



St John's Institute of Dermatology

Skin cancer key workers

Dimbleby Cancer Care

This leaflet explains the role of the key workers involved in your care at St John's Institute of Dermatology, St Thomas' Hospital. It also explains who the key workers are, and how you can contact them.

Your clinical nurse specialist – skin cancer

Your clinical nurse specialist (CNS) is a nurse trained in skin cancer and has the skills, knowledge and experience to support you with your diagnosis. You will be allocated a CNS when you first attend St John's Institute. Your CNS works closely with the whole skin cancer multi-disciplinary team and other staff at the hospital. Your CNS will:

- Provide information and holistic support throughout your treatment pathway.
- Speak to you and your family (if you wish) about your particular type of cancer, the different treatments, and how to help manage any side effects or symptoms you may have.
- Give you written information to support what you are told, provide you with contact details in case you need to ask any more questions and provide follow up by telephone consultation if required.
- Offer practical help, for example arrange extra support at home as well as communicate within the multi-disciplinary team and refer you to other services.
- Give you information about support groups and other organisations which may be helpful.

Tick the box next to your CNS below:



Hui Zhang ☐

t: 020 7188 7188 ext 52518



Genevieve Concha 

t: 020 7188 7188 ext 51862

If you have any questions or concerns you would like to discuss with your CNS, you can contact them Monday to Friday, 9am to 4pm. They work in clinics most of the week so it is not always possible to reach them straight away. If you can't get through to the clinical nurse specialist by calling their telephone number, please leave a message with your hospital number, name and telephone number; they will call you back as soon as they are able to. **Please note, this is not an emergency system.**

Your patient tracker

A patient tracker is a non-medical coordinator who has the skills and knowledge to organise your care at St John's Institute of Dermatology. You will be allocated a patient tracker at your first appointment who will:

- Help you with non-medical queries and liaise with you and your family (if you wish) to arrange any investigations that the doctors may want you to have.
- Coordinate the booking of future appointments and any required treatments.
- Contact you at home with date, time and venue for investigations and treatments, if this information was not available at your clinic appointment.
- Keep your doctors and CNS up to date with information about your care.

Your patient tracker is: **Mandy Thrower**
t: 020 7188 6387

Support groups

Please ask your key worker for more information.

Psychological support

There is a clinical psychologist available for patients with skin cancer. The psychologist can help you talk through any worries or unhelpful things you might have going through your mind.

A diagnosis of skin cancer can have a big impact on patients and those close to them. Sometimes it is hard to talk to family and friends, so it can be useful to talk to a professional who can teach helpful skills where needed.

The clinical psychologist will try to understand the impact of the diagnosis and treatment on your life. The aim is to help you live better with the diagnosis and reduce distress.

A referral is usually suggested by your consultant or CNS, but you can also ask for a referral yourself.

You can contact the psychologist by phone or email:



Danuta Orlowska

Clinical Psychologist

t: 020 7188 7188 ext 51874

e: danuta.orldowska@gstt.nhs.uk

Useful organisations

British Association of Dermatology

w: www.bad.org.uk/

MARCS Line Resource Centre – telephone advice for people affected by skin cancer

w: www.wessexcancer.org

t: 023 8067 2200

Macmillan Cancer Support

w: www.macmillan.org.uk

t: 0808 808 00 00

Department for Work and Pensions benefit enquiry line

w: www.dwp.gov.uk

t: 0800 882 200

Cancer Research UK

w: www.cancerhelp.org.uk

t: 0808 800 4040

Skin Cancer War Pensions

w: www.veterans-uk.info

t: 01253 332 407

Changing faces

w: www.changingfaces.org.uk

t: 0300 0120 276

Dimbleby Cancer Care



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

The drop-in information centre is located at Guy's in Oncology Outpatients (Ground floor, Tabard Annexe).

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/cancer-leaflets

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 PALS. Ask a member of staff to direct you to the PALS office or:

e: 020 7188 8801 **e:** pals@gstt.nhs.uk

Language Support Services

If you need an interpreter or information about your care in a different language or format, please get in touch using the following contact details.

t: 020 7188 8815 **fax:** 020 7188 5953

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

Become a member of your local hospitals, and help shape our future

Membership is free and it is completely up to you how much you get involved. To become a member of our Foundation Trust, you need to be 18 years of age or over, live in Lambeth, Southwark, Lewisham, Wandsworth or Westminster or have been a patient at either hospital in the last five years.

To join, please call 0848 143 4017, email members@gstt.nhs.uk or visit www.guysandstthomas.nhs.uk



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