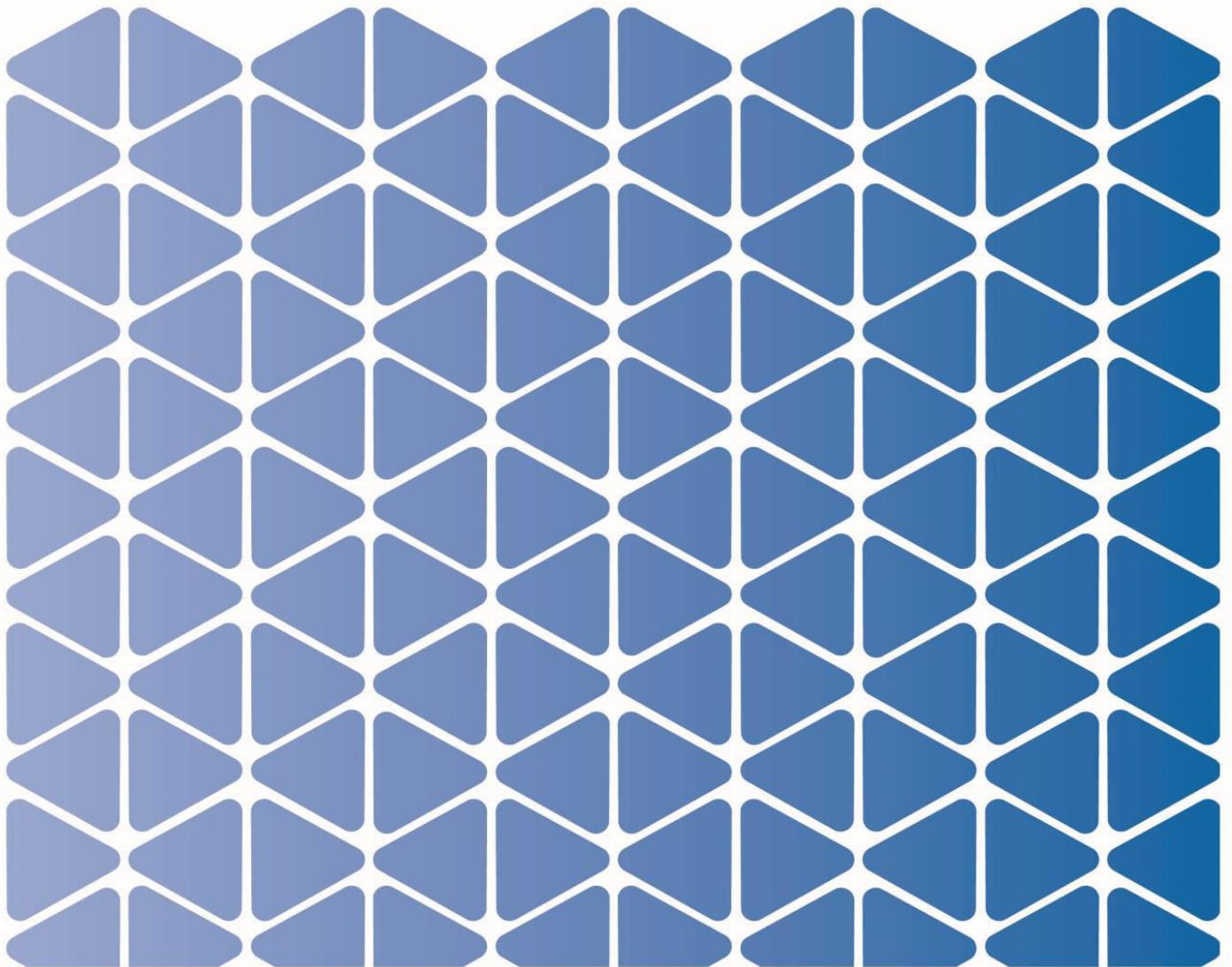




PATIENT INFORMATION LETTER

ENDOMETRIAL CANCER – PATIENT CENTRED FOLLOW UP



Endometrial Cancer - Patient Centred Follow up

Helpline number: 01905 733257

Why have you given me this leaflet?

You have been given this leaflet to explain Patient Centred Follow up (PCFU) which **Worcestershire Acute Hospitals NHS Trust** has put in place for patients who have been treated for endometrial (Womb) cancer.

What is self-managed follow-up?

Self-managed follow up is a new type of follow-up that is being introduced at all hospitals. It is where routine, clinical examination appointments are replaced by a system where patients can call us when they have a problem so that they don't have to come to hospital at times when they are feeling well and symptom-free.

Why has self-managed follow up been introduced?

We have introduced self-managed follow-up as it has been shown to be better for patients in lots of ways.

It means that you don't have to make unnecessary trips to the hospital at times when you are feeling perfectly well and just want to concentrate on living your life.

Patients often find traditional clinical appointments can lead to anxiety and delay reporting worrying signs and symptoms if a routine clinical appointment is 'not too far away.'

Also, it's been proved that new problems are unlikely to happen in line with your appointment time and are identified by patients themselves, in between routine appointments.

It will also mean that you can access support and advice quickly from the right people when you need it, allowing peace of mind.

You will also get back into the system quickly should this be necessary.

Communication between all the people involved in your care will be better, those in the hospital and outside, such as your GP. This will mean everyone can support or signpost you on to others, at the right time for you.

What information will I be given?

In addition to this leaflet, you will have an End of Treatment Review with your Specialist Nurse and be will be taught about specific symptoms you should report without delay to your Specialist Nurse.

You will also be given written information in a Treatment Summary on:

- Your diagnosis and medication
- The treatment you have had and the possible side effects
- Signs and symptoms to report
- How to use the Helpline which gives you fast access to your Specialist Nurse if you need it
- The process your Specialist nurse will follow if you need to be booked back into clinic at any time in the future
- Advice on exercise and nutrition
- Health and wellbeing support
- Any local support groups and useful contact numbers

Will I still be able to access the Gynaecology service if I have concerns?

Yes. You can call the Specialist Nurses on the dedicated telephone helpline number 01905 733257 if you have any queries or problems, and you will be encouraged to do so. Alternatively email wah-tr.gynaecancercns@nhs.net

The helpline is monitored between 09:00 and 17:00 Monday to Friday and if you leave a message you will be called back by your Specialist Nurse the same day.

If they feel that it would be appropriate for you to come back to clinic to be seen, you will be offered a clinic appointment, or if necessary, an appropriate diagnostic test.

Will I continue to have routine investigations?

No. Unless it has been otherwise specified at the end of your treatment.

Are there any other regular tests that I may need to have?

Following your treatment you and your GP will be told if you need any additional regular checks.

What are the signs & symptoms I need to look out for?

- Sudden start of vaginal bleeding or vaginal discharge (offensive in smell or an unusual colour)
- Abdominal, pelvic or back discomfort that does not go away
- Abdominal swelling that steadily gets worse
- Change in bowel or bladder habits
- Unexplained weight loss
- Any symptom that concerns you, has no explanation and lasts more than 2 weeks e.g. cough

Every patient will feel different when they no longer have regular follow-ups with their medical team. Some women feel relieved that they can get back to normal, but others may be anxious at the thought of losing regular contact with the hospital. Most women worry about their cancer coming back and this is normal. If you feel that you can't move forward with your life, please speak to your Clinical Nurse Specialist or GP who can give you extra support.

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.PET@nhs.net

Opening times:

The PALS telephone lines are open Monday to Thursday from 8.30am to 4.30pm and Friday: 8.30am to 4.00pm. Please be aware that a voicemail service is in use at busy times, but messages will be returned as quickly as possible.

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