

Useful contact numbers

Royal Surrey County Hospital Main Switchboard

01483 571122

Onslow Ward (Oncology)

01483 406858

Chilworth Day Unit (Oncology)

01483 406482

St Luke's Radiotherapy Department

01483 406761

St Luke's Outpatient Department

01483 571122 (extension 6772)

Local/National Support

The Fountain Centre

Supportive therapy and information in a friendly and relaxed environment.

Royal Surrey County Hospital

St Luke's Cancer Centre

Telephone: 01483 406618

www.fountaincentrecancersupport.com

Cancer Counselling Trust

Telephone: 020 7704 1137

www.cctrust.org.uk

Macmillan Cancer Support

Freephone: 0800 500 800

www.macmillan.org.uk

Citizens Advice Bureau

Telephone: 0870 1264087

Carers' Support Service

Telephone: 01293 553395

Melanoma UK

Telephone: 0808 171 2455

www.melanoma.org.uk

Royal Surrey County Hospital (RSCH) NHS Foundation Trust fully subscribes to the National Patient Safety Agency (NPSA) *Being Open* best practice framework, November 2010.

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 in far left corner 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.

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The Skin Cancer Multi-Disciplinary Team



St Luke's Cancer Alliance

What is a Multi-disciplinary Team (MDT)?

This is a group of healthcare professionals who have different areas of expert knowledge and work together to provide co-ordinated care and treatment for the patient with skin cancer.

The team may consist of the following:-

Dermatologist – a consultant who specialises in diseases of the skin.

Surgeon – a consultant who will carry out your surgery.

Medical Oncologist – a consultant who makes a diagnosis and treats cancer using chemotherapy.

Clinical Oncologist – a consultant trained in the use of radiotherapy and chemotherapy.

Pathologist – is a medically trained doctor who specialises in the diagnosis of disease by studying tissue samples.

CNS – a senior nurse who works as part of the team to support patients with cancer.

Chemotherapy Nurse – administers your Chemotherapy.

Radiographer – delivers your radiotherapy.

Dietitian – nutrition plays an important role in the care of the patient with cancer. Dietitians provide nutritional assessment, advice and support.

The team communicate on a regular basis and you may meet a number of these professionals during your treatment and care depending on your individual needs.

What is the role of the Clinical Nurse Specialist (CNS)/Key Worker?

You will be allocated a key worker.

Your Key Worker is likely to be your CNS and will act as a link between all the people that may be involved in your care during treatment, follow-up at the hospital and when you are at home.

The Key Worker is a 'person who, with the patient's consent and agreement, takes a role in co-ordinating the patient's care and promoting continuity, ensuring the patient knows who to access for information and advice' (NICE, 2004).

A Skin Cancer CNS is a senior nurse who works as part of the Skin Multidisciplinary Team (MDT), within the St Luke's Cancer Alliance.

We are trained nurses who specialise in the care and support of people diagnosed with Skin Cancers.

Your Key Worker will be able to discuss any issues surrounding your diagnosis and treatment, including:-

- Questions about your diagnosis
- Questions about your treatment options
- Concerns about any symptoms
- Advice on medication

- Support, if you are finding it difficult to cope
- With your agreement we can speak to other family members/carers and offer them support.

If in doubt, please contact us, we are here to listen and help.

How do I contact my Skin Cancer CNS/Key Worker?

The Skin Cancer CNS can be contacted from Monday to Friday, 08:30-5pm.

Office: 01483 571122 ext 4831 or pager 0958 via switch 01483 571122.

(This has an answerphone for non-urgent messages).

For non-urgent messages please leave your name, telephone number and a brief message on the answer phone, and you will be contacted as soon as possible.

An appointment can be made to see the CNS on the above days.

Out of hours, if it is related to your medical cancer treatment, such as chemotherapy or radiotherapy, please ring the Switch Board on **01483 571122** and ask to speak to the on-call oncology doctor. If your call is related to your surgery please ring the Switch Board and ask to speak to the on-call surgical team.

In case of a medical emergency you may need to Contact your General Practitioner, your local A&E Department or call NHS direct on **111**.