Please leave a message if we are unavailable, we will return your call as soon as we can.

For assistance regarding **clinic appointments** you may contact the Respiratory secretaries on:

01932 722305 / 723122

We encourage all patients to attend clinic appointments with a family member or a friend for additional support.

Out of hours, please contact your GP, NHS Direct **111** for advice or in case of emergency, visit the Accident and Emergency department at St Peter's Hospital.

What do Key workers do?

As your Key workers, our aim is to help coordinate your care and provide you with continuity. We can do this by acting as a link between you and the various departments, and other hospital trusts involved in your care.

We appreciate that this can be a very difficult time for you and your family / friends and you are likely to experience a wide range of emotions. It may be that you feel you need more information about your illness and the treatment or management planned for you. You may have choices to make, want to know what to expect in the future or want the opportunity to talk about how you are feeling.

We are here to answer any questions, discuss your individual worries or concerns, but also to talk as openly with you as you want about the impact and reality of your diagnosis and treatment.

At the start of your treatment an Individualised Information Prescription will be made for you.

It draws together a wealth of information available across the internet, from sites such as Macmillan and Cancer Research, to provide a single and accurate point of reference.

Both patients and health care professionals can access this. Users can then pick and choose the information they want – for

example, about a particular chemotherapy treatment or type of surgery.

We believe that if you are well informed you are better placed to make decisions about your care and well-being, and better able to manage changes in your health.

How is your care planned?

The Multi-Disciplinary team (MDT) meets every week on a Friday to discuss all newly diagnosed patients. The members of the MDT work very closely with other members of the team.

The investigations that have been performed as well as all relevant information are discussed and a recommended treatment plan agreed. This will then be discussed with you in the outpatient department and we will be present to support you.

During your treatment or follow-up surveillance, the MDT will discuss any investigations that may be of concern.

We will liaise with your hospital team, GPs, District Nurses and Community Macmillan Nurses as required.

About your Treatment

The treatment plan discussed may involve Surgery, Chemotherapy, Radiotherapy, or other Targeted Therapy. Your key worker will explain the risks and benefits of your proposed treatment so that you can give informed consent.

You may be asked to participate in research trials at any point of your treatment.

Your key worker will discuss the following with you:

Likes to be known as	Date	Sign
Advised of Named Key worker / Named Clinical Nurse Specialist		
How to access Key worker / Clinical Nurse Specialist		
Invited to bring a friend / adult family member to appointments		
Verbal and written information on local and national services for all aspects of support services including emotional and psychological support		
Information on how to access financial support via various organisation / entitlement for free prescription		
Entitled to copies of consultants clinic letters to GP		
Information on any current research trials		

Additional support

Acute Oncology Service

This service provides access to specialist oncology advice and assessment for patients presenting with acute cancer - related problems needing unplanned and sometimes emergency treatment.

The benefit of the service is that patients with cancer related problems admitted to A&E and to the wards can be seen more quickly and feel more reassured that their care and correct treatment is being planned and delivered.

The Road to Recovery

This cancer information and support program is free of charge and open to all cancer patients and their carers. It is a six week course that helps people who are having treatment or recovering from cancer to get on with life. The course concentrates on refocusing on inner strengths and resilience to support people to cope emotionally, psychologically and practically.

The course is funded by Macmillan Cancer Support and led by a Cancer Clinical Nurse Specialist (CNS) with a Counsellor.

For more information or if you are interested in attending please ask your key worker.

Palliative care

‘Palliative care is an approach that improves the quality of life of patients and their families facing problems associated with life threatening illness, through the prevention and relief of suffering by means of early identification and impeccable assessment and treatment of pain and other problems, physical, psychological and spiritual.’ (World Health Organisation 2002)

Referral to specialist palliative care services in the hospital or in the community may be facilitated by your Key worker, GP or Consultant.

Macmillan resource room

This room is located in St Peter’s outpatients’ department, area 2. It offers a quiet place for people to sit. It has a variety of information that you may find helpful, from financial planning to healthy eating.

- **Macmillan financial advice line** - Are able to offer advice regarding benefits that you may be entitled to.

Telephone: **0808 808 0000**

Spiritual Support

Judith Allford, Hospital Chaplain, holds contact details of all the recognised bodies offering spiritual care, across the Trust. Patients and their families who feel this input would be helpful can contact Judith via the hospital switchboard – **01932 872000**.

The small multi-faith chapel situated on level 2 welcomes everyone.

Interpreters / translation

Interpreters / translation services can be available for non-English speaking, deaf or visually impaired patients if required.

Written information can also be obtained as required.

Chaperone's can also be made available before a consultation or procedure if requested by the patient.

Improving Cancer Care and action Group (ICCAG)

This is a group of cancer patients and family members / carer's who have recently set up a cancer service user forum. The focus of the group is to work together with the Ashford and St Peter's Cancer Team to find ways of improving the care and the experience of being diagnosed with cancer and undergoing treatment for patients and their families. If you are interested in joining or learning more about their work, they would be delighted to meet you. Please ask your dedicated Key worker for meeting dates.

We recommend that you keep this leaflet within your patient information folder.

Additional Support and Useful Contacts:

The Roy Castle Lung Cancer Foundation

www.roycastle.org

Tel: **0800 358 7200**

Macmillan Support/Cancer Backup

www.macmillan.org.uk

Tel: **0808 808 0000**

Cancer Research UK

www.cancerresearchuk.org

Tel: **0207 242 0200**

British Lung Foundation

www.blf.org.uk

Tel: **0300 003 0555**

Mesothelioma UK

www.mesothelioma.uk.com

Tel: **0800 169 2409**

Surrey NHS Stop Smoking Quitline

www.healthysurrey.org.uk

Tel: **0845 602 3608**

Department for Work and Pensions

www.dwp.gov.uk

Tel: **0800 882 200**

Surrey, West Sussex and Hampshire (SWSH) Cancer Network

www.swshcn.nhs.uk

Tel: **01483 783117**

Notes:

Further Information

We endeavour to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty. If they cannot resolve your concern, please contact our Patient Advice and Liaison Service (PALS) on 01932 723553 or email pals@asph.nhs.uk. If you remain concerned, PALS can also advise upon how to make a formal complaint.

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We can provide interpreters for a variety of languages, information in larger print or other formats (e.g. audio) - please call us on 01932 723553.

To use the Text Relay service, prefix all numbers with 18001.

اگر نیاز به ترجمہ دارید، لطفاً با شماره 01932 723553 تماس بگیرید۔
ने उगाठु उरनमे ची लेउ वै उं विरथा वरवे इस नंघर उे डेन वरवे: 01932 723553

اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براہ کرم اس فون نمبر 01932 723553 پر رابطہ کریں

Se precisa de uma tradução por favor contacte: 01932 723553

আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553

यदि आपको अनुवाद की ज़रूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553

Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

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Ashford, Middlesex
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