

Urology Oncology Service

Surgery & Critical Care 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.



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Information for patients and visitors

Urology Oncology Nursing Team

We are Clinical Nurse Specialists (CNS) for urology having undertaken further studies to develop specialist knowledge. Between us we have an extensive nursing background. 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 urology Surgeons based at Diana, Princess of Wales Hospital, Scunthorpe General Hospital and Goole & District Hospital who specialise in urology oncology
- Consultant medical oncologist specialising in urology and working at Scunthorpe General Hospital, Diana, Princess of Wales Hospital and Castle Hill Hospital in Hull
- Secretaries at Scunthorpe General Hospital
- Cancer Tracking Service personnel at Grimsby and Scunthorpe

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 North East Yorkshire and Humber Clinical Alliance (Cancer) such as X-ray specialists and pathologists, advanced nurse practitioners, ward, 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 urology 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

The nurse specialists are available Monday to Friday, but not weekends or bank holidays. They support the clinics at Scunthorpe, Grimsby and Goole as well as being available if needed on the urology wards.

The Scunthorpe based CNS is contactable on:

01724 387720

The Grimsby based CNS is contactable on:

01472 875422



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Messages for the CNS team can be left on the voicemail of above numbers and we endeavor to respond timely to these.

Emergency

Out of hours it is recommended that you contact your own General Practitioner, the GP out of hours service, A&E or the ward from which you were discharged.

Useful telephone numbers

Scunthorpe secretary - 01724 387729

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 lymphedema.

To help with the prevention of lymphoedema patients are offered preventative advice and information on this condition, as symptoms can occur any time following your surgery / radiotherapy and this 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 urology 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.

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.

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 09.00-12.00 Monday-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 Centre's 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 Macmillan Cancer Survivorship Support Team. Phone 01472 571276

The Carers Support Centre give 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 urology specialist nurse for



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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

Cancer Research UK
www.cancerhelp.org.uk

Fight Bladder Cancer
www.fightbladdercancer.co.uk

Prostate Cancer Charity
procaslincsandhumber@gmail.com

Useful Links

The Orchid Appeal

Cancer Backup

Kidney Cancer Appeal

Testicular Cancer Appeal

www.pennbrohncancercare.org

www.maggiescentres.org

www.relate.org.uk

www.sds.uk.net

www.cancerblackcare.org.uk

www.itsgoodtotalk.org.uk

Concerns and Queries

If you have any concerns / queries about any of the services offered by the Trust, in the 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.



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Information for patients and visitors

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.

Northern Lincolnshire and Goole NHS Foundation Trust

Diana Princess of Wales Hospital
Scartho Road
Grimsby
01472 874111

Scunthorpe General Hospital
Cliff Gardens
Scunthorpe
01724 282282

Goole & District Hospital
Woodland Avenue
Goole
01405 720720

www.nlg.nhs.uk

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