NHS
Mersey and West Lancashire Teaching Hospitals
NHS Trust

Your hospital team

Patient information leaflet

If you need this information in a different language or accessible format, please speak to a member of staff who can arrange it for you

Якщо вам потрібна ця інформація іншою мовою або в доступному форматі, зверніться до співробітника, який зможе це для вас організувати

إذا كنت بحاجة إلى هذه المعلومات بلغة مختلفة أو بصيغة مُيسَّرة، فيرجى التحدث إلى أحد العاملين والذي سيقوم بترتيب ذلك لك.

如果您需要其他語言或無障礙格式的資訊，請聯繫工作人員，他們將為您安排。

இந்தத் தகவலானது உங்களுக்கு வேறொரு மொழியிலோ அல்லது எளிதில் அணுகக்கூடிய வடிவத்திலோ தேவைப்பட்டால், அதனை உங்களுக்காக ஏற்பாடு செய்துதரக்கூடிய பணியாளர் ஒருவரிடம் தயவுசெய்து பேசவும்.

Dacă aveți nevoie de aceste informații într-o altă limbă sau într-un format accesibil, vă rugăm să vă adresați unui membru al personalului, care va face demersurile necesare pentru dumneavoastră.

اگر به این اطلاعات به زبانی دیگر یا در قالب دسترس‌پذیر نیاز دارید، لطفاً با یکی از کارکنان صحبت کنید تا آن را برای شما تهیه کند.

Se necessitar desta informação numa língua diferente ou num formato acessível, por favor fale com um membro da equipa que poderá organizá-la para si

اگر آپ کو یہ معلومات کسی مختلف زبان یا قابل رسائی فارمیٹ میں چاہیے، تو مہربانی کرکے عملے کے کسی رکن سے بات کریں جو آپ کے لیے اس کا بندوبست کر سکتا ہو۔

Jeżeli niniejsze informacje mają być przekazane w innym języku lub dostępnym formacie, prosimy o kontakt z członkiem personelu, który może to dla Państwa przygotować

ئەگەر پێویستیت بەم زانیارییانە هەبێ بە زمانێکی جیاواز یان شێوازێکی تر، تکایە لەگەڵ ئەندامێکی ستافەکە قسە بکە کە دەتوانێت بۆت ڕێکبخات

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Introduction

Our aim is to provide high-quality personalised care, ensuring that patients are supported to make decisions that are right for them, achieved through working together with clinical teams and patients and their families to support patients to reach a decision about their treatment.

Patient comments 2018

"I have found every step of the cancer journey I have encountered to be excellent. A superb, professional, caring, compassionate team of healthcare professionals at every stage of my treatment. I was informed of my treatment plan every step of the way. I have found that it was a collaborative relationship between the health professionals; there was a shared purpose, working to meet my needs. There is much potential in involving patients as partners in care and this was the experience I had over the past 12 months."

The Multidisciplinary Team (MDT) working with you

The Cancer Multidisciplinary Team (MDT) is a team of specialist doctors, nurses and other health professionals who diagnose, treat and manage cancers within their own specialty. The MDT is responsible for:

- Ensuring that patients' concerns and needs are considered when planning their care
- Making recommendations about your treatment options and if further tests are necessary
- Making referrals to other specialist services
- Ensuring you have access to clinical trials if appropriate

Meetings are held each week; patients do not attend however your plan of care will be discussed with you during your appointment. If you would like a record of this or any other appointments, please ask the doctor or nurse at the time.

Who are your team?

Consultants

Highly trained doctors who specialise in your cancer diagnosis, including investigations and treatments including:

- **Consultant Radiologist:** A doctor who views pictures/images from machines such as x-ray, computerised tomography (CT) to look at where the cancer is and if it has spread.
- **Consultant histopathologist:** A doctor who looks at samples (biopsies) taken during investigation or treatment to tell us the type of cancer.
- **Consultant oncologist:** A doctor who leads on non-surgical forms of cancer treatment including radiotherapy, chemotherapy and immunotherapy.
- **Consultant in medicine or surgery:** A doctor who specialises in the diagnosis of cancer and its treatments. They are usually the lead for the MDT.

Clinical Nurse Specialist/Key Worker

Specialist trained registered nurse who looks after you once you have a diagnosis, including holistic needs assessment, care planning and follow up care.

Cancer Support Worker

Non-registered trained staff who support you and your family with information and can signpost to services to help you, they also offer holistic needs assessment and care planning.

MDT Coordinator

Gathers the information needed for the MDT to discuss your care.

Other Health Professionals

Including physiotherapist, prosthetics, counsellor, palliative care or a psychologist who may be involved in your care.

You should expect personalised care including:

- Clinical nurse specialist (CNS) present at your diagnosis to offer support and information. If this is not possible you will be given the name and contact details for a Nurse Specialist who will contact you.
- To be told your diagnosis in a way that you understand and sensitively.
- Rapid communication with your GP about your diagnosis and treatment.
- Easy access to your team through the CNS Monday - Friday, 9 am - 5 pm, excluding bank holidays.
- Holistic Needs Assessment (HNA) This is time spent with the Clinical Nurse Specialist or Cancer Support Worker discussing your concerns, including physical, emotional, practical, financial and spiritual. You will also have opportunity to discuss your diagnosis and treatment plan. Together you will agree on a care plan created for you to take away.

- Easy to understand written and verbal information about your cancer, treatments and if your treatment is working.
- Easy to understand information about support groups.
- Information on claiming free prescriptions and benefits advice.
- Be able to speak with staff about your worries and fears.
- Access to information about cancer research.
- Given a care plan supporting you during and after treatment.
- Access to education and support at a living with and beyond cancer event - please ask a member of staff.

You should, at all times, expect to be treated with dignity and respect and feel that you are involved in your care and treatment decision making.

Information you may find helpful

Macmillan Cancer Support and Information Centre, St Helens

Located at Lower Ground Floor, St Helens Hospital
Tel: 01744 64 7000,
Mon - Friday 9.30 - 4.00pm, except bank holidays.
Email: macmillansupport@merseywestlancs.nhs.uk

Macmillan Cancer Support including Benefits / Welfare rights

Tel: 0808 808 0000 / Website: www.macmillan.org.uk

St Helens Carers Trust

Tel: 01744 646640

Knowsley Carer Trust

Tel: 0151 549 1412

Halton Carers Trust

Tel: 01928 580182

Spirituality Team

Tel: 0151 430 1657

Car Parking/Travel Fares

Assistance with travel fares and parking may be available for relatives visiting patients.

Contact General Office, Whiston Hospital

Tel: 0151 430 1646

General Office at St Helens Hospital

Tel: 01744 64 6467.

HOPE Course (Helping to Overcome Problems Effectively):

This is a self-management course for cancer patients.
The course can help to boost confidence, reduce anxieties/fears, and you will learn proactive ways to take control of your own health and wellbeing.

Tel: 01744 64 6985

Services will be available locally - please ask your Cancer Support Worker or Clinical Nurse Specialist.

Staff title	Name	Telephone number
Cancer Support Worker		
Skin Clinical Nurse Specialists		01744 64 6791
Consultant		
Community Nurse (if applicable)		

There may be students and observers present during your consultation as part of their ongoing training. Please let the staff know if you do not wish any students to be present during your attendance

Please ask a member of staff if you would like a chaperone present during your procedure.

MWL has a zero-tolerance approach to any form of abuse, violence or aggression shown to staff and patients, by patients, visitors or members of the public. We will not tolerate any form of bullying, victimisation, harassment, discrimination, unacceptable and inappropriate behaviour and/or unacceptable and inappropriate language.

All instances of abuse, violence or aggression, no matter how big or small, will be investigated and action taken if necessary.

Whiston Hospital
Warrington Road
Prescot
Merseyside
L35 5DR

St Helens Hospital
Marshall Cross Road
St Helens
Merseyside
WA9 3DA

Newton Hospital
Bradlegh Road
Newton-le-Willows
WA12 8RB

Southport Hospital
Town Lane Kew
Southport
Merseyside
PR8 6PN

Ormskirk Hospital
Dicconson Way
Wigan Road
Ormskirk
L39 2AZ