

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

Your haematology team

Information for patients with a myeloproliferative neoplasm

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

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

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 myeloproliferative neoplasms (MPN).

Your key worker is: _____

Contact numbers for the haematology team, including out of hours details can be found on pages 3 and 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:

Guys Haematology 2 Outpatients Clinic

4th Floor

Southwark Wing

Guy's Hospital

Great Maze Pond

London SE1 9RT

Clinic clerk

t: 020 7188 1448

e: :HaematologyAppointments@gstt.nhs.uk

Clinic reception

t: 020 7188 2743

Your appointment details will either be on your appointment card or confirmed by letter. If it is not clear, please telephone the clinic clerks.

If you cannot attend a scheduled appointment please let us know as soon as possible.

Our appointment times are 20–45 minutes for a new patient and 10 minutes for a follow up. We ask that you try to arrive 10 minutes before your scheduled appointment time to have blood tests taken. We try to run an efficient high quality service and to see everyone within 30 minutes of their appointment time where possible. Sometimes we may not be able to do this and we apologise for the inconvenience this may cause you. 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 them informed of your care. You will receive a copy of this letter; should you not wish to receive these please inform the doctor or nurse.

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 MPNs, 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 they think it is appropriate for you. There will be plenty of time to discuss this further with your doctors.

We have two nurse-led clinics.

- Telephone follow-up clinic: for patients with stable disease who require regular monitoring of their blood results.
- Venesection clinic: a comprehensive long-term follow-up, monitoring and surveillance of patients requiring venesections.

How to contact us

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

If you do not know which member of staff you should call, the MPN clinical nurse specialists (CNS) may be able to help you. You can contact the CNS via the dedicated CNS helpline. The line is open Monday to Friday 8:30am to 6:30pm. A message will be taken and you will be informed of a specified timeframe when a haematology CNS will call you back.

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

Nursing and support staff

MPN clinical nurse specialists

Yvonne Francis

t: 020 7188 9333 (CNS helpline)
e: Yvonne.francis@gstt.nhs.uk

Claire Woodley

t: 020 7188 9333 (CNS helpline)
e: Claire.woodley@gstt.nhs.uk

MPN research nurse

Karen Amaradivakara

t: 020 7188 4259
e: :haematologyresearchteam@gstt.nhs.uk

Acute oncology service

t: 020 7188 3754

Haematology day unit

t: 020 7188 2745

Haematology dietitian

Monika Siemicka

t: 020 7188 4128 or 020 7188 7188
bleep 1829

Physiotherapist

t: 020 7188 7188 bleep 2557 or 2418

Occupational therapist

t: 020 7188 4185

Members of the MPN team – medical staff

- **Professor Claire Harrison** **t:** 020 7188 2742
e: Claire.harrison@gstt.nhs.uk
- **Dr D Radia** **t:** 020 7188 3423
- **Dr D McIornan** **t:** 020 7188 1431

Acute Oncology Service

The Acute Oncology Service (AOS) enables cancer patients to access advice, assessment and treatment in an appropriate timeframe.

The service is available to be accessed directly by patients with a known cancer diagnosis who are receiving or have received treatment at Guy's and St Thomas'.

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, dietitians, 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.

A nurse specialist in cancer information 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.

Further sources of support

MPD Voice

w: www.mpdvoice.org.uk

Leukaemia and Lymphoma Research

t: 020 7269 9060 **w:** www.leukaemia-lymphoma.org.uk

Macmillan Cancer Support

t: 0808 808 0000 (freephone) **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/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 our Patient Advice and Liaison Service (PALS). Ask a member of staff to direct you to PALS or:

t: 020 7188 8801 **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

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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6 of 6