

Information for patients and visitors

Skin Cancer Clinical Nurse Specialist Service Including Information on Holistic Needs Assessment

**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 you may have.**



Information for patients and visitors

Skin Cancer Clinical Nurse Specialist Team

This leaflet is about your skin cancer clinical nurse specialists, how they can help and support you during your care and how you can get in touch with them when you need to. It also discusses the Holistic Needs Assessment which is part of the Recovery Package.

We are nurses with specialist Dermatology knowledge who are here to support you through your diagnosis and follow up. We have been identified as your key worker and your first point of contact if you have any questions/ queries regarding your care or treatment.

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

We work alongside the Consultant Dermatologists at Northern Lincolnshire and Goole Hospitals covering all three trust sites, but we are also part of a much larger team of many different disciplines and professionals known as the multidisciplinary team (MDT).

The MDT work within the Humber, Coast and Vale Cancer Alliance and consists of 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.

Your named consultant dermatologist is:

Your key worker / specialist nurse is:

Availability

We work Monday to Friday 8.30 till 4.30pm, not weekends or bank holidays. We are available to contact on our direct line on **03033 302863**

Do not worry if we are not available to answer the phone; please leave us a message on the answerphone service provided. These messages are checked daily and we will return your call as soon as possible.

How We Can Help

We appreciate what a difficult and confusing time this can be for you. We will offer a supportive and continuing link through all areas of your dermatology care. This includes:

- helping you 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
- offer you a Holistic Needs Assessment (HNA)



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It can make things less worrying when you talk to someone who has the time to listen, can answer your questions knowledgeably and can address any unmet health needs as a consequence of your cancer diagnosis.

Emergency

Out of hours it is recommended that you contact your own General Practitioner.

Holistic Needs Assessment

For some people who have skin cancer the treatment is simple and getting back to their normal life is relatively easy. However for others, having skin cancer and the treatment involved can affect every part of their lives. That's why we offer a Holistic Needs Assessment.

This is an informal discussion with one of our specialist nursing team, either face to face or over the telephone so that we can support you with any issues throughout your care. It will give you the opportunity to raise any personal concerns or worries you may have. We can then form a plan of care together to give you the help and support you need.

You and your GP will be provided with a copy of the assessment and plan of care. A copy will be filed in your medical notes.

When might this happen?

You may be offered this assessment around the time of your diagnosis, at the end of your treatment, or your health care professional may suggest this discussion at other points during your care. You can also request this discussion at any time by contacting your key worker if you require further information or support.

Useful Contacts and Services

Dermatology appointments

03033 306542 Monday - Friday 9am - 5pm

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. Details of contacts and conversations are all confidential.



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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 03033 302489 (for Scunthorpe and Goole patients) or Grimsby 03033 303968.

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 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. The contact number is 03033 305372.

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

Support for Children – please ask your Dermatology Specialist 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



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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.mariecure.org.uk

Skin Cancer Foundation – patient information
www.skincancer.org

Patient Advice and Liaison Service (PALS)

The Patient Advice and Liaison Service offers confidential advice, support and information on any health related matters.

If you have a comment, concern, complaint or compliment about the care or service you have received from the Trust you can contact the PALS team as follows:

Telephone: 03033 306518

Email: nlg-tr.PALS@nhs.net

There are also offices at both the Diana Princess of Wales Hospital (near the main entrance) and Scunthorpe General Hospital (on the C Floor, near the outpatient department), should you wish to visit.

Please note: PALS should not be contacted for clinical advice relating to the content of this leaflet. The service should be contacted directly in the first instance.

Confidentiality and How We Use Data

Personal information on NHS patients is collected and recorded within paper and electronic formats primarily to support high quality care that is safe and effective. To do this, information is also used to support quality improvement activities, investigate any concerns you may raise as well as to support and understand NHS performance. All NHS staff have a legal duty to keep information about you confidential.

Information will only ever be shared with people who have a genuine need for it. Other circumstances where information may be shared include administrative teams to plan future care needed, commissioners of Trust services, other NHS or social care providers and in some cases voluntary sector providers.

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



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- Threatening / abusive behaviour
- Verbal / physical abuse

The Trust reserves the right to withdraw from treating patients who 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.

Northern Lincolnshire and Goole NHS Foundation Trust

Diana Princess of Wales Hospital
Scarcho Road
Grimsby
DN33 2BA

Scunthorpe General Hospital
Cliff Gardens
Scunthorpe
DN15 7BH

Goole & District Hospital
Woodland Avenue
Goole
DN14 6RX

03033 306999

www.nlg.nhs.uk

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