

Supporting you during your bladder cancer treatment

Your multi-disciplinary team and your key worker (specialist nurse)

This leaflet is about the team looking after you during your treatment. 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 on the next page.

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 |

Contact us

You can call the clinical nurse specialist (CNS) call centre on **t: 020 7188 7636, Monday to Friday 9am to 5pm**. The call centre staff will take your details and pass your message on to your keyworker. Your key worker will aim to get back to you later that day (except weekends and bank holidays when you will be contacted on the next working day). If your key worker is unavailable, call the same number and another member of the team will help you.

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

Outside normal working hours, please call Aston Key Ward **t: 020 7188 8860** or Florence Ward **t: 020 7188 8818**.

If you think it is an emergency, please go straight to your nearest Emergency Department A&E.

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit www.guysandstthomas.nhs.uk/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, Monday to Friday, 9am to 5pm

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

t: 020 7188 3514 (complaints) **e:** 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

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

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