Skin Cancer Clinical Nurse Specialist Service

Department of Dermatology
Medicine Group

This leaflet has been designed to give you important information about your condition / procedure, and to answer some common queries that you may have.
Information for patients and visitors

Skin Cancer CNS Team
We are the Clinical Nurse Specialists (CNS) for dermatology, having undertaken further studies to develop specialist knowledge. Between us we have a practical nursing background within dermatology and cancer services. We have been identified as your support and contact personnel or key worker.

The Team
We work within a team of people who are Consultant Dermatologists who work across the trust at three bases; Scunthorpe General Hospital and Goole District Hospital and Cromwell Road Health Centre in Grimsby.

Your named consultant dermatologist is:

Your key worker / specialist nurse is:

We are also part of a much larger team of many different disciplines and professionals known as the multidisciplinary team (MDT) who work within the Humber and North Yorkshire Strategic Clinical Network (Cancer) such as plastic surgeons, histopathologists, maxillofacial surgeons, oncology consultants, ophthalmology consultants, local GPs and clinic and reception staff. We aim to combine our skills and expertise in order to provide the best care and treatment for you.

What We Can Offer You
We appreciate what a difficult and confusing time this can be for you and your family. We aim to offer a supportive and continuing link through all areas of your dermatology care. This includes:

• helping you and your family understand the treatment and care you will receive
• helping you make decisions about your care
• answering any questions you might have
• helping you talk through the things you feel are important to you

How will it help?
We aim to help reduce the worry by:

• taking the time to listen to you and your family
• supporting you and your family
• answering your questions knowledgeably

It can make things less worrying when you talk to someone who has the:

• time to listen
• the experience to answer your questions
• the ability to support you

Availability
Within working hours
We are based at Scunthorpe General Hospital but work across the three hospital sites including Goole District Hospital and Cromwell Road Health Centre in Grimsby. We work Monday to Friday 8.30 till 4.30pm, not weekends or bank holidays.

As specialist nurses we run nurse-led clinics and support consultant clinics as required.

We are available to contact through our admin team between the above hours on 01724 203404.

As a dermatology specialist nurse team we endeavour to deputise in each other’s absence offering a continuing service to every patient as required.
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Emergency
Out of hours it is recommended that you contact your own General Practitioner.

Useful Telephone Numbers
Scunthorpe dermatology appointments
01724 203404 Monday - Friday 9am - 5pm

Useful Contacts and Services
Barton – The Odyssey Centre, Nightingale House, Westfield Road, Barton-upon-Humber, North Lincolnshire, DN18 5RQ
Tel 01652 633150.

This is an independent charity which specialises in providing an holistic approach to health care for people who have a diagnosis of cancer and their primary care giver. There are many types of therapies available and you are welcome to call the centre for further information.

Lymphoedema service
Patients who have had either surgery / radiotherapy including the removal of lymph nodes following the diagnosis and treatment of certain cancers are at risk of developing lymphoedema.

To help with the prevention of lymphedema, patients are offered preventative advice and information on this condition, as symptoms can occur any time following your surgery / radiotherapy and may even be years later. For further information and contact details of local lymphoedema services contact your key worker / clinical nurse specialist.

Psychology Services
Your dermatology specialist nurse can arrange a referral to a clinical health psychologist locally for those who are experiencing significant difficulty coming to terms with their diagnosis, treatment or prognosis.

There is also an oncology health centre based at the Queens Centre, Castle Hill Hospital, Hull that offers a drop in service for those patients who are receiving treatment or had treatment under the care of a Hull or joint based consultant. Please ask your nurse specialist for further information or to be referred.

Spiritual Care Services
The chaplaincy service provides spiritual, religious and pastoral care for patients and their relatives regardless of faith. Chaplains are there to support all people, whether you hold a particular faith or not. Details of contacts and conversations are all confidential.

If you would like to meet with a chaplain please ask a member of your nursing team to make contact on your behalf; use the self-referral form on the chaplaincy Information leaflet given to you on admission, or ring Scunthorpe 01724 282282 extension 2489 (for Scunthorpe and Goole patients) or Grimsby 01472 874111 extension 7099 for Grimsby patients.

If you wish to see a Chaplain urgently please ask the ward staff to bleep the duty chaplain.

Social funding / welfare advice
Information and advice on benefits and debt management for patients in North Lincs is available from Crosby Community Association, 105-107 Frodingham Road, Scunthorpe, telephone 01724 330022 9am-4pm Monday-Friday. An open drop in service is available Monday afternoons from 1.30pm.
Information for patients and visitors

Age UK North Lincolnshire also provide general homecare advice and information on benefits to clients aged over 50 years and are contactable at 50 Holydyke Road, Barton upon Humber telephone 01652 636208 www.ageuk.org.uk/northlincolnshire

Community Advice Services provide welfare benefits and debt management advice and information. A drop in clinic is available 09.00 to 12.00 Monday to Friday. Support completing forms such as attendance allowance, personal independence payment and carers allowance is available by appointment – 10-16 Kent Street Grimsby telephone 01472 240256.

Citizens Advice for Grimsby and Cleethorpes patients offers welfare benefits advice, debt management advice as well as keep warm., eat well information for the over 60 age group. Phone advice line 08444 111 444 for further information.

Macmillan Information Centres at Diana Princess of Wales Hospital Grimsby and Scunthorpe General Hospital offer information and support if you are affected by cancer including information and signposting for benefits and finances.

The Carers Support Centre gives free advice on income and benefits. Based at Brigg telephone 01652 601973 www.carerssupportcentre.com

Support for children – If you have children who may benefit from the opportunity to explore their feelings, mixing with children in similar circumstances, please ask your dermatology specialist nurse for more information, or you can ring the Macmillan Social Worker on 01724 298000.

Macmillan Cancer Support provides practical, medical, emotional and financial support and campaign for better cancer care www.macmillan.org.uk

Scunthorpe Macmillan Therapy Team provides occupational and physiotherapy support (rehabilitation and equipment for the home). Telephone 01724 290620.

Grimsby Macmillan Survivorship Team provide 6 week living with and beyond cancer supported self-management programme, employment and financial support, weekly walking group and physical activity programmes. Telephone 01472 279662.

Cancer Research UK www.cancerhelp.org.uk

Maggie’s Centre’s – skin cancer UK support group www.maggiescentres.org/skincancer

Changing Faces – a charity that provide help and support for people and their families who are living with conditions, marks and scars that affect their appearance www.changingfaces.org

Changing Faces support service helpline: For emotional support and advice call 0300 012 0275

Skin Cancer Hub – information on to support prevention and early diagnosis www.swpho.nhs.uk/skincancerhub

Marie Curie – provide support to cancer patients and their families www.mariecurie.org.uk

Skin Cancer Foundation – patient information www.skincancer.org

Concerns and Queries
If you have any concerns / queries about any of the services offered by the Trust, in the
Information for patients and visitors

first instance, please speak to the person providing your care.

For Diana, Princess of Wales Hospital
Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01472) 875403 or at the PALS office which is situated near the main entrance.

For Scunthorpe General Hospital
Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01724) 290132 or at the PALS office which is situated on C Floor.
Alternatively you can email: nlg-tr.PALS@nhs.net

Confidentiality
Information on NHS patients is collected in a variety of ways and for a variety of reasons (e.g. providing care and treatment, managing and planning the NHS, training and educating staff, research etc.).

Everyone working for the NHS has a legal duty to keep information about you confidential. Information will only ever be shared with people who have a genuine need for it (e.g. your GP or other professionals from whom you have been receiving care) or if the law requires it, for example, to notify a birth.

Please be assured however that anyone who receives information from us is also under a legal duty to keep it confidential.

Zero Tolerance - Violent, Threatening and Abusive Behaviour
The Trust and its staff are committed to providing high quality care to patients within the department. However, we wish to advise all patients / visitors that the following inappropriate behaviour will not be tolerated:

- Swearing
- Threatening / abusive behaviour
- Verbal / physical abuse

The Trust reserves the right to withdraw from treating patients whom are threatening / abusive / violent and ensuring the removal of those persons from the premises.

All acts of criminal violence and aggression will be notified to the Police immediately.

Risk Management Strategy
The Trust welcomes comments and suggestions from patients and visitors that could help to reduce risk.

Perhaps you have experienced something whilst in hospital, whilst attending as an outpatient or as a visitor and you felt at risk.

Please tell a member of staff on the ward or in the department you are attending / visiting.

Moving & Handling
The Trust operates a Minimal Lifting Policy, which in essence means patients are only ever lifted by nursing staff in an emergency situation.

Patients are always encouraged to help themselves as much as possible when mobilising, and if unable to do so, equipment may be used to assist in their safe transfer.

If you have any questions regarding moving and handling of patients within the Trust, please speak to a member of staff in the ward or department you are visiting.

For more information about our Trust and the services we provide please visit our website: www.nlg.nhs.uk