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اگر نیاز به ترجمہ دارید، لطفاً با شماره 01932 723553 تماس بگیرید۔

ਜੇ ਤੁਹਾਨੂੰ ਤਰਜਮੇ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ ਤੇ فون ਕਰੋ: 01932 723553

اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براہ کرم اس فون نمبر 01932 723553 پر رابطہ کریں

Se precisa de uma tradução por favor contacte: 01932 723553

আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553

यदि आपको अनुवाद की ज़रूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553

Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

**Ashford Hospital**  
London Road  
Ashford, Middlesex  
TW15 3AA  
Tel: **01784 884488**

**St. Peter's Hospital**  
Guildford Road  
Chertsey, Surrey  
KT16 0PZ.  
Tel: **01932 872000**

Website: [www.ashfordstpeters.nhs.uk](http://www.ashfordstpeters.nhs.uk)

## Clinical Nurse Specialist for Upper GI



Liz MacKenzie

## Clinical Nurse Specialist

Receiving a cancer diagnosis is a life changing event and you and your family may experience a wide range of emotions, and have a lot of questions and concerns throughout your cancer journey.

Your Clinical Nurse Specialist (CNS) is available to provide ongoing support from the initial investigations leading to diagnosis, throughout your treatment and on to living with and beyond cancer.

They will provide you with any necessary information, answer any questions and provide emotional support and guidance to you and your family

For assistance regarding clinic appointments you may contact the Upper Gastro-Intestinal Secretaries on:-

**01932 723464** for Mr N. Menezes.

**01932 872000 extension 2229 or 3431** for Dr A. Naik, Dr N. Ikin, Dr. V. Gunasekera, Dr D. Majumdar, Dr J. O'Brien and Dr H. Robbins

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### Further Information

We endeavour to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty.

If they cannot resolve your concern, please contact our Patient Experience Team on 01932 723553 or email [asp-tr.patient.advice@nhs.net](mailto:asp-tr.patient.advice@nhs.net). If you remain concerned, the team can also advise upon how to make a formal complaint.

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## Improving Cancer Care and Action Group (ICCAG)

This is an established cancer service action group, consisting of patients, family members, carers and local community members. They gather experiences of those affected by cancer, to help improve Cancer Services at Ashford and St Peters.

The Macmillan Patient Navigators work closely with this group and would warmly welcome your involvement.

If you are interested in joining or learning more about the group please contact the Patient Navigators: **01932 722856**

## How is your care planned?

Your care is planned at a Multi-Disciplinary Team (MDT) meeting which is held weekly. The MDT consists of Surgeons, Medical Consultants, Radiologists, Histopathologists, Oncologists and Clinical Nurse Specialists. The investigations that have been performed are discussed and a treatment plan is agreed by the team.

Treatment may involve one of the following; Surgery, Chemotherapy, Immunotherapy, Radiotherapy, Targeted Therapy and Hormone Therapy or a combination.

You will have the opportunity to meet with your doctor and CNS to discuss your treatment plan at an outpatient clinic appointment where specific information will be given to you, including the possible side effects of the treatment and support services available to you.

We encourage patients to attend clinic appointments with a family member or friend for additional support.

## Your Cancer Pathway

At Ashford and St Peter's we provide a patient-centred approach to your care, helping to support people living with and beyond cancer. We aim to provide a well-coordinated, holistic, personalised approach to your care.

The National Cancer Survivorship Initiative's (NCSI) aim is to 'ensure that those living with and beyond cancer get the care and support they need to lead as healthy and active life as possible for as long as possible'.

To help improve your cancer experience, the NCSI have developed The Recovery Package, which has been introduced and supported by Macmillan. The Recovery package consists of the following 4 components and will be discussed with you by your CNS.

**A Holistic Needs Assessment (HNA)** will be completed at key points along your cancer pathway. You will have this assessment with your CNS either face to face or by phone. The HNA will address any physical, practical, family/relationship and emotional concerns you may have.

Following the HNA a care plan will be discussed with you, providing support and information, possible referrals to other agencies such as Macmillan.

**A Treatment Summary** will be completed at the end of your treatment, a copy will be sent to yourself and your GP.

It provides important information including side effects and any other consequences of your treatment. It will also highlight any signs and symptoms of recurrence of disease.

## Further Information

**Macmillan Cancer Support** – Macmillan Cancer Support improves the lives of people affected by cancer.

Telephone: 0207 840 7840

[www.macmillan.org.uk](http://www.macmillan.org.uk)

**Oesophageal Patient's Association** – Run by patients with oesophageal cancer to help new patients and their families.

Telephone: 0121 404 986

[www.opa.org.uk](http://www.opa.org.uk)

**Pancreatic Cancer UK** – A charity concentrating solely on pancreatic cancer that provides support to patients and their families.

Telephone: 0203 177 1686

[www.pancreaticcancer.org.uk](http://www.pancreaticcancer.org.uk)

**Pancreatic Cancer Action** – A charity set up by a patient to give help, information and advice to patients and their families.

Telephone: 01428 654740

[www.pancreaticcanceraction.org](http://www.pancreaticcanceraction.org)

**I will discuss the following with you:**

|   | <b>Date</b> | <b>Sign</b> |
|---|-------------|-------------|
| Likes to be known as<br>.....   |             |             |
| Advised of Named Key worker / Named Clinical Nurse Specialist   |             |             |
| How to access Key worker / Clinical Nurse Specialist  |             |             |
| Invited to bring a friend / adult family member to appointments   |             |             |
| Patient held record given with written information to support verbal information given  |             |             |
| Verbal and written information on local and national services for all aspects of support services including emotional and psychological support |             |             |
| Information on how to access financial support via various organization / entitlement for free prescription                                     |             |             |
| Entitled to copies of consultants clinic letters to GP  |             |             |
| Information on any current research trials  |             |             |

**A Cancer Care Review** will be completed by your GP or Practice Nurse within 3 months of your cancer diagnosis and will be the start of ongoing conversations between yourself and your GP throughout your cancer pathway.

**Health and Wellbeing** events are held to provide information and support on work and finance, healthy lifestyle and physical activity and to help prepare you for the transition to a supported self-management programme. These events play an important role in moving forward to living with and beyond cancer.

A Health and Wellbeing event is held annually at Ashford and St Peter's Hospital as well as other informational events throughout the year. For further details please refer to our website:

[www.ashfordstpeters.nhs.uk](http://www.ashfordstpeters.nhs.uk)

**Macmillan Patient Navigators**

Macmillan Patient Navigators offer a single point of contact for all our cancer patients, family members and carers. They are available to answer questions, help with appointments and access local support services as well as provide support throughout your cancer journey.

They work closely with your CNS and if the question or concern is of a clinical nature they will contact your CNS who will return your call.

Contact Number: **01932 726856**

## Macmillan Support and Information



At St Peter's Outpatient department, area 2, there is a Macmillan Resource Room providing a quiet place to sit, offering many informational booklets for you to browse or take home. Macmillan provides a number of resources which are readily available to you such as:

- Welfare benefits
- Understanding your specific cancer
- Cancer treatments and their side effects
- Support groups and services

If you need further information Macmillan can assist you.

Telephone: **0808 808 000**

[www.macmillan.org.uk](http://www.macmillan.org.uk)

## Clinical Research

Research is a key aspect of the work of the NHS. It is through research that we provide evidence upon which we base our care and treatments, and improve our treatments.

The NHS constitution states that it is every patient's right to be able to participate in a research study, should they wish to, and should they meet the requirements of the study.

There are many ongoing cancer clinical research projects at Ashford and St Peter's Hospitals, you may be asked to participate in a study by your Surgeon or Oncologist. Please see our website for further information.