

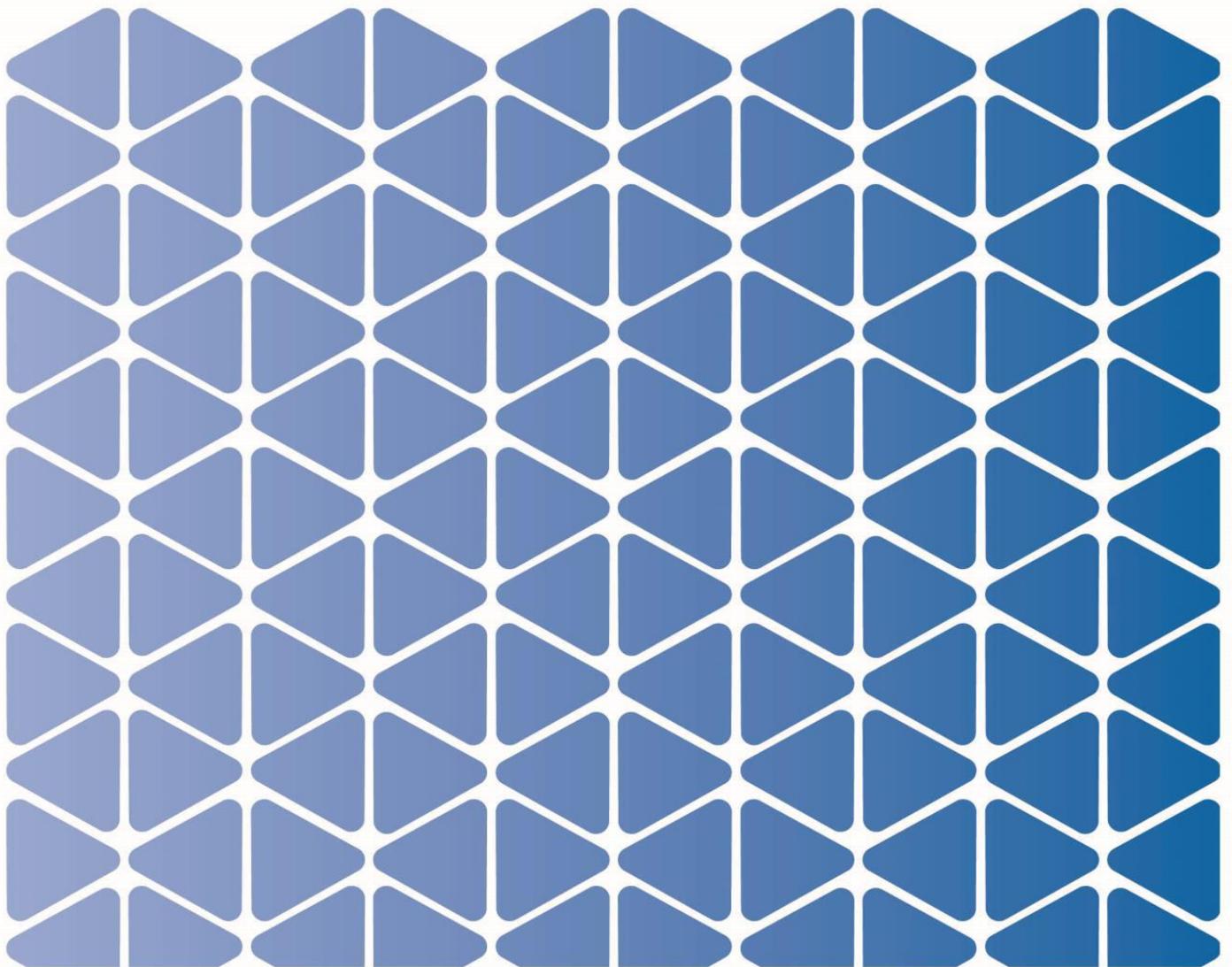


PATIENT INFORMATION

Colorectal

WELCOME TO SELF-MANAGED FOLLOW UP

Information for patients, relatives and carers



What is Self-Managed Follow Up?

Self-Managed Follow Up is a new system for follow up treatment at Worcestershire Acute Hospitals NHS Trust. This service helps reduce unnecessary visits to hospitals and reduce patient waiting times. Routine appointments are replaced by a system where patients can call us when they have a problem; this means that patients don't have to come into hospital if they are feeling well and symptom free.

Why has Self-Managed Follow Up been introduced?

Self-Managed Follow up has been shown to work better for patients, as it means you don't have to make unnecessary hospital trips if you are feeling perfectly well. Traditional clinic appointments are often a source of anxiety for patients. This can lead them to not reporting worrying signs and symptoms immediately if a routine clinic appointment is already due. It has also been proven that new problems are more likely to be identified by patients themselves, in between routine appointments, than by clinical examination alone.

What information will I be given?

In addition to this leaflet you will be given a consultation at the end of your treatment which will cover specific symptoms that you should report immediately to your specialist nurse. You will receive information on:

- Your diagnosis and medication
- Your treatment and the possible side effects
- Signs and symptoms to report
- Details about your planned surveillance and further investigations e.g. Bloods tests and CT scans
- How to use the helpline so you have fast access to your specialist nurse
- The process your specialist nurse will use to book you back into clinic.
- Advice on how the results of the tests will be communicated to you.

Will I continue to have routine tests?

Yes. Unless specified otherwise, when you move onto the self-management pathway, your CNS will give you information about the blood tests, colonoscopies and CT scans that you will need for at least five years after your treatment. They will also tell you how the results of the tests will be communicated to you.

What signs and symptoms do I need to look out for?

- Bleeding from your bottom and /or blood in your poo
- A (new) persistent and unexplained change in your bowel habit
- Unexplained weight loss
- Extreme tiredness for no obvious reason

- A pain or lump in your tummy.

Sometimes, a tumour can block the bowel, causing sudden strong pains in the stomach area, bloating and feeling or being sick. This is called a bowel obstruction. You may also be unable to empty your bowels or pass wind. If you think you have a blocked bowel, contact your Nurse or GP straight away.

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

Yes, at the end of your treatment you will have a review with your specialist nurse. During this appointment they will explain exactly how the help line works and which symptoms you need to look out for.

When should I contact the team?

Please contact us if:

- you have any concerns about managing your health and wellbeing following your treatment
- you develop any new signs or symptoms
- any of your original signs or symptoms return

If we can't take your call, please leave a voicemail message including:

- your full name
- date of birth or hospital number
- telephone number

One of the team members will call you back. After talking to you, we may offer you an appointment if they feel that you should come back to the clinic, or refer you for an appropriate test.

Contact Details:

Self-Management Follow Up Co-ordinator:

07546762089

wah-tr.colorectalpsfu@nhs.net

Colorectal Clinical Nurse Specialists:

WRH: 01905 760643

ALX: 01527 512196

Worcester Royal Hospital, Main Switchboard: 01905 763333

Alexandra Hospital, Main Switchboard: 01527 503030

If your symptoms or condition worsens, or if you are concerned about anything, please call your Specialist Nurse or your GP. In an emergency please call 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 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.