

PATIENT INFORMATION

WELCOME TO PERSONALISED CENTRED FOLLOW UP

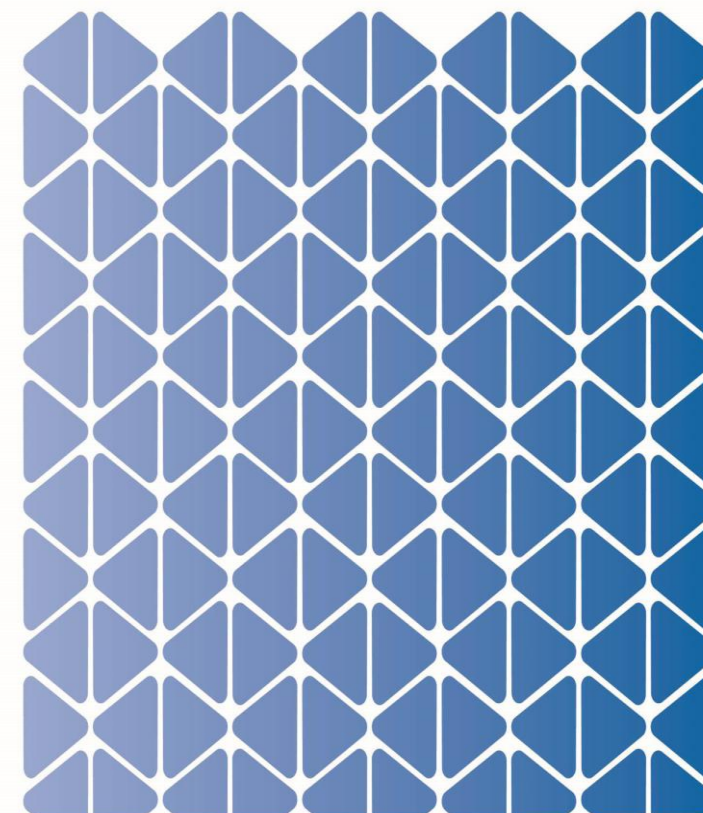
(self-management)

Helpline Number:

Haematology Clinical Nurse Specialist Team

01905 760695 or call 01905 763333

wah-tr.HaematologyCNS@nhs.net



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.

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Version 2

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

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Haematology Cancer

Why have you given me this leaflet?

You have been given this leaflet to explain Personalised Follow up which **Worcestershire Acute Hospitals NHS Trust** has put in place for patients who have been treated for high grade Non-Hodgkin Lymphoma and Hodgkin Lymphoma.

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 will be taught about specific symptoms you should report without delay.

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
- Arrangements for attendance of routine blood tests.
- 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 haematology service if I have concerns?

Yes. You can call the Specialist nurses on the dedicated telephone helpline number 01905 760695 if you have any queries or problems, and you will be encouraged to do so. The helpline is monitored between 0900 and 1700 Monday to Friday.

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?

Yes. Unless it has been otherwise specified at the end of your treatment, you will continue to be called for surveillance investigations for at least three years after 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?

Contact your medical team if you have any of the following symptoms:

- enlarged lymph nodes lasting more than a week
- drenching night sweats lasting more than a few weeks
- unexplained weight loss
- worsening fatigue
- itching
- a rash (if you have skin lymphoma)
- diarrhoea
- persistent or unexplained pain.

How the Helpline works

At the end of your treatment, you will have a review with your Specialist nurse. During this appointment, they will explain exactly how the Helpline works, teach you the signs and symptoms that you need to watch out for and give you the direct telephone number you can call with any symptoms or concerns, which is 01905 760695. Alternatively email wah-tr.HaematologyCNS@nhs.net

Your Specialist nurse will talk through with you the symptoms or concerns that you have and decide with you whether you need to be brought back into clinic or have any further diagnostic tests. If they feel this is necessary, then you will be offered a clinic appointment.