



Mersey and West Lancashire
Teaching Hospitals
NHS Trust

PATIENT INFORMATION

Urology Team

CONTENTS

Information for patients and their families

People you may meet:

Urology Nurse Specialists

Consultant Urologists

Clinical Associate Specialists

Clinical Oncologist

Medical Oncologist

Research Nurse Practitioner

General Practitioners

Palliative Care Team

Information about your diagnosis

Appointments

Personal page for questions

Medication

Drop-in Clinics

Benefits Advice

Useful contact numbers

Your views on our service

INFORMATION FOR PATIENTS AND THEIR FAMILIES

This pack aims to provide you and your family with some information that you may require now or in the future.

We recognise that each patient and their family may react differently to the diagnosis and that your needs will vary at different times.

By providing you with this information, we hope you may find your own individual way to manage your condition. We have enclosed a range of leaflets and information, explaining who the health professionals are involved with your care and what support services are available within the Southport and West Lancashire area. We would encourage you to share the pack with those who are involved in your care, by taking the pack with you to appointments, etc.

There are a number of pages that you or your family can use to record specific information that you want to remember i.e. what you were told by the doctor or medication that has been prescribed. It may be helpful for you to write down what you want to ask the doctor or nurse.

PEOPLE THAT YOU MAY MEET

NURSE SPECIALISTS

Sharon Jamieson (Urology Nurse Practitioner)

Mary Macnab (Advanced Nurse Practitioner)

Katie Hughes (Urology Nurse Specialist)

Elaine Fairlamb (Urology Nurse Specialist)

Sophie Orrett (Early Diagnostic Support Worker)

Nathalie Clarke (Risk Stratification Clinic Coordinator)

We work between Southport & Formby District General Hospital and Ormskirk & District General Hospital. You may have already met us at your first clinic appointment.

We are here to provide you and your family with information, support and advice relating to your diagnosis, treatment and care. Also we would encourage you to bring someone with you to clinic appointments as support during diagnosis and treatment. We will always offer further appointments or phone calls to help you through any decision making you may have to make.

We can be contacted Monday to Friday between 8.00 am and 5.00 pm on: **01704 704301** there is also an 24 hour answerphone.

The CNS team:

Sharon Jamieson

Mary Macnab

Katie Hughes

Elaine Fairlamb

&

Early Diagnostic Support Worker

Sophie Orrett: 01704 704301

Nathalie Clarke (Risk Stratification clinic coordinator)
(01695) 656789

These telephone numbers have answering services for when we are unavailable. Please leave your name and number and we will return your call within 48 hours.

We are regularly in contact with other health professionals within the hospital and the community setting. This is to provide them with information and advice relating to your care.

CONSULTANT UROLOGISTS

(Southport & Ormskirk Hospitals)

- Mr Mistry
- Mr R Khadr
- Mr Samian

CLINICAL ASSOCIATE SPECIALISTS

(Southport & Ormskirk Hospitals)

- Mr G Reddy
- Mr Athma

You may already have met one of these doctors whilst you were undergoing your investigations at either Southport or Ormskirk District General Hospitals. These doctors are specialists in urological diseases and the surgery of urological cancer.

Following your diagnosis you may be referred to an Oncologist (cancer specialist) or Palliative Care Consultant who will help to manage your treatment.

In most cases, prior to your clinic appointment a team of specialists, who manage patients with urological cancer, will have discussed your test results. Your consultant will have explained their recommendations to you at your clinic appointment and will have referred you to the appropriate specialist.

CONSULTANT ONCOLOGISTS

(Clatterbridge Centre for Oncology)

The Consultant Oncologists (cancer doctors) are based at Clatterbridge Centre for Oncology, with some clinics at Southport and Aintree Hospitals. They all have a special interest in the treatment of urology cancers and these non surgical treatments may include medication, radiotherapy (x-ray treatment) and chemotherapy (drug treatment).

You may be seen at various hospitals depending on your diagnosis. This is due to the specialised nature of the treatments for each urological cancer.

Further information regarding your treatment will be made available to you at the appropriate time, or you can contact your Urology Nurse Specialist.

CLINICAL STUDIES

Your doctor may invite you to take part in a clinical study. These are research studies involving patients which compare a new or different type of care with the best treatment currently available. **If you are asked to take part in research** your doctor, nurse or researcher will explain what the project is about and what is involved in taking part. They will give you some written information about the project for you to keep. You will be given time to think about all the information and to ask questions. If you don't understand anything, please ask.

Taking part in a clinical study is entirely voluntary and you must decide whether or not to take part. If you do decide to take part, you will be asked to sign a consent form confirming your agreement and you will be given a copy of

this to keep. However, even after signing the consent form, you are still free to withdraw from the study at any time without giving a reason. Your care will not be affected if you decide not to take part, or if you say yes and then change your mind.

SOURCES OF INFORMATION AT CLATTERBRIDGE CENTRE FOR ONCOLOGY

The staff you meet during your visit to Clatterbridge Centre for Oncology will be able to give you information and advice about the treatment you are receiving.

There are also Macmillan Information Centres based at:

- 20 Stanley Street, Southport, PR9 0BY (01704 533024)
- Ormskirk DGH, Wigan Road, Ormskirk, L39 2AZ (01695 656533)

GENERAL PRACTITIONERS (GP'S)

Following your clinic appointment your General Practitioner will have been informed of your diagnosis and to whom you have been referred for treatment. They will be kept informed as to what treatment you receive and your progress. Your General Practitioner should still remain your first point of contact for a medical review.

DISTRICT NURSES

You may be referred to your local District Nursing Services, who work alongside your General Practitioner and other community services. This service can be contacted twenty-four hours a day, seven days a week.

Your first contact from this service may be either a visit or a telephone call. They will provide you with contact details of their service and discuss your individual needs and plan further visits.

Southport & Formby Evening and Night Service:

Telephone: (01704) 531978

West Lancashire Evening and Night Service:

Telephone: (01695) 578318

PALLIATIVE CARE TEAM

Your doctor or nurse may refer you to a doctor, nurse or other professional from the Palliative Care Service for symptom control or psychological support.

The Palliative Care Services consist of health professionals trained in the care and support of patients living with cancer, their families and carers.

Their knowledge and expertise plays a role in enhancing the care cancer patients receive, and aims to help them to improve their quality of life throughout the illness.

The Palliative Care Services provide free, non-discriminatory support and information for anyone (and their families/carers) affected from cancer from the time of diagnosis, throughout treatment and at any point during the illness.

They are a resource providing advice and support to medical, nursing and other colleagues and facilitate formal

and informal educational activities for health professionals and lay carers.

1. Palliative Care Team who provide support in hospital and in your own home and can be contacted on:

- 01704 704540 – Southport and Formby
- 01695 598440 – West Lancashire

9.00 am to 5.00 pm Monday to Friday.
Answer phone out of hours.

2. Queenscourt Hospice – 01704 544645

- Short in-patient stays for symptom control (for residents of Southport and Formby and West Lancashire)
- Day Therapy Services (for Southport & Formby residents)
- Medical out-patient services (for residents of Southport and Formby)

CLINICAL PSYCHOLOGIST

People are referred to clinical psychologists because they want to change anxious or depressed feelings connected with their health, want help in making decisions or occasionally for other reasons.

The Clinical Psychologist will work with you to help you overcome or cope with problems in a way you are happier with. Psychology works best when you are willing to take an active part in making changes in your life. Any changes you may make will be decided by you. In fact you may already know how you want to change but need support in doing so.

NUTRITION AND DIETETIC SERVICES

Ormskirk & District General Hospital

Southport & Formby District General Hospital

If you have any dietary problems related to your condition or associated treatments; you will have access to the Specialist Oncology Dietitian.

The dietitian will help you to achieve your optimal nutritional status. The nutritional advice will be tailored to meet your specific needs.

To be referred for a dietary consultation, please ask your Consultant, GP or Urology Specialist Nurse to refer you to the Specialist Oncology Dietitian.

INFORMATION ABOUT YOUR DIAGNOSIS

You may wish to write down what you have been told about your diagnosis, so that you can refer to it when you have left the hospital.

[illegible]

.....

.....

.....

.....

.....

.....

.....

What treatment has been suggested:

.....

.....

.....

.....

.....

.....

.....

It is often very difficult to remember everything you have been told at clinics or when you are admitted to hospital. You may find it helpful to bring someone with you to clinic to make some notes in the space provided below which will help you and your family remember what has happened.

Record of out-patient appointments/hospital admissions

[illegible]

We have left these sheets blank for you as you may want to make your own notes or have questions you want to ask.

[illegible]

We have left these sheets blank for you as you may want to make your own notes or have questions you want to ask.

[illegible]

We have left these sheets blank for you as you may want to make your own notes or have questions you want to ask.

[illegible]

MEDICATIONS THAT I TAKE REGULARLY

Please ensure that your list is accurate and up-to-date. You may want to attach your repeat medication prescription provided by your GP.

ALLERGIC TO:

Place a cross through any medicines you stop:

[illegible]

BENEFITS ADVICE

There are various benefits which may be available from the Department for Work and Pensions (DWP).

Sickness, injury and disability can come into someone's life at any time, often when least expected. You or someone you claim for may have to go into hospital. You may need Social Security benefits to give financial help for yourself and your family.

- **Disability Living Allowance (DS704)**

Disability Living Allowance is a tax-free benefit for adults and children with a severe disability.

- **Attendance Allowance (DS702)**

If you are aged 65 or over and need help with personal care because of illness or disability, you could be entitled to Attendance Allowance.

BENEFIT ENQUIRY LINE

The Benefit Enquiry Line is a confidential telephone advice and information service for people with disabilities, their carers and representatives.

Telephone 0800 882200. Lines are open:

Monday to Friday	8.30 am to 6.30 pm
Saturday	9.00 am to 1.00 pm

General advice and information can be obtained about all Social Security benefits and how to claim them.

For deaf, hard of hearing or speech impaired customers a text phone service is available.

For this service please ring 0800 243355.

USEFUL CONTACT NUMBERS

Sefton Cancer Support Group - 01704 879352

Sefton Macmillan Cancer Info Centre - 01704 533024

**West Lancs Macmillan Cancer Info Centre - 01695
656533**

Macmillan Cancer Support - 0808 8080000

Website www.macmillan.org.uk

E-mail information_line@macmillan.org.uk

Travel Insurance – Macmillan

Prostate Cancer Support Group, Hurlston Hall Golf Club
– held on the first Thursday of every month 7pm – 9pm

**Other websites and information are available,
depending on your tumour, which the nurses can
provide you with at diagnosis. For example, being able
to have free prescriptions or sperm storage facilities for
testicular cancer patients.**

YOUR VIEWS ON OUR SERVICE

We have tried in this pack to outline the services available within the hospital setting and the community setting. We

aim to provide useful information for you and your family at a difficult time.

We would be grateful if you would contact us if you have any comments and suggestions that can be used to improve the information and the service we provide.

This patient information leaflet is intended to be used to support discussion during your clinical consultation. If there is anything you do not understand or are unsure about, please ask the doctor at your appointment or contact the people below.

Sharon Jamieson – (01695) 656277 or
ring (01695) 577111 and ask for Ascom 3739

Mary Macnab – (01704) 704631 or
ring (01704) 547471 and ask for Ascom 3945

Katie Hughes – (01704) 704301 or
ring (01704) 547471 and ask for Ascom 3824

During your contact with us, it is important that you are happy with your care and treatment. Please speak to a member of staff and/or the ward/department Sister/Charge Nurse if you have any questions or concerns.

MATRON

A Matron is also available during the hours of 9.00 to 5.00 pm Monday to Friday. During these periods, ward/department staff can contact Matron to arrange to meet with you. Out of hours, a Senior Nurse can be contacted via the ward/department to deal with any concerns you may have.

INFECTION CONTROL REQUEST

Preventing infections is a crucial part of our patients' care. To ensure that our standards remain high our staff have regular infection prevention and control training and their practice is monitored in the workplace. We ask patients and visitors to assist us in preventing infections by cleaning their hands at regular intervals and informing staff of areas within the hospital that appear soiled.

As a patient there may be times that you are unsure whether a staff member has cleaned their hands; if in doubt please ask the staff member and they will be only too happy to put your mind at ease by cleaning their hands so that you can see them.

SPECIAL INSTRUCTIONS

ANY CONDITION SPECIFIC DANGER SIGNALS TO LOOK OUT FOR:

CONTACT INFORMATION IF YOU ARE WORRIED ABOUT YOUR CONDITION

Your own GP –

Sharon Jamieson – 01695 656277

Mary Macnab – 01704 704631

Katie Hughes – 01704 704301

OTHER USEFUL TELEPHONE NUMBERS & CONTACTS:

NHS 111

Stop Smoking Helpline (Sefton) - 0300 100 1000

Stop Smoking Helpline (West Lancashire) - 0800 328 6297

Macmillan Support Line – 0808 808 0000

Sefton Macmillan Cancer information Centre (Southport) –
01704 533024

Prostate Cancer Charity – 0800 074 8383

Everyman – 0207 153 5375

Kidney Cancer UK – 0844 870 7054

Bladder Cancer www.actiononbladdercancer.org

**Please call 01704 704714 if you need
this leaflet in an alternative format**

Southport and Ormskirk Hospital NHS Trust

Ormskirk & District General Hospital
Wigan Road, Ormskirk, L39 2AZ
Tel: (01695) 577111

Southport & Formby District General Hospital
Town Lane, Kew, Southport, PR8 6PN
Tel: (01704) 547471

FOR APPOINTMENTS

Telephone (01695) 656680
Email soh-tr.appointments@nhs.net

We would welcome your feedback about your experience
at Southport and Ormskirk Hospital NHS Trust.
Please access the Friends and Family Test at the following
link:

[https://www.southportandormskirk.nhs.uk/patients-and-
visitors/fft/](https://www.southportandormskirk.nhs.uk/patients-and-visitors/fft/)

Thank you

Author: Mary Macnab/ Katie Hughes
Ref: 12/2
Version: 12.1
Reviewed: February 2022
Next Review: February 2025