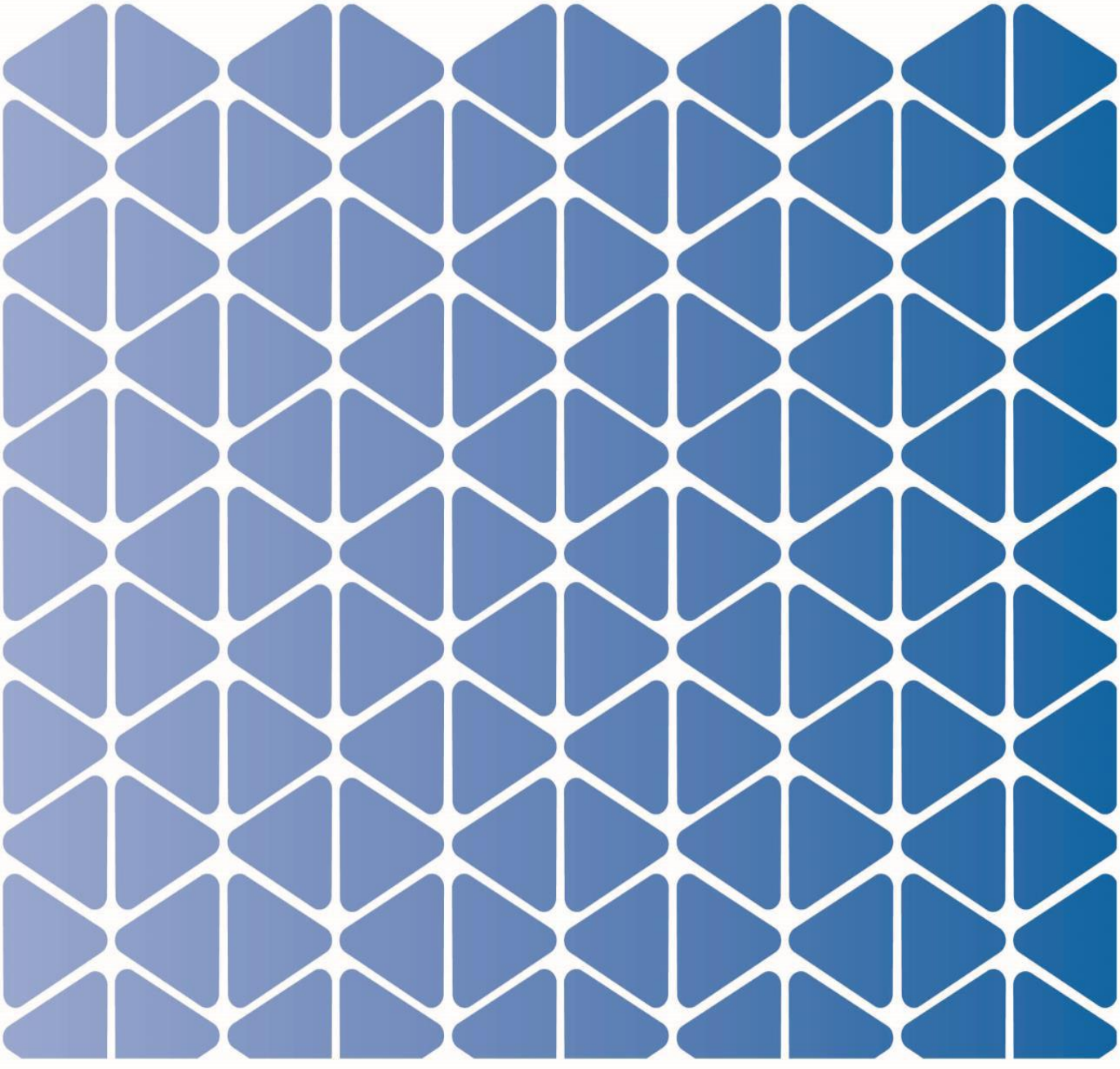
NHS
Worcestershire Acute Hospitals NHS Trust

PATIENT INFORMATION

PSA REMOTE MONITORING



www.worcsacute.nhs.uk @WorcsAcuteNHS @WorcsAcuteNHS

What is remote monitoring for PSA follow-up patients?

Traditionally, patients would be reviewed in a clinical setting at regular intervals by a member of the clinical team – a Consultant or Clinical Nurse Specialist.

Remote monitoring is a new system introduced at Worcestershire Acute Hospital NHS Trust. Your clinical team have identified that you are suitable to be monitored via the Remote Monitoring Programme, rather than attending routine appointments. You will continue to have regular blood tests to check your PSA levels to ensure that they meet the strict criteria outlined by your clinical team.

Your PSA results will be communicated to you by the Remote Monitoring Team, but you are also welcome to ring for your results. If your results are outside the parameters set by your clinician, you will be contacted by the Urology Clinical Nurse Specialist team to advise on the next steps.

What is PSA Testing?

This is a blood test that measures the total amount of Prostate Specific Antigen (PSA) in your blood. PSA is a protein, produced by normal cells in the prostate and also by prostate cancer cells. It is normal for all men to have a small amount of PSA in their blood. You will need to have regular tests outlined by your hospital specialist. A PSA blood test is a very effective way of monitoring your progress. You will be notified when your blood test is required via the clinical team.

The hospital will contact you by text to remind you when your next PSA test is due and the next steps in your care. Please advise us if you would like to opt out of the text reminder service.

Why has PSA Remote Monitoring been introduced?

This service has been shown to benefit patients, as it helps to reduce unnecessary hospital visits and reduces patient waiting times. Routine clinic appointments can often be a source of anxiety for patients, and we want to work with you to make your pathway easier, in terms of reporting any symptoms and facilitating regular PSA tests.

What if I want to speak to a Clinical Nurse Specialist about my PSA results?

If at any time you have specific concerns or worries, please contact the Remote Monitoring Co-ordinators in the first instance, who will support you and triage your query to the Clinical Nurse Specialist team if appropriate.

Remote Monitoring Co-ordinators

The Trust have dedicated Remote Monitoring Co-ordinators to help support you with remote PSA monitoring. Please contact us if you have questions or concerns. If you cannot reach us on the dedicated phone numbers, please leave a voicemail message, including the following details and one of the team members will call you back:

1. Your full name
2. Your date of birth
3. Hospital number/NHS number
4. Your contact telephone number

The Remote Monitoring Co-ordinators can be contacted on: **Tel: 07889925262 / 07889925266. Monday – Friday 08.30-15.30.**

Please note that this is a dedicated PSA Remote Monitoring Service line and not an emergency line. For emergencies or if your symptoms or condition worsens, please call 111, your GP or 999.

Other Contact Details:

Worcestershire Acute Hospitals NHS Trust Main Switchboard: 01905763333

Alexandra Hospital, Redditch Switchboard: 01527 503030

Phlebotomy Services: Booking links for each site (Worcestershire Royal Hospital, Alexandra Hospital Redditch, Kidderminster Hospital and Treatment Centre and Princess of Wales Community Hospital) can be found here: **https://www.worcsacute.nhs.uk/blood-testing/** and further help can be found via the support line: 0204 652 7030.

Help and Support

Prostate Cancer UK also has information and support for benign patients: https://prostatecanceruk.org

Information is also available on the British Association of Urological Surgeons website: https://www.baus.org.uk

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.