

Please use this section to record any important information you may need to note down:-

Cancer Services Your Hospital Team

This leaflet can be made available
in alternative languages / formats on request.

如有需要，本传单可提供其他语言/版式
此單張的其他語言/格式版本可按要求提供

Na żądanie ta ulotka może zostać udostępniona
w innych językach/formatach.

Whiston Hospital
Warrington Road,
Prescot, Merseyside, L35 5DR
Telephone: 0151 426 1600

St Helens Hospital
Marshall Cross Road,
St Helens, Merseyside, WA9 3DA
Telephone: 01744 26633

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 at St Helens and Knowsley hospitals. 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 trails 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.

Cancer Support Worker

Name:

Telephone Number:

✂ -----

Clinical Nurse Specialist

Name:

Telephone Number:

Email Address:

✂ -----

Consultant

Name:

Specialty:

Secretary Telephone Number:

✂ -----

Community Nurse (if applicable)

Name:

Telephone Number:

✂ -----

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

or

General Office at St Helens Hospital Tel: 01744 646 467.

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 646 985

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

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 Co-ordinator:

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



Information you may find helpful

[Macmillan Cancer Support and Information Centre, St Helens](#)

Located at Lower Ground Floor, St Helens Hospital

Tel: 01744 647000 Mon - Friday 9.30 - 4.00pm, except bank holidays.

Email: macmillansupport@sthk.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

[Lilac Centre, St Helens Hospital](#) Tel: 01744 646170

[Spiritual Care Team](#) Tel: 0151 430 1657

[Patient Advice & Liaison Service \(PALS\)](#)

This service can help sort out any problems quickly

Tel: 0151 430 1376