

# Your skin cancer key workers

This leaflet explains the role of the key workers involved in your care at St John's Institute of Dermatology at Guy's Hospital. It also explains who the key workers are, and how you can contact them. If you have any further questions or concerns, please speak to a member of staff caring for you.

## Your clinical nurse specialist – skin cancer

Your clinical nurse specialist (CNS) is a nurse trained in skin cancer and has 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 emotional support from your first clinic appointment and throughout your treatments. They will provide this service for as long as you need it
- 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 and provide you with contact details in case you need to ask any more questions
- offer practical help, for example arranging extra support at home
- communicate between members of your family or with other members of your care team, for example your GP, community nurse, psychologist, social worker, welfare advisor or dietitian
- give you information about support groups and other organisations that may be helpful.

**Tick the box next to your clinical nurse specialist below:**



**Alison Baker**

t: 020 7188 4901 Monday – Friday 8 – 4 pm

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**Ian Gosling**

t: 020 7188 4901



Monday – Friday 8 – 4 pm



**Cath Morgans**

t: 020 7188 4901



Monday – Thursday 8 – 6 pm



**Sukran Saglam**

t: 020 7188 4901



Monday – Friday 9 – 5 pm

If you have any questions or concerns you would like to discuss with your CNS, you can contact them on the above contact number. Your call will be put through to a small team of call centre operators who will take your message and pass this on to your clinical nurse specialist. Your CNS will try to return your call within 24 hours on weekdays, however due to clinical commitments this is not always possible. You will be advised what to do if you have a problem outside working hours.

## 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.

### From your first appointment your patient tracker 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 details about investigations and treatments if this information was not available at your clinic appointment
- keep your doctors and clinical nurse specialist up to date with information about your care.

### Your patient tracker is:

Ele Marshall

Patient pathway tracker

t: 020 7188 7188 ext: 51633 / Mobile: 07918 338718

e: Eleanor.marshall@gstt.nhs.uk

## Teenage and young adult lead cancer nurse

### Gavin Maynard-Wyatt

Gavin supports patients between the ages of 16-24 with a diagnosis of cancer. All new patients will be sent an appointment to see him in his clinic and all patients are welcome to contact him directly. **t:** 07833 095 998 (Monday-Friday 9am-5pm)

## Support groups

The **skin lymphoma discussion group** meets every second Monday of the month (except January and August) 12.30-2pm in the Genetics Seminar Room, 7<sup>th</sup> Floor, Borough Wing (Green Zone) at Guy's Hospital. Contact Danuta Orlowska, clinical psychologist, for more information (contact details below) or ask your CNS.

## Psychological support

There are two part-time clinical psychologists available for all patients with skin cancer. 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.

The psychologists will help you to talk through any worries or unhelpful thoughts you might have, with the aim of helping you live better with your diagnosis and reduce distress. They will try to understand the impact of the diagnosis and treatment on your life and can teach helpful skills where needed. The psychologists are also available to provide support for family members during and following your care.

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

### You can contact the psychologists by phone or email:

**t:** 020 7188 7188 ext 51874

**e:** caroline.johnson@gstt.nhs.uk

**e:** danuta.orldowska@gstt.nhs.uk



**Danuta Orlowska**



**Caroline Johnson**



**Dimbleby Cancer Care** provides cancer support services for Guy's and St Thomas'. We have a drop-in information area staffed by specialist nurses and offer complementary therapies, psychological support and benefits advice for patients and carers.

Dimbleby Cancer Care is located in the Welcome Village of the Cancer Centre at Guy's. **t:** 020 7188 5918 **e:** DimblebyCancerCare@gstt.nhs.uk

## Useful organisations

### Macmillan Cancer Support

**w:** [www.macmillan.org.uk](http://www.macmillan.org.uk) **t:** 0808 808 00 00

### Department for Work and Pensions benefit enquiry line

**w:** [www.dwp.gov.uk](http://www.dwp.gov.uk) **t:** 0800 882200

### SHINE Cancer Support (for adults in their 20s, 30s and 40s who have experienced a cancer diagnosis)

**w:** [shinecancersupport.org](http://shinecancersupport.org) **e:** [london@shinecancersupport.org](mailto:london@shinecancersupport.org)

### Cutaneous Lymphoma Foundation

**w:** [www.clfoundation.org](http://www.clfoundation.org)

### Cancer Research UK

**w:** [www.cancerhelp.org](http://www.cancerhelp.org) **t:** 0808 800404

## Contact us

### 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](mailto:pals@gstt.nhs.uk)

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

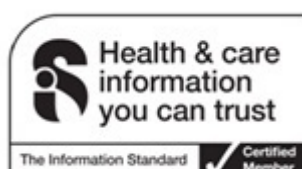
Provides online information and guidance on all aspects of health and healthcare, to help you make choices about your health. **w:** [www.nhs.uk](http://www.nhs.uk)

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