

Your colorectal cancer care

Welcome to Guy's and St Thomas' NHS Foundation Trust. Your doctor has made a referral for you to come to the Cancer Centre based at Guy's hospital.

This leaflet will help you to understand the service we provide, who will be involved in your care, and what support is available. The contact details of the health professionals who may be involved in your care are also provided at the back of this leaflet.

You will be cared for by the colorectal cancer team which is a multidisciplinary team (MDT) consisting of healthcare professionals who have experience of working with people with colorectal cancer. The MDT meets every Monday and will discuss your care when appropriate, for example after a scan.

Your consultant (senior doctor) has overall responsibility for your care and works closely with the rest of the team to ensure you receive the best care possible. The consultant caring for you will depend on the treatment you receive. If you go on to receive another type of treatment, your consultant may change to a different member of the team.

Your team of healthcare professionals consists of:

- consultant colorectal surgeons
- consultant oncologists
- clinical nurse specialists (CNS)
- plastics consultants
- ward and clinic staff
- radiographers
- histopathologists
- dietitians
- stoma therapists
- enhanced recovery nurse
- chemotherapy nurses
- psychological support staff
- palliative care team.

Your clinical nurse specialist (CNS) or key worker

Your CNS, also known as your key worker, is a nurse with skills and experience in caring for people with colorectal cancer.

If you are coming into hospital, having investigations or treatments, it can be a difficult and uncertain time for you and those close to you. It is important to us that you receive the best care and support possible. You will be given the name and contact details of your key worker at your clinic appointment and they will be your initial point of call to help you with any questions about your care.

Your key worker will:

- answer your questions and offer written information about your cancer, investigations, treatments or symptoms
- ensure the investigative process runs smoothly and efficiently
- offer emotional and practical support and advice
- help you to manage any symptoms or side effects of treatment
- assist you in getting extra support at home
- find you support and information on how to address financial worries
- offer support to friends, relatives and partners
- arrange scans and appointments
- refer you for additional specialist supportive care and complementary therapies.

Your key workers:

t: 020 7188 2564 or bleep 2252/ 2034/ 0151 (Monday to Friday, 8am-6pm)

Oncology key worker:

t: 020 7188 5973 bleep 2455 (Monday to Friday, 8am-6pm)

To bleep your key worker, call the hospital switchboard on 020 7188 7188 and ask for the bleep desk. Ask for the bleep number required and wait for a response.

Attending an outpatient appointment

The colorectal cancer team have clinics at both the Guy's and St Thomas' hospitals.

Your appointment letter or card will tell you which hospital and department you need to attend. If it is not clear, please telephone the clinic receptionist or your consultant's secretary. There is a list of contact numbers at the end of this leaflet.

We will try not to keep you waiting on the day of your appointment, but delays can sometimes happen. You may want to bring something to read to pass the time. You are also welcome to bring refreshments with you. We suggest that you bring a friend or relative with you when attending the appointment. It is sometimes helpful to have another person listening to the information as it can often be very difficult to absorb everything at such a distressing time. If you have any questions, it may be helpful to write them down and bring them with you.

Please bring your and your GP's contact details, and a list of any medicines that you are taking when you come for your appointment. This is to ensure that we have the correct information about you.

Patients with a rectal cancer requiring treatment involving reconstructive surgery will be asked to attend an appointment with the plastics consultant before their operation to discuss the surgery and the aftercare.

Research at Guy's and St Thomas'

As two of London's oldest hospitals, we have a long history of research to benefit patient care. Research studies and clinical trials rely on volunteers. As a patient at Guy's and St Thomas', you may be invited to take part in a study or trial during your cancer treatment. This will be fully discussed with you and it will be entirely up to you whether or not you wish to get involved. If you decide not to participate, it will not affect your treatment in any way.

We are also teaching hospitals where medical and nursing students come to learn. We may ask you if you mind a student being present at your appointments or when you have treatment. Please let us know if you do not wish a student to be present. We will respect your choice and it will not compromise your care in any way.

Chemotherapy treatment

If you have been referred for chemotherapy, you will be cared for by the oncologists in the Cancer Centre based at Guy's Hospital. Before your first chemotherapy appointment, you will have a pre-chemotherapy consultation with the chemotherapy nurses to discuss your specific chemotherapy regime, side effect management and what to do if you become unwell.

t: 020 7188 6452

The acute oncology unit

The acute oncology unit provides specialist advice and treatment for cancer patients who become unwell during their cancer treatment. This is where unwell patients will be assessed and treated before being sent home or admitted into hospital. It is based in the Cancer Centre at Guy's Hospital. You can also contact the unit for any advice relating to the side effects of treatment.

The acute oncology unit is in the Chemotherapy Village. If you have been asked to attend acute oncology, there is no need to check-in beforehand at the Welcome Village, just go straight to the Chemotherapy Village.

t: 020 7188 3754 (Monday to Friday, 8am-8pm. Out of hours, calls will be directed to the on-call doctor).

Radiotherapy

If you have been referred for radiotherapy (the use of x-rays to treat your cancer), this is given over a number of treatments in the radiotherapy department, either at Guy's or St Thomas' hospitals.

t: 020 1788 1460

Frequently asked questions

Below are examples of some of the questions you may wish to ask your consultant or clinical nurse specialist at your outpatient appointment.

What if I need help with coming for my appointments?

If you require assistance with attending appointments, please contact the patient transport team on 020 7188 2888. Your transport requirements will then be fully assessed.

How long will I be in hospital?

Depending on the type of surgery you will be undergoing, it could be anything from five to 14 days. However this could be longer if you are undergoing more complex surgery.

Will I have a stoma?

If the ends of the bowel cannot be re-joined after surgery, the upper end can be brought out onto the skin surface. This is called a colostomy, and the bowel opening is called a stoma. The bowel empties through the stoma into a bag.

Whether you have a stoma will depend on the part of the bowel that will be operated on. There could be a possibility of having a temporary bag until the anastomosis (join) has healed. Or if you are having surgery involving removal of the rectum and anal canal, it will result in a permanent stoma.

When can I eat and drink after the operation?

At Guy's and St Thomas' we run an enhanced recovery programme. Patients are encouraged to eat and drink as soon as they are awake and feel able to do so.

Will I need to have any other treatment after my operation?

After your operation the part of your bowel which has been removed will be examined in the laboratory to obtain a definitive classification of the tumour. These results will be discussed at our colorectal meeting and a decision will be made as to whether or not you will need to go on to have further treatment in the form of chemotherapy or sometimes radiotherapy.

When can I return to work?

We recommend that you take three months off work, especially if you have had extensive surgery.

It is important that you feel able to return to work after this time. You may wish to consider working part time for a while before returning to full time employment.

These are just a few examples of the sort of questions you may have. It is a good idea to jot down queries as you think of them and to contact your key worker who will be able to help you.

Hepato-biliary (liver team) referrals to King's

If you have been diagnosed with liver metastases (when the disease has spread to the liver), whether at initial diagnosis or further along during treatment, your case will

be discussed at our colorectal multidisciplinary meeting (MDM) and then referred to the hepato-biliary multidisciplinary team (MDT) at King's College Hospital.

You will be asked to attend an appointment at King's to see one of the liver consultants to discuss your treatment. Contact numbers for the hepato-biliary team are at the end of this booklet.

Your hospital stay

You will be admitted to hospital the day before your surgery unless otherwise specified. You will receive a call from admissions telling you what time and where to go. Patients are usually admitted to the GI unit (either Page Ward or Northumberland Ward). During your stay you will be regularly seen by the CNS, enhanced recovery nurse, stomatherapists if applicable, dietitians, and other members of the MDT. When you leave hospital, you will be contacted by the enhanced recovery nurse every day for a week. You will be asked to come back to see the CNS in clinic four weeks after leaving hospital.

Northumberland Ward

t: 020 7188 8866 (ask to speak to the nurse in charge)

Page Ward

t: 020 7188 8867 or 020 7188 4710 (ask to speak to the nurse in charge)

Additional support

There are a number of other health professionals in the team who may also be able to help you, either during your hospital stay or when you are an outpatient.

These include:

- treatment radiographers
- dietitian
- physiotherapist
- occupational therapist
- counsellors and psychologists
- carers' support team
- chaplaincy.

Please let us know if you would like to contact any of them.

After treatment

After your course of treatment finishes, you will be seen regularly by the doctors and/or nurses to monitor your progress. Follow-up appointments will either take place at Guy's, St Thomas' or your local hospital. You will be sent the appointment by post. If you need anything else in the meantime, please contact your key worker.

You will be asked to complete a holistic needs assessment form at certain points during and after your treatment. This is a form that allows us to focus on and address any current or ongoing concerns or care needs you may have.

Bowel Cancer support group

The group has been established to provide support and advice for anyone affected by colorectal cancer at any point of their care and treatment.

It is held **every third Thursday** of the month **from 1.30pm until 3pm**. It provides a forum for anyone coping with a diagnosis and treatment of colorectal cancer to be able to meet with other people in an informal setting. It is facilitated by a psychotherapist as well as the CNSs.

Some people can very often feel isolated when they are dealing with their illness and the treatment process. This group gives patients the opportunity to meet fellow patients and healthcare professionals, discuss their concerns, and often find reassurance and support. If you feel this is something you would like to do, please ask a CNS for the information flyer.

In addition, health and well-being events are held by the Dimbleby Cancer Centre. They are open to all tumour groups and the aim is to run at least three events a year. The events are titled 'The next steps' and consist of discussions, information stalls and taster sessions. Topics include: staying healthy, managing fatigue, diet, returning to work, managing stress, and anxiety, including the fear of cancer returning. These sessions provide an opportunity for people to meet and hear from other patients, share their experiences and support each other. Please ask a CNS for further details.

How to contact us

The following pages provide the contact details for our team. Please do not hesitate to contact us if you have any questions or need advice.

If you are using the bleep system, please allow at least five minutes for us to answer your call. The person you are contacting may have difficulty reaching a telephone quickly. If you do not know which member of staff you should call, either your consultant's secretary or your key worker may be able to help.

Finally, if at any time you feel you have not had enough information, or we are not meeting your needs, please let us know.

Members of the colorectal cancer team

Consultant/ secretarial numbers

t: 020 7188 2569

t: 020 7188 2573

t: 020 7188 2576

Colorectal CNS secretary

t: 020 7188 6475

Clinic clerks/receptionists (appointment queries)

Surgical appointment centre t: 020 7188 8172

Oncology outpatient clinic t: 020 7188 3756 or 020 7188 8053

Chemotherapy day unit	t: 020 7188 4229
Acute oncology unit	t: 020 7188 3754
Palliative care nurses	t: 020 7188 4755

Consultant clinical oncologists/secretarial support

t: 020 7188 1459

General surgical admissions

t: 020 7188 3183

Enhanced recovery nurse

t: 020 7188 9885 or bleep 1559

Stomatherapy

t: 020 7188 6469 or bleep 0417/1712

Dietitian

If you have concerns regarding your diet after surgery, chemotherapy or radiotherapy, or have experienced any unintentional weight loss, please contact our oncology dietitian.

t: 020 7188 4129

Plastics consultants/secretarial support

t: 020 7188 5130

Plastics clinical nurse specialist

t: 020 7188 51147 or bleep 2402

Endoscopy

Guy's Hospital	t: 020 7188 1738
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St Thomas' Hospital	t: 020 7188 2181
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Hepato-biliary clinical nurse specialists

t: 020 3299 9000 ext 3854

Out of hours contact details

The colorectal clinical nurse specialist (CNSs) are available Monday to Friday between 8am and 6pm. If you are in need of urgent advice at any other time, please follow the advice below.

If you are under the care of chemotherapy and radiotherapy consultants:

t: 020 7188 7188 (ask for **oncology registrar** on call)

Your out of hours GP should be your first point of contact

If this is unsuccessful, you can call:

- 020 7188 8867 or 020 7188 4710 for the colorectal ward (if you have recently had surgery), **OR**
- your local A&E department (if it is an emergency).

Dimbleby Cancer Care

Dimbleby Cancer Care is the cancer support service for Guy's and St Thomas'. It offers information, psychological support, complementary therapies and benefits advice.

A member of the cancer information team is available to help you find the information you need and to answer any questions that you may have. Complementary therapies, such as aromatherapy, reflexology, relaxation and stress management, as well as access to the psychological support team for help with emotional support, can be arranged either during your hospital stay or if you are an outpatient.

These services are free of charge to all cancer patients and their carers. If you wish to access any of the services mentioned above, please ask your key worker and they can organise this for you.

Prescriptions are free to all patients diagnosed with cancer. Please ask at Dimbleby Cancer Care or your key worker for a medical exemption form.

Support and information

Macmillan Cancer Support

t: 0808 808 0000 (freephone)

w: www.macmillan.org.uk

Cancer Research UK

t: 0808 800 4040

w: www.cancerresearchuk.org

Beating Bowel Cancer

t: 020 8973 0000

t: 020 8973 0011 (nurse advisor)

w: www.beatingbowelcancer.org

Bowel Cancer UK

t: 020 7940 1760

w: www.bowelcanceruk.org.uk

Colostomy Association

t: 0800 328 4257

w: www.colostomyassociation.org.uk



Dimbleby Cancer Care has a drop-in information area staffed by specialist nurses and offers complementary therapies, psychological support and benefits advice for patients and carers. We're located in the Welcome Village of the Cancer Centre at Guy's.
t: 020 7188 5918 **e:** DimblebyCancerCare@gstt.nhs.uk

The **Dimbleby Macmillan Support Centre** at Guy's Cancer at Queen Mary's Hospital, Sidcup offers information, psychological support and complementary therapies.
t: 020 7188 0771 **e:** DimblebyCancerCare@gstt.nhs.uk

Pharmacy Medicines Helpline

If you have any questions or concerns about your medicines, please speak to the clinical nurse specialist or other member of staff caring for you or call our helpline.

t: 020 7188 8748 9am to 5pm, Monday to Friday

Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

t: 020 7188 8801 (PALS) **e:** pals@gstt.nhs.uk

t: 020 7188 3514 (complaints) **e:** complaints2@gstt.nhs.uk

Language and accessible support services

If you need an interpreter or information about your care in a different language or format, please get in touch:

t: 020 7188 8815 **e:** languagesupport@gstt.nhs.uk

NHS 111

Offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day.

t: 111

NHS Choices

Provides online information and guidance on all aspects of health and healthcare, to help you make choices about your health.

w: www.nhs.uk

Get involved and have your say: become a member of the Trust

Members of Guy's and St Thomas' NHS Foundation Trust contribute to the organisation on a voluntary basis. We count on them for feedback, local knowledge and support. Membership is free and it is up to you how much you get involved. To find out more, and to become a member:

t: 0800 731 0319 **e:** members@gstt.nhs.uk **w:** www.guysandstthomas.nhs.uk/membership

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