

Your multi-disciplinary team and your key worker (specialist nurse) – supporting you during your bladder cancer treatment

We have given you the enclosed information because we think you will find it helpful. If you would like more information on your condition or treatment, or have any questions or concerns, please speak to the doctor or nurse caring for you. Alternatively, get in touch using the contact details below.

Your multi-disciplinary team

Your care is managed by a multidisciplinary team (MDT). This means that a range of staff, including the following, are involved in your treatment:

- urologists (doctors who specialise in the male and female urinary tract and the male reproductive organs)
- oncologists (doctors who specialise in treating people with cancer)
- radiologists (doctors who use x-rays to diagnose and treat illnesses)
- pathologists (look at body fluids and tissues to study the nature and causes of diseases)
- specialist nurses (nurses dedicated to a particular area of nursing).

The team meets to discuss every patient when they are diagnosed. This is to ensure that everyone is offered the best treatment for their individual needs, including clinical trials where appropriate. This is called an MDM or multi-disciplinary meeting.

Specialist nurses can be contacted for advice, information and support during your cancer treatment. This information sheet lets you know who your main contact from that team will be (called your 'key worker') and how to contact them to talk or ask any questions you may have. You can email or phone your key worker or arrange a time to meet him or her in person.

Your key worker is:

- | | | |
|--|------------|--|
| <input type="checkbox"/> Sue Amery | Bleep 2840 | Suzanne.Amery@gstt.nhs.uk |
| <input type="checkbox"/> Kathryn Chatterton | Bleep 1227 | Kathryn.Chatterton@gstt.nhs.uk |
| <input type="checkbox"/> Sithe Ncube | Bleep 1227 | Sithemible.Ncube@gstt.nhs.uk |

Contact details

Any member of the team will be happy to help you if your key worker is not available. Our email addresses are listed below or you can call **020 7188 7636, Monday to Friday 9am to 5pm**. You may need to leave a message on the answering machine during busy periods. We aim to get back to you within 24 hours (except weekends and bank holidays when we will contact you on the next working day).

Please leave your name, phone number and hospital number (so we can access your hospital information) when you leave a message.

If you need to contact us **urgently**, please call the bleep desk on **020 7188 3026** and ask for the bleep number (listed above) of the nurse you want to speak to.

Outside normal working hours, please call Aston Key Ward on 020 7188 8860 or Florence Ward on 020 7188 8818. **If you think it is an emergency, please go straight to your nearest Accident and Emergency department.**

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

Patient Advice and Liaison Service (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:

t: 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:

t: 0848 143 4017 **e:** members@gstt.nhs.uk

w: www.guysandstthomas.nhs.uk

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