

Useful telephone numbers

Dr Essapen's secretary:

Royal Surrey County Hospital
(St Luke's) 01483 406807
Ashford and St Peter's Hospital 01932 723421
Frimley Park Hospital 01276 522609

Dr Cummin's secretary:

Royal Surrey County Hospital
(St Luke's) 01483 406812
East Surrey Hospital 01737 768511 ext. 2100

Dr Stewart's secretary:

RSCH – 01483 571122 ext 6929
East Surrey Hospital 01737 768511 ext 6962

Colorectal Nurse Specialists:

Frimley Park Hospital 01276 526520
Ashford and St Peter's Hospital 01932 723245
East Surrey Hospital 01737 231728

Contact details

Telephone: 01483 571122
(switchboard) extension 6376

PALS and Advocacy contact details

Contact details of independent advocacy services can be provided by our Patient Advice and Liaison Service (PALS) who are located on the right hand side as you enter the main reception area. PALS are also your first point of contact for health related issues, questions or concerns surrounding RSCH patient services.

Telephone: 01483 402757

Email: rsc-tr.pals@nhs.net

Opening hours: 9.00am–4.00pm
Monday to Friday

If you would like information documents in large print, on tape or in another language or form please contact PALS.

Past review date: N/A Month Year

Future review date: March 2019

Author: Lyn De Snoo

PIN160331–1047



Patient information leaflet

Colorectal Cancer Clinical Nurse Specialist



Oncology Department

What is the role of the Clinical Nurse Specialist/Key Worker at St Luke's Cancer Centre?

My name is Lynn de Snoo and I am the Colorectal Cancer Nurse Specialist (Keyworker) at St Luke's Cancer Centre based at the Royal Surrey County Hospital.

My role at St Luke's is to continue on from the role of your Colorectal Nurse Specialist at your local hospital. You will have been through a number of investigations that concluded in your diagnosis. Your local Multidisciplinary Team (MDT) meeting will have looked at your results and the decision will have been made for you to undergo either chemo/radiotherapy or chemotherapy.

Your treatment plan will have been explained to you at your local hospital and the colorectal nurse specialists will have been offering you support around this time. My role at St Luke's is to offer continued support for you and your family during your treatment.

It is a difficult time having a diagnosis of cancer especially when decisions have to be made regarding treatments. Prior to your treatment starting you will have received written information about it.

If you do not understand, have forgotten or require any further information please ask me. I appreciate how difficult it is to remember everything discussed in your consultation.

During your treatment you will have regular reviews in outpatients. These reviews will either be in your Consultant's clinic or in the chemotherapy nurse-led clinics. I may not be able to be present at the time of your review. If you know in advance of your visit that you would like to see me please either telephone me and we can arrange a time to meet up or ask the person you are seeing to bleep me.

How can I contact you?

My hours of work are:

Monday to Wednesday: 7.15 am – 4.45pm

Thursday: 8.45am – 1.45pm

Friday: 8.45am – 2.45pm

01483 571122 (switchboard) extension 6376 – please leave your name, date of birth and a brief message and I will phone you back as soon as possible.

If it is urgent, please ask the switchboard to bleep me 71 4322. If I am with a patient I may not be able to answer my bleep straight away.

If your concern is related to a chemotherapy side-effect then please contact the chemotherapy hotline 01438 571122 – bleep 71- 6516 as explained to you in your nurse-led appointment prior to treatment starting.

Other areas of support

The Fountain Centre

St Luke's Cancer Centre
01483 406618
www.fountainccancersupport.com

The Olive Tree

Sussex Annex, Crawley Hospital
01293 534465
www.olivetreecancersupport.org.uk

Macmillan Cancer Information and Support centre

Heatherwood and Wexham Park Hospitals
01753 634886

Macmillan Cancer Support

0800 500 800
www.macmillan.org.uk

Beating Bowel Cancer

Beatingbowelcancer.org
08450 719 301
0208 973 0011