

Guy's, King's and St Thomas' cancer services

Your haemato-oncology team

Information for patients with myeloma

Welcome to Guy's and St Thomas' NHS Foundation Trust. Your doctor has made a referral for you to see the haemato-oncology team at Guy's and St Thomas' NHS Foundation Trust. This leaflet will give you some information about the team and the services available.

The team is made up of consultants and their colleagues who specialise in the treatment of patients with myeloma. If you are ever unsure about who is in charge of your care, please ask a member of staff.

Your consultant is: _____

Your key worker

You will be given the name of your key worker at your clinic appointment and they will help you with any questions about your care. Your key worker is usually a nurse specialist, who has experience of looking after patients with myeloma.

Your key worker is: _____

Contact numbers for the haemato-oncology team, including out of hours details, can be found on pages 3–4 of this booklet.

If your treatment has to be transferred to another hospital, your key worker may change. We will ensure that you are kept informed if this happens.

Your appointments

Appointments will take place at:

Guy's Haematology Outpatients Clinic

Ground Floor
Southwark Wing
Guy's Hospital
Great Maze Pond
London SE1 9RT
t: 020 7188 2760

Your appointment details will either be on your appointment card or confirmed by letter. If it is not clear, please telephone the clinic clerks. Their contact details are on page 3 of this booklet in the section, **Nursing and support staff**.

We will try not to keep you waiting in the clinic, but delays can sometimes happen. You may like to bring something to read to pass the time. You are also very welcome to bring refreshments with you.

You may decide that you want to have another person with you during your appointment. This may be a relative or friend, who can help you to remember the information given to you by the doctor. If you have any questions, it may be helpful to write them down and bring them with you.

So that we have correct details about you, please bring with you a list of any tablets that you are taking.

After every outpatient appointment, your doctor will write a letter to your GP to keep him/her informed of your care. Please ask the doctor or nurse if you would like a copy of this letter.

Guy's and St Thomas' is a teaching hospital where medical and nursing students come to learn. The doctor will ask you if students can be present during your appointment. If you do not want students at your appointment, please let us know. Your wishes will always be respected and your care will not be affected in any way.

We are always trying to develop the treatment of myeloma, and your consultant may invite you to be part of a study or clinical trial. Your consultant will give you full details about the trial if he/she thinks it is appropriate for you. There will be plenty of time to discuss this further with your doctors. If you would like more information, Macmillan produces a free booklet about clinical trials (see page 5 for their contact details).

How to contact us

Contact details for the members of the haematology cancer team are on the following pages. Please do not hesitate to contact us if you have any questions or need advice.

To use the **bleep system**, call **020 7188 7188** (9am to 5.30pm Monday to Friday) and ask for the bleep desk. You will then need to ask for the bleep number of the person you are wishing to contact (see list below) – please say or enter this number and wait. You should allow at least three minutes for us to answer your call. If your first attempt is not successful, please do try again. The person you are trying to contact may have difficulty reaching a telephone quickly.

If you do not know which member of staff you should call, the myeloma clinical nurse specialist may be able to help you.

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

Your haemato-oncology team are available from Monday to Friday between 9am and 5pm. For out of hours advice, please call **020 7188 7188**, ask for 'operator' (or press 0), and then ask the operator for the **haemato-oncology registrar on call**.

Nursing and support staff

Myeloma clinical nurse specialist (CNS)

Grace Milner (Tues-Fri 9am-5pm)

t: 020 7188 2755 or 020 7188 7188 **bleep** 1246

e: grace.milner@gstt.nhs.uk

Myeloma research nurse

Helen Akinnubi

t: 020 7185 196 or 020 7188 7188 **bleep** 1598

e: helen.akinnubi@gstt.nhs.uk

Acute oncology service

t: 020 7188 3754

Haematology day unit

t: 020 7188 2743

Cancer (chemotherapy) day unit

t: 020 7188 6452

Clinic clerk

t: 020 7188 2762

Clinic reception

t: 020 7188 2760

Haematology dietitian

t: 020 7188 4128 or 020 7188 7188 **bleep** 1829

Monika Siemicka

Physiotherapist

t: 020 7188 7188 **bleep** 2557 or 2418

Occupational therapist

t: 020 7188 4185

Treatment support radiographers

t: 020 7188 4220

Members of the myeloma team – medical staff

Haematologists (doctors prescribing chemotherapy)

- **Dr Kazmi** **t:** 020 7188 2757 (secretary)
- **Dr Streetly** **t:** 020 7188 2757 (secretary)

Clinical oncologist (doctor prescribing radiotherapy)

- **Dr Mikhaeel** **t:** 020 7188 4219 (secretary)

Palliative medicine (experts in managing difficult symptoms)

- **Dr Carey** **t:** 020 7188 4721 (secretary)
- **Dr Beynon** **t:** 020 7188 4754 (secretary)

Inpatient care

There are two cancer wards on the Guy's site. If you need to be admitted into hospital, your doctors will try to get a bed for you on one of these wards.

Samaritan Ward

8th Floor
Borough Wing
Guy's Hospital
t: 020 7188 8855

Hedley Atkins Ward

8th Floor
Borough Wing
Guy's Hospital
t: 020 7188 8854

Additional support

There are a number of health professionals in the team who may also be able to help you. These include specialist nurses, radiographers, dieticians, physiotherapists, occupational therapists, counsellors, psychologists, carers' counsellors, complementary therapists and the chaplain. Please let us know if you would like to contact any of these health professionals.

If you need additional help at home, please talk to the doctors or nurses who may be able to arrange social services or home nursing support.

Information and support

Dimbleby Cancer Care is a service for patients and carers at Guy's and St Thomas' who would like to receive further cancer-related information and support. Dimbleby Cancer Care has books, leaflets and factsheets about all aspects of cancer. This service also provides complementary therapy, psychological support and welfare benefits advice.

The centre at Guy's is in the Clinical Oncology Outpatients' Clinic, Ground Floor, Tabard Annexe. At St Thomas' it is in Clinical Oncology, Lower Ground Floor, Lambeth Wing.

A cancer information officer will be available to help you find the information that you need and to answer any questions you may have.

For more information contact 020 7188 5918.

After treatment

After your course of treatment finishes, you will be offered an end-of-treatment appointment with your clinical nurse specialist. This will provide an opportunity to discuss early and late effects of treatment, lifestyle advice and disease monitoring, which we hope will help you to look forward to the future. You will then be seen regularly by the doctors and/or nurses to monitor your progress.

Further sources of support

Myeloma UK

t: 0800 980 3332

w: www.myeloma.org.uk

Cancer Black Care

t: 020 8961 4151

w: www.cancerblackcare.org

Cancer Research UK

t: 0808 800 4040 (freephone)

w: www.cancerhelp.org.uk

Macmillan Cancer Support (freephone)

t: 0808 808 00 00

w: www.macmillan.org.uk



Dimbleby Cancer Care is the cancer support service for Guy's and St Thomas'. They have drop-in information centres, and also offer complementary therapies, psychological support and benefits advice.

Drop-in information centres are located at Guy's in Oncology Outpatients (Ground floor, Tabard Annexe) and at St Thomas' on the Lower Ground Floor, Lambeth Wing.

t: 020 7188 5918 **e:** RichardDimblebyCentre@gstt.nhs.uk

Guy's and St Thomas' hospitals offer a range of cancer-related information leaflets for patients and carers, available at www.guysandstthomas.nhs.uk/patientleaflets/cancer.

Pharmacy Medicines Helpline

If you have any questions or concerns about your medicines, please speak to the staff caring for you or call our helpline.

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

PALS

To make comments or raise concerns about the Trust's services, please contact our Patient Advice and Liaison Service (PALS). Ask a member of staff to direct you to PALS or:

t: 020 7188 8801 at St Thomas' **t:** 020 7188 8803 at Guy's **e:** pals@gstt.nhs.uk

Language Support Services

If you need an interpreter or information about the care you are receiving in the language or format of your choice, please get in touch using the following contact details:

t: 020 7188 8815 **fax:** 020 7188 5953 **e:** languagesupport@gstt.nhs.uk



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