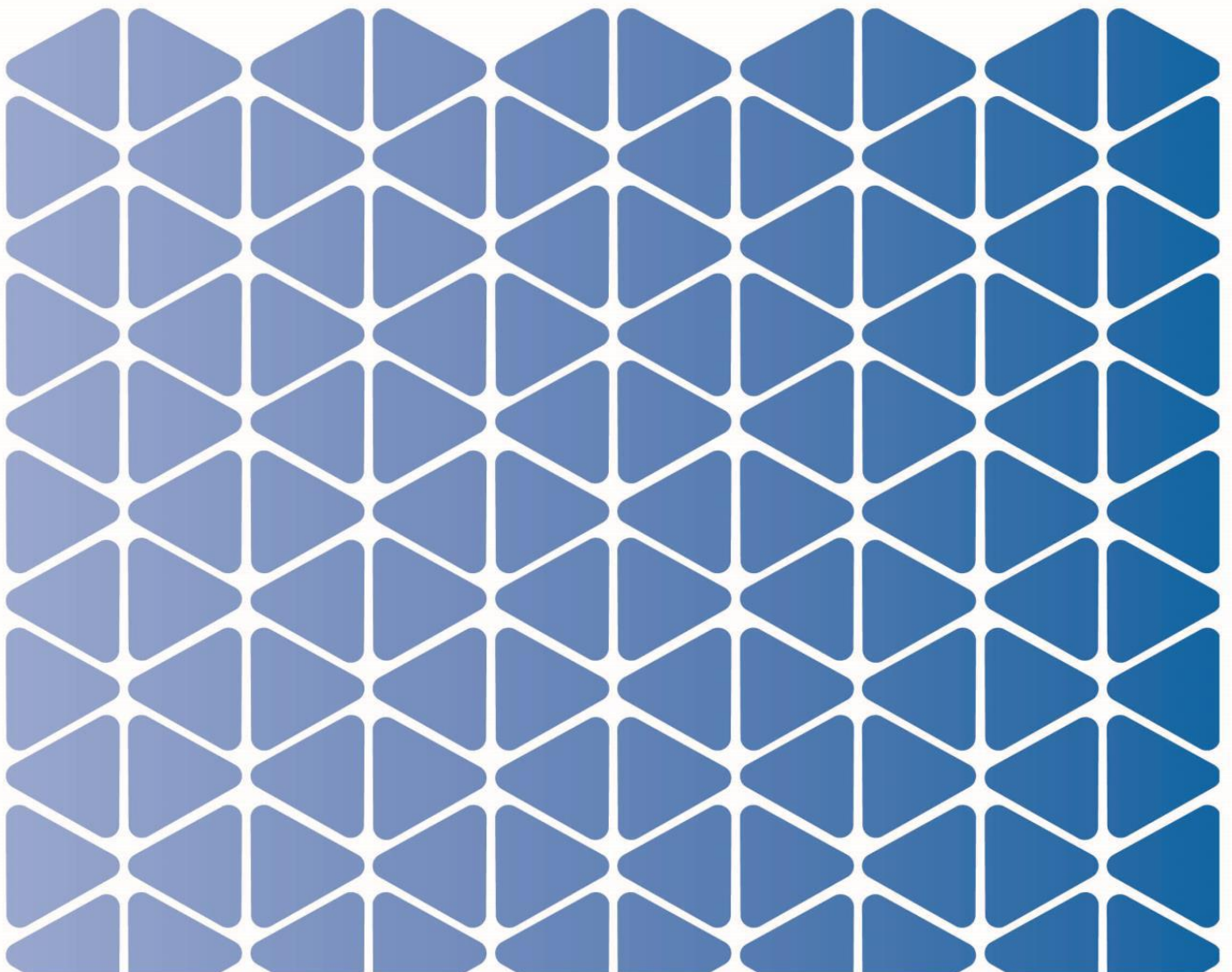




PATIENT INFORMATION

MOULD ROOM – HEAD AND NECK



Introduction

Radiotherapy requires that you keep very still so the treatment is accurate. This is especially important when areas such as your head and neck are treated. To ensure the treatment is in the same place every day, a personalised mask and a head cushion are made. You will have a CT scan whilst wearing your mask after it's made. Marks are placed directly on the mask in the CT scanner to help us to set you up in the same position each time you have treatment.

What will happen before your mould room appointment?

Prior to this appointment, you will have been seen by the consultant and had a dental assessment. You may have also had a customised mouth insert made if you require one for your treatment. If you have a beard or moustache, it would be helpful to shave it off before you attend your appointment. If you need a haircut, please either have it cut before the first appointment or leave it until your treatment has finished. (The length of the treatment course can be variable but may be from 4 - 7 weeks.) Whilst the shell is being made jewellery, glasses, dentures, hearing aids and or wigs will have to be removed, and the shell making process will probably smudge any makeup you are wearing or mess your hair up (if styled) so please be prepared for this.

How are they made?

The procedure will be explained to you in full before we begin so you will have a chance to ask questions before we start. You will be asked to remove all upper clothes and change into a gown to make it easier to make your mask. If you would like to bring a thin strappy vest top to wear instead of the gown, just bring this to your appointments. You will lie down and be positioned on a couch. Lasers will help us to make sure you are straight. Once we are happy with your position, a cushion will be made that fits under your neck and behind your head.

The mask is made from a Thermoplastic mesh which is softened in a warm oven and then shaped around your features. It is connected to the headboard on the couch by some poppers. Once the shell has cooled down and gone rigid it is then removed. You will be able to breathe freely throughout the procedure. This appointment usually takes up to 30 minutes in total with 10 minutes of that being the mask shaping and setting time. A member of staff will be present with you to help you throughout the whole process.



Does it Hurt?

No, but It may just feel a little strange. Some patients describe it as being like having a warm flannel placed over their face or like having a facial, but experiences differ from person to person.

It is important to remember one of the main functions of the shell is to keep you still for your treatment, so it should be tight fitting. The mask does have plenty of holes so you can breathe and swallow easily.

You will then be taken to the CT scanner where you will have a CT scan of your head and shoulders whilst wearing the mask. This will allow us to gain all the information needed to plan and prepare your treatment. This process takes around 15 minutes with a small information chat prior. You may be given an injection of a contrast dye which will show up on the CT scan. If you require this, the radiographers will explain the process when you arrive. After the CT scan, with your permission a tiny permanent dot will be made on your chest to aid with the treatment set up. This permanent dot is made with a small needle and dye placed just beneath the skin and will not wash off (a tattoo).

Useful telephone numbers:

Worcestershire Oncology Centre–

Monday to Friday 8.45am –4.45pm

Radiotherapy reception: 01905 761400

For queries concerning appointments, parking and ambulance transport

Harjit Kaur Basran

Head and Neck Specialist Radiographer: 01905 761400

Monday – Friday 8.45-4.45

Cancer and Radiotherapy Information and advice

Macmillan Radiotherapy Specialist Radiographer: 01905 761420

Monday – Friday 8.15-4.30

Let's face it: (facial disfigurement)

01843 833724 or **www.lets-face-it.org.uk**

Planning Radiographers:

Monday-Friday 9.00am-5.00pm 01905 761408

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

If you are unable to understand this leaflet, please communicate with a member of staff.