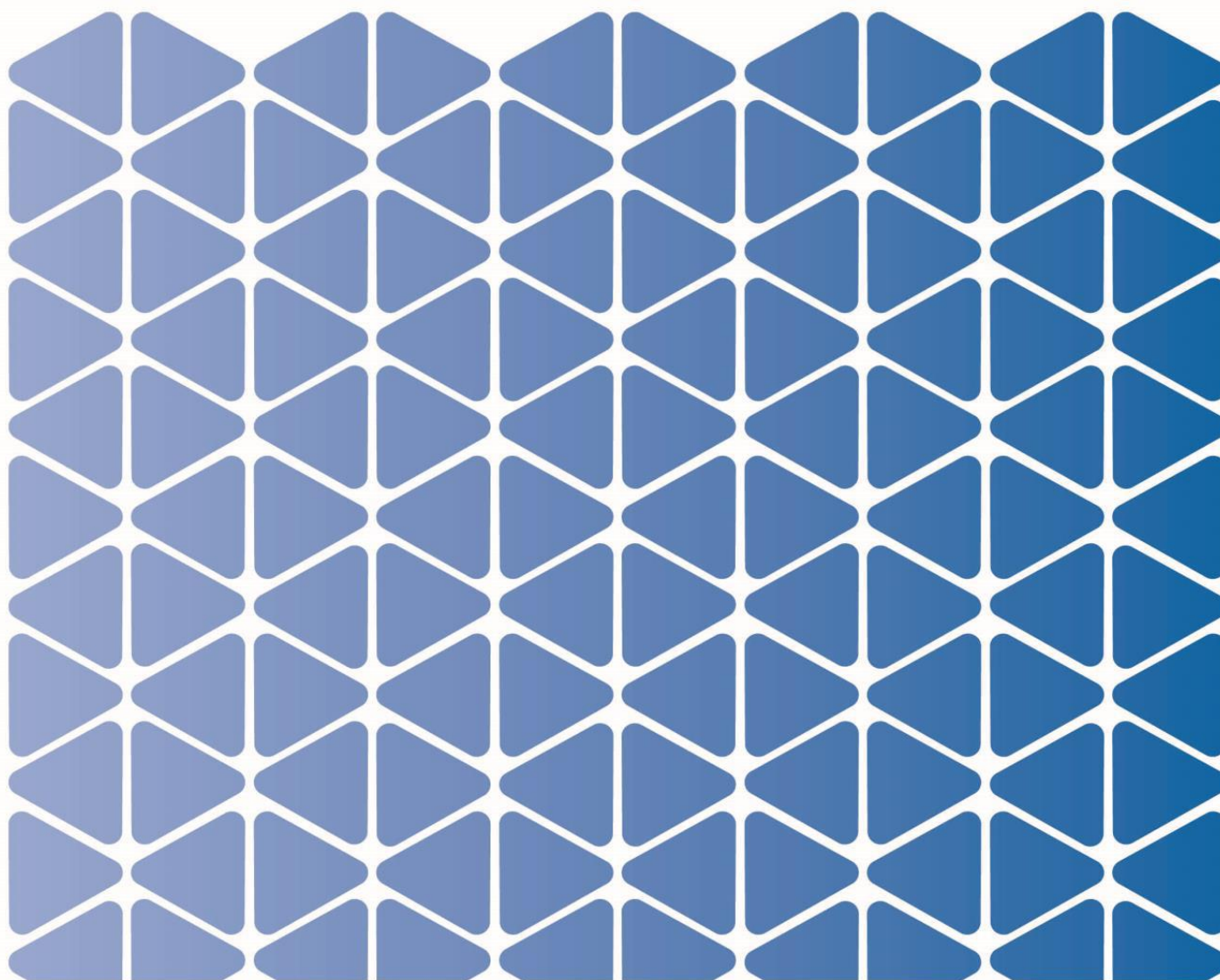




PATIENT INFORMATION

Worcestershire Skin Cancer Team

**PERSONAL INFORMATION
RECORD**



Affix Patient Label in this box

You are being cared for by the *Worcestershire Skin Cancer Team*.

This is a **Personal Information Record** which we hope will be helpful for you.

Your diagnosis

Date of diagnosis:.....

Which hospital have you been seen:

- ☐ Worcestershire Royal Hospital (Tel: 01905 763333)
- ☐ Alexandra Hospital (Tel: 01527 503030)
- ☐ Kidderminster Hospital & Treatment Centre (Tel: 01562 823424)

Other hospital you may be referred:

- ☐ Dermatology – University Hospitals Birmingham NHS Foundation Trust,
Mindelsohn Way, Edgbaston, Birmingham, B15 2WB (Tel: 0121 371 2000)
- ☐ Other Hospital

Diagnosis:.....

.....

Treatment plan:.....

.....

.....

.....

Overall Follow-up:.....

This information is a **permanent record of the consultation** you had about your treatment plan. If you would also like a copy of the letters that are sent to your GP please let your Consultant/Key Worker know.

Your healthcare team

Consultant:.....

Clinical Nurse Specialist (CNS):.....

Additional Information

Clinical Nurse Specialist:

Wendy Bramhall - Macmillan Skin Oncology Clinical Nurse Specialist
Michelle Adey - Skin Oncology Clinical Nurse Specialist
Lisa Hodgkins - Skin Oncology Clinical Nurse Specialist
Telephone (direct) 01905 733876 Working Hours Monday – Friday 09:00 – 17:00

The Skin Oncology Clinical Nurse Specialists (CNS) is a team of nurses dedicated to offering information and support around your diagnosis. They may also be known as your key worker and can provide you with written information particular to your needs.

Our contact number has a voicemail facility, so please leave your name, NHS number or Hospital number and one of the Clinical Nurse Specialists will call you back to discuss your concerns. We endeavour to return your call on the same day, however due to clinic commitments this could be the next working day.

Other useful contact details for the dermatology team:

Secretary: Contact:	Jackie Williams 01562 513094	Consultant:	
Secretary: Contact:	Diane Khoury 01527 512187	Consultant:	
Secretary: Contact:	Rachel Wright 01905 733791	Consultant:	
Secretary: Contact:	Helen Walker 01905 760157	Consultant:	
Secretary: Contact:	Veronica Tucker 01905 733077	Maxillofacial Consultant:	
Secretary: Contact:	Laura Ashby 01527 503854	Maxillofacial Consultant:	
Secretary: Contact:		Consultant:	

Dermatology appointments	01905 760207
Skin Surgery booking Co-ordinator	01562 826381
QE Appointments	0121 371 7055 0121 371 7070

Hawthorne Suite	WRH ext: 39422
Head and Neck CNS Team	01905 761440

Other healthcare professionals involved in your care:

Name:	Speciality:

Multi-disciplinary team (MDT)

The team meets weekly to discuss and plan individual patient care. At diagnosis your case will be discussed at an MDT meeting. The team will review the diagnostic information and formulate a treatment plan taking into account individual needs and any other relevant information. This treatment plan is then discussed and agreed with you. Some cases may be discussed and/or referred to a specialist MDT. If this is the case, it will be recorded in your treatment plan.

Information

Information leaflet(s) that the healthcare team believe may be relevant and helpful to you will be offered at time of diagnosis and at other points during your care plan. If you would prefer an electronic information leaflet you can obtain these from The British Association of Dermatologists website www.bad.org.uk. In the 'Quick links' section to the right side of the screen click on 'Patient information leaflets A-Z' and scroll down until you find what you are looking for.

Macmillan Cancer Information and Support Centres are also accessible on the ground floor of each of the three hospitals, staffed by a healthcare professional supported by a team of trained volunteers. You are welcome to 'drop-in'. To check opening times contact details are below:

Macmillan Cancer Information & Support Centre:	Tel:
Alexandra Hospital	01527 503030 Ext. 44238
Kidderminster Hospital & Treatment Centre	01562 513273
Worcestershire Royal Hospital	01905 733837

Macmillan/National information resources/Support groups

National information resources/support groups which may be helpful for you include:

Macmillan Support Line	0808 808 0000	www.macmillan.org.uk
British Association of Dermatologists		www.bad.org.uk
Dermnet		www.dermnetnz.org
Cancer Research UK	0207 242 0200	www.cancerresearchuk.org
Melanoma UK (patient support & advocacy group)	0808 171 2455	www.melanomauk.org.uk
Skcin	0115 9819116	www.skcin.org

Wide Local Excision (WLE)

The wide local excision result will be communicated to you by the Health Care Professional responsible at the time of surgery. Please be aware that this can take a number of weeks to come through after your operation.

Self-Examination

Following a diagnosis of skin cancer you will be taught about self-examination. Your Consultant or Key Worker will do this, usually at the first follow-up appointment after your treatment is complete. An information leaflet is available to support this. We would recommend that you check your skin (including your scar) and lymph nodes every two weeks.

For more information on how to check your lymph nodes, please see the below link to a YouTube video clip from the melanoma UK group. This clearly shows how to carry out a full lymph node examination.

https://www.youtube.com/watch?v=AmSrD7-jt_8

Vitamin D

We will ask you to have a blood test taken to check your Vitamin D level. We have found that people can become sun adverse following a diagnosis of skin cancer, putting them at risk of Vitamin D deficiency. We recommend taking a tablet supplement of 400IU (International units) or 10 micrograms of vitamin D3 daily. This can be purchased from supermarkets or health stores. Your Consultant or Key Worker will be able to answer any questions you may have about this.

Photo protection (Sun protection)

Avoiding over-exposure to ultraviolet radiation (UVR) from the sun or sun beds will help to reduce your chances of developing another skin cancer. Using a combination of strategies is recommended, including applying high factor sunscreen (at least SPF 30), wearing suitable clothing such as wide brimmed hat, t-shirts etc. and where possible avoiding the sun during the hottest times of the day, between 11:00 and 15:00. Your Consultant or Key Worker will be able to talk to you more about this.

Holistic Needs Assessment

We understand that having a diagnosis of skin cancer can affect many aspects of a person's life, not just their physical wellbeing. The Holistic Needs Assessment (HNA) can help to highlight any worries or concerns that you may have regarding your diagnosis or how it will affect your life.

The HNA can take place at the point of diagnosis, 3 months post diagnosis and at the end of treatment. It can also be helpful at any other point along your pathway that is deemed necessary. It is usually a discussion between you and your CNS to talk about your physical, emotional and social needs. Many patients find this helpful to clarify issues and understand what is available. If you prefer, you can also drop into one of the Macmillan Cancer Information Support Centres situated on the ground floor of each hospital site.

Example services that you may be signposted to include;

- **Macmillan Citizens Advice Bureau services in Worcestershire**

If you are struggling to cope with the financial impact of cancer, help is available. Macmillan/CAB offer help on a range of issues including housing, debt and employment. The service is free and confidential and available to people living with cancer, their carers and relatives.

- **Macmillan/Relate Services in Worcestershire**

Cancer and its treatment can have an impact on your relationships with your partner and family. Macmillan Cancer Support is working with Relate in Worcestershire to offer free counselling sessions to people with cancer, their family or carers.

Cancer Psychology Team

Coming to terms with a Cancer diagnosis can be very difficult. The Cancer Psychology Team, offer support to people with cancer, their families and carers. Please ask your CNS if you would like more information about this service (Patient leaflet available).

Financial Benefits

Cancer can have implications on your finances. If you feel you are eligible for financial help or you just need someone to talk to, call 0808 808 00 00 or visit macmillan.org.uk

Prescription Charges

From 1st April 2009, patients with a cancer diagnosis are entitled to free prescription charges (Department of Health, 2009). The FP92A form needed to apply for the exemption certificate is available from your GP. Exemption lasts for 5 years at which time a new application may be made if treatment for the cancer or its effects is still on-going. If you feel you are eligible then ask your GP for an application form.

Insurance

Your insurance company may need to know about any cancer diagnoses you have had as this can impact your policy (health, travel, life or car insurance). It is suggested you read your policy and contact your insurers if you have any queries or declarations. If any literature is needed for insurance purposes please contact your Consultant's Secretary.

Donating Blood

For those patients with a diagnosis of a melanoma in-situ, you may be eligible to donate blood once you have completed your treatment and have been discharged from any Dermatology follow-up. Proof of diagnosis may be required.

Unfortunately, for those patients with a diagnosis of an invasive melanoma (these have a Breslow thickness), you are not eligible to donate blood. Please visit the UK NHS blood and transplant website www.nhsbt.nhs.uk or call 0300 123 2323 for more information.

Veterans UK

If you have been diagnosed with a skin cancer and have served in Her Majesty's Armed Forces, you may qualify for a lump sum payment or regular pension, if it is believed that the tumour has developed as a result of sun exposure during your period of service.

If you have developed a basal cell carcinoma (BCC), squamous cell carcinoma (SCC) or melanoma, you can apply to the War Pensions Agency (particularly if your service was in sunny climates).

If you feel you may be entitled to claim please contact Veterans UK for free help and advice on 0800 169 2277 or visit their web page www.veterans-uk.info. You will need your National Insurance Number, details of service in the armed forces and details of your medical condition.

Teenagers & Young Adults (TYA) – aged 16-24 years old?

Your Key Worker will refer you to, and work in partnership with, the CLIC Sargent Lead Cancer Nurse for Children and Young People in Worcestershire.

Patient Transport

Please ensure you have your NHS number and appointment details with you when you ring. You can book your hospital transport up to a month prior to your appointment. At the time of booking you will be asked questions to ensure you meet the eligibility criteria.

Appointments within Herefordshire and Worcestershire	0300 0110 017
Appointments within West Midlands – Including QE	0800 035 6511

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 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.