

Oncology & Haematology Directorates

Information for people with cancer



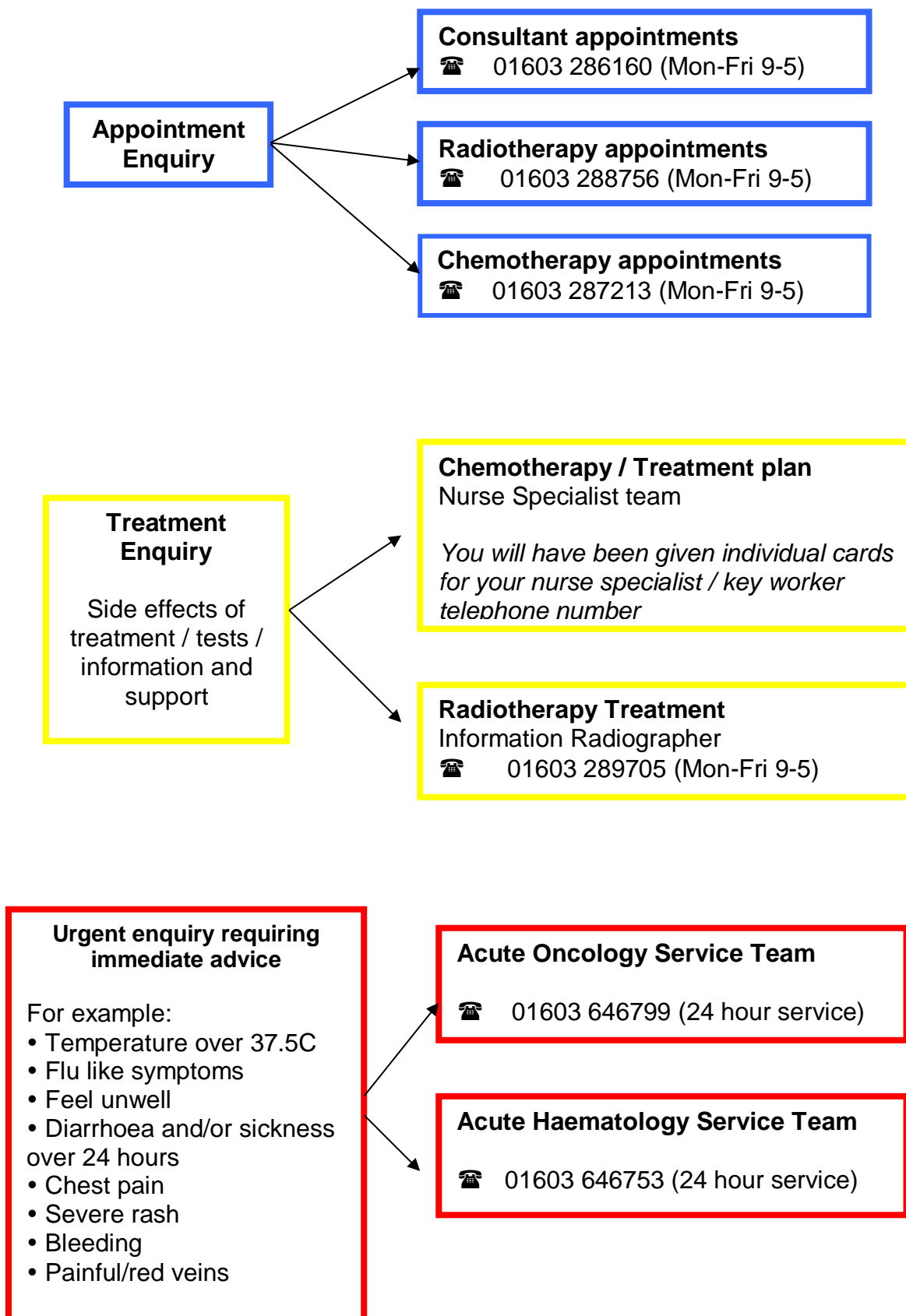
- This folder belongs to you.
- This folder contains general information about your treatment, symptoms and side effects you may experience. However, it may not cover everything.
- Your key worker will advise you on specific information relevant to you.

Your Comments are valuable

All staff are informed of positive and negative comments. We make improvements to our service based on your feedback through patient surveys and the Friends & Family Test which are available from the Reception Team.

If you wish to raise a concern about the service you have received please discuss it with your key worker or Ward / Department Sister, or you can contact our Patient Advice and Liaison Service (PALS)

If I have a problem or question who should I call?



Your details

Hospital Number:

Diagnosis:

Treatment:

Clinical Trial:

You may find it helpful to make a note of the names and contact details of the people involved in your care. Space has been provided for this purpose in the following **cancer care team** pages. There is also an explanation of each team member's role.

Your cancer care team

TEAM MEMBER		NAME & CONTACT NO.	ROLE IN THE TEAM
Consultants	Oncology Chemotherapy		The consultant is an experienced specialist in his or her field. There may be more than one consultant in your care team.
	Oncology Radiotherapy		
	Haematology		
Key worker – this may be a Specialist Nurse or Radiographer			A member of your care team assigned as your personal source of information and support.
Outpatients Nurse			The Sister is responsible for the team of registered nurses involved in assessing and delivering your care needs.
Weybourne Day Unit Sister			
Mulbarton Ward Sister			
Mulbarton Ward Sister			

Therapeutic radiographer		Manages your radiotherapy treatment. Works closely with the consultant to devise a schedule tailored to your specific needs.
Occupational therapist		Helps you to adapt to changes in your lifestyle caused by your illness, by giving both practical and psychological support.
Physiotherapist		Helps you maintain your independence should your illness cause any disability.
Dietitian		Provides advice and support to help meet your dietary needs during your illness.
Speech & language therapist		Advises and provides therapy for swallowing problems and communication difficulties inc. articulation, voice, understanding & expression.
Clinical trials practitioner		Helps to co-ordinate your care if you take part in a research study or clinical trial.

What is cancer?

- Your body is made up of different groups of specialised cells. The growth and repair of cells usually occurs in an organised manner.
- If this process gets out of control the cells could continue to divide, and may grow a lump, called a tumour.
- Haematological cancers are those that affect the blood, bone marrow and lymph glands.
- Tumours can be benign or malignant.
- In a benign tumour the cells do not spread to other parts of the body and so are not cancerous.

- A malignant tumour contains cancer cells that have the ability to spread beyond the original site, and can invade and destroy surrounding tissue if left untreated.
- Cells can also break away and spread to other organs in the body. When they develop in a new site this new tumour is called a 'secondary' or 'metastasis.'
- Doctors can distinguish between a benign and a malignant tumour by examining it under a microscope.
- It is important to remember there are many (over 200) different types of cancer and they may all be treated differently.

Types of cancer treatment

There are several ways to treat cancer, some are listed below and the techniques involved can be used individually or in any combination:

- surgery
- radiotherapy
- chemotherapy
- hormone therapy
- biological treatment
- supportive care

You will have undergone (and may still be undergoing) various diagnostic tests. A small sample (biopsy) of tissue may have been looked at under a microscope. Your care team use the results of these procedures to map the site, extent and rate of growth of your cancer. Treatment options will be discussed with you in detail and you will have the opportunity to raise questions. Once you have discussed and decided, together with your consultant, which treatment is best for you, we will ask you to sign a consent form to confirm that you understand the proposed treatment and agree to it being undertaken.

Living with and beyond cancer

We are keen to help you manage your illness.

Within this folder there will be a self-assessment questionnaire (known as a Holistic Needs Assessment) which highlights to us any concerns that you have identified. Your keyworker will discuss these with you and provide support and guidance.

There are services available to give advice or help such as: -

- Financial advice
- Family and relationship concerns
- Emotional advice
- Spiritual and religious concerns
- Lifestyle or information needs, eg diet and holidays
- Practical concerns, eg caring responsibilities, work, housing etc

- Physical concerns, eg intimacy, getting around (walking), indigestion etc
-

The Colney Centre

The Colney Centre is home to our Oncology and Clinical Haematology services for adult in-patients and out-patients.

These services cover:

- Out-patient consulting rooms
- Radiotherapy planning and treatment (Winterton & Waxham Units)
- Weybourne Day Unit – Outpatient chemotherapy
- Mulbarton Ward – Inpatient Oncology & Haematology (situated on Level 1)
- Acute Oncology Service (situated on AMUK – Level 1)

Our approach is an open, honest and friendly service in the most efficient manner possible, using the latest technology available to us. We promote all aspects of care for our patients and their families by ensuring our service is up to date, research-based and provided by a highly-skilled multidisciplinary team.

The Colney Centre is situated at ground floor level (Level 1) in the East Block of the hospital.

Enter the hospital via the 'Inpatients East and Centre Blocks' or 'East Atrium' entrances and follow the signs to The Colney Centre.

Colney Centre – Main Reception - Tel: 01603 288949

Palliative Care

The Supportive and Palliative Care Team consists of specialist doctors and nurses with access to chaplains, occupational therapists, physiotherapists and dieticians.

They work closely alongside the Oncology & Haematology nurses, doctors and other health professionals within the hospital to support patients throughout their cancer illness.

Patients can be seen at any stage of their illness, from diagnosis onwards and often your consultant will suggest a referral if they feel that you will benefit from being seen.

The Support and Palliative Care Team offer: -

- Advice on complex pain control and the management of any other complex physical symptoms you may experience.
- Emotional support.
- Support for your family and carers.
- Advice on how to access welfare rights and benefits information.
- Medical outpatient clinics and a nurse-led clinic for breathlessness.
- Referral to the Community Specialist Palliative Care Services at the Priscilla Bacon Centre.

Referrals to the Supportive & Palliative Care Team

At the Norfolk & Norwich University Hospital there is an inpatient Supportive and Palliative Care Team and you may be asked whether you would like to be referred to help with any of the issues mentioned whilst you are in hospital. This will only happen with your consent. If you feel you or your family or carer would benefit from a referral to the team please discuss this with your ward doctor or nurse.

Telephone number 01603 287227

If you are at home you may be referred to the Community Palliative Care Team by your consultant, nurse or GP, again with your consent.

The Community Team are based at the Priscilla Bacon Centre on Unthank Road, Norwich. Telephone number 01603 255733.

Team at the James Paget University Hospital:
Telephone 01493 452804

Team at Queen Elizabeth Hospital, King's Lynn
Telephone 01553 613565

Macmillan Cancer Support run a free phone and web service for people who are personally affected by cancer. The service provides practical, emotional, financial and medical information, direct from a team of cancer support specialists.

Freephone: 0808 808 0000 Mon - Fri, 9am - 8pm
Textphone: 0808 808 0121 (for people with hearing problems).

Or visit www.macmillan.org.uk

Local support is available from The Big C Support and Information Centre tel:
01603 286112

Visitor Facilities

For details of facilities in the main Hospital, please consult your NNUH Hospital information booklet, or visit the NNUH website at <http://www.nnuh.nhs.uk>.

Smoking is not permitted on hospital premises. This includes smoking of any kind including the use of E-cigarettes and electronic nicotine delivery systems (ENDS)

Transport Information

Many patients are able to drive themselves to and from hospital. You will be advised if this is not the case (e.g. drug treatment may cause drowsiness) and you will have time to arrange transport with a carer, friend or relative.

Taxis

There are always plenty of taxis available for hire. Phones at the hospital have a freephone button to connect you to a taxi company. These will help you order a taxi when you are ready to leave.

Buses

Several bus routes connect hospital and town centre. Bus numbers and stand locations can change at short notice. For up to date information about getting to hospital by bus, call Traveline the public transport info line Tel: 0871 200 2233 between 7am and 10pm seven days a week (more limited hours at Christmas/New Year). Calls cost 12p per minute plus your phone company's access charge.. Or visit the Traveline website at <http://www.travelineeastanglia.org.uk>

Community Car Services

Public transport from rural locations may be limited. Many outlying villages will participate in one or more community transport schemes. Check out with your GP, parish magazine, local village shop or Post Office.

Further information is available on the 'Community Transport page' of the Norfolk County Council website at <https://www.norfolk.gov.uk/roads-and-transport/public-transport/community-transport>

Park and Ride

At certain times the car park at the NNUH can be very busy and you might wish to use the Park and Ride facility from Costessey.

The Park and Ride operates from 06.30 until 20.00 (subject to seasonal variations) for £1 – much cheaper than hospital parking charges and has plenty of spaces. Konectbus 510 bus service is a normal bus which calls in at the Costessey Park and Ride site to provide a link to the NNUH. You pay the bus driver for travel on the Konect 510 service. Tickets will only be valid from the park and ride site to the hospital and cannot be used for onward travel to other destinations served by Konectbus 510. [See the timetable on the Norwich Park and Ride website](#)

Parking and parking fees

Car drivers should follow road signs to The Colney Centre, turn right into Car park K or J. The hospital entrance from Car park J leads almost directly to the Colney Centre.

There is a charge for car parking at the hospital, but you may be entitled to free parking:

- If you are attending for a course of treatment, once you have paid for 3 visits you or your driver can park free for the rest of the treatment course. Your parking ticket can be validated at the Colney Centre reception desk or on your ward.
- To avoid any misunderstanding please have your appointment list with you when you present your parking ticket for validation.
- All parking is free for the disabled and there are plenty of clearly marked disabled parking spaces. *N.B. Please remember to take your blue badge to reception to have your car parking ticket validated.*

Non – Emergency Patient Transport

The NHS can provide free, non-emergency transport to certain patients who are eligible, ie there must be a real medical need and/or severe mobility issues.

To make a request for transport:

- Call the Patient Transport Clinical Assessment and Advice Centre on 0333 240 4100.
- Lines are open Monday-Friday, 8 am – 6.30 pm and Saturday 8 am – 12 midday.
- Please have your NHS number, details of your GP surgery and hospital clinic and appointment details to hand.
- You will be asked some questions to verify that you are eligible.
- You can make a booking up to 48 hours in advance of your appointment
- If you are not eligible for transport you will be offered advice on alternative options.

If you are on a course of chemotherapy or radiotherapy treatment, and eligible for hospital transport, this will be booked by the team arranging your treatment appointments. Please check the chemotherapy or radiotherapy sections for further information.

Help with Travel Costs

- If you are not eligible for transport, and are receiving certain benefits you may be eligible for reimbursement of travel expenses. Please ask a member of staff for details or the NNUH Patient Services office and Big C Centre have more details. Please note that taxi fares cannot be reimbursed.

Emotional and Psychological Support

Please talk with your key worker/Nurse specialist who will be able to help you or direct you to the right service. Please also see Big C Cancer Support & Information Centre leaflet in this folder as many services are available.

Big C Cancer Support and Information Centre



The Big C Centre is in the grounds of the hospital, close to the Colney Centre. It is a warm and welcoming place for all cancer patients and those who care for them. It provides a calm, relaxed atmosphere away from the hospital to sit and talk as well as accessing information and advice. You do not have to be attending the hospital to access the Big C Centre.

The Centre is staffed by 3 nurses who are supported by volunteers. An appointment is not required to come in and talk to us; access information in the library; look at the hats and scarves (which are available to purchase) in addition to wig care products.

The Centre offers the following services which are available by appointment. Please talk to us to discuss your needs.

- Welfare Rights Adviser –for information/advice on benefits and help with form filling.
- Complementary Therapies – reflexology and massage.
- Relaxation Group – a weekly session.
- Counselling – additional support, up to six sessions.
- Family Therapy – additional support for the patient and family members
- Healthy Matters – talks from a dietitian, a physiotherapist and occupational therapist.
- Look Good...Feel Better – a make-up workshop for patients.

There are other sessions taking place monthly which do not require an appointment, these are Carers' Club and a Headwear Workshop.

Opening Times: Monday – Friday 9:30am to 4:30pm (closed weekends and bank holidays)

The Centre is open until 7pm on the first Wednesday of every month.
Contact: 01603 286112 www.big-c.co.uk/norwich
[email NNUH Cancer Services](mailto:email@nnuh.nhs.uk)
www.nnuh.nhs.uk/our-services/cancer-services/

Infection Control

The hospital strives to keep you safe. There are hand hygiene facilities available – please use them.

MRSA (Methicillin Resistant Staphylococcus Aureus) is a common bacteria. Screening for MRSA is part of the routine care in hospital as it is important to know which patients carry MRSA so that they can be given appropriate treatment. This also helps to protect other patients who are at risk of infection.

Please highlight to a nurse if you have not been screened each time you visit for chemotherapy treatment. From time to time we may ask for other samples, for example, if you have diarrhoea or vomiting.

We would appreciate your help to keep infection control a priority.

Money Matters

If you have financial or welfare concerns, assistance may be available to patients and their carers. Useful sources of information are:

Department for Work and Pensions (DWP). Look in the 'Business & Services' section of your local telephone directory under Jobcentre Plus.
DWP website at www.gov.uk/government/organisations/department-for-work-pensions

Citizens Advice Bureau. Look in the 'Business & Services' section of your local telephone directory, visit the CAB website at www.nacab.org.uk or contact the **Big C Cancer Support and Information Centre** to make an appointment with their advisor.

Age UK. Information Line on 0800 169 2081 (freephone), seven days a week from 7am to 7pm. Website at www.ageuk.org.uk/

CancerResearch UK website at www.cancerhelp.org.uk

Mortgages, pensions, loans and insurance. Contact your provider for help.

D.I.A.L. General financial advice to be found online, and in offices in Gt Yarmouth and Norwich. www.dialuk.info/

Macmillan. Information website and helpline www.macmillan.org.uk/

Free prescriptions Cancer patients are eligible for free prescriptions. Please ask your key worker, pharmacist, GP or the Big C Cancer Support & Information Centre for advice. Exemption Certificates are available from your GP.

Useful contacts and information sources - Telephone Numbers

General advice

Age UK Information Line	Tel. 0800 169 2081
Big C Cancer Support and Information Centre	Tel: 01603 286112
NHS Direct	Tel. 01603 286286
National Debtline	Tel. 0808 808 4000
Norfolk Carers Helpline	Tel. 0808 808 9876
Colney Centre – Main Reception	Tel. 01603 288949
Haematology Enquiries	Tel. 01603 289979
Mulbarton Ward	Tel. 01603 289975
Macmillan Radiographers	Tel. 01603 289705
Main Switchboard	Tel. 01603 286286
Palliative Care Nurses	Tel. 01603 287227
Radiotherapy general enquiries	Tel. 01603 288756
Weybourne Day Unit	Tel. 01603 287213
Cancer Research Team	Tel. 01603 288892

James Paget University Hospital

Cancer Information Centre	Tel. 01493 453394
Oncology Nurse Specialist	Tel. 01493 453993
Haematology Nurse Specialist	Tel. 01493 453465
Main Switchboard	Tel. 01493 452452
Palliative Care Nurses	Tel. 01493 453439
Sandra Chapman Centre	Tel. 01493 452869
Ward 17	Tel. 01493 452017
Cancer Research Team	Tel. 01493 453478

Website addresses

Age UK	www.ageuk.org.uk
Anglia Cancer Network	www.networks.nhs.uk/nhs-networks/anglia-cancer-network
Big C Cancer Support & Information Centre	www.big-c.co.uk
Cancer Research UK	www.cancerhelp.org.uk
Department for Work & Pensions (DWP)	www.gov.uk/government/organisations/department-for-work-pensions
DIPEX (Database of Individual Patient Experiences)	www.dipex.org.uk
Healthwatch Norfolk	www.healthwatchnorfolk.co.uk/

HERON (Local Health Information for Norfolk)	www.heron.nhs.uk
James Paget Hospital	www.jpaget.nhs.uk
Macmillan Cancer Support	www.macmillan.org.uk
Marie Curie Cancer Care	www.mariecurie.org.uk
National Cancer Research Network	www.ncri.org.uk/
NHS 111	www.england.nhs.uk/urgent-emergency-care/nhs-111/
Norfolk & Norwich University Hospital	www.nnuh.nhs.uk
Norfolk Carers Website	http://norfolkcarerssupport.org
Norwich & Norfolk Voluntary Services	www.voluntarynorfolk.org.uk
Norwich Park and Ride 510	www.norwichparkandride.co.uk
Patient Choices	www.gov.uk/government/publications/the-nhs-choice-framework/the-nhs-choice-framework-what-choices-are-available-to-me-in-the-nhs
Patient UK	https://patient.info/
Traveline	www.travelineeastanglia.org.uk

Community Care

You may be referred to a range of healthcare professionals during your cancer treatments.

Your care at home is important. There are many services available to help you. You and your healthcare professional will work together to ensure your needs are met.

The hospital consultant will regularly write to your GP to inform them of your progress. If you feel you need additional services please ask your GP or hospital team.

Donations

People often wish to contribute to the Colney Centre and often feel that buying a piece of equipment will be the most helpful thing to do, but in fact the most useful gifts are those which can be used flexibly to meet the most urgent needs. Of course if you notice a particular need, we would like you to tell us about it and give us your ideas about what should be done. Cheques should be made payable to Oncology and Haematology F007 Fund. Please send your donation to the Directorate Secretary, Oncology and Haematology Directorate, NNUH, Colney Lane, Norwich NR4 7UY

We are very grateful for all the support from patients, relatives and friends who contribute enormously to our work.