

## Useful contact numbers

Head and Neck Clinical Nurse Specialist (Key worker)	020 8539 5522 ext 6926 Bleep 968
Secretary for Lead Clinicians	020 8539 5522 extension 5705
Macmillan Dietician	020 8539 5522 extension 5773
Nutrition Nurse	020 8539 5522 extension 5773 Bleep 959
Speech and Language Therapist	020 8539 5522 extension 5308
Macmillan Cancer Information Officer	020 8535 6790
Whipps Cross University Hospital	020 8539 5522
Head and Neck Clinical Nurse Specialist at St Bartholomew's Hospital	020 7601 7353

## Head and Neck Cancer Multidisciplinary team

### CANH&N1

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### Cancer Services

## **An Introduction to the Head and Neck Cancer Multidisciplinary Team**

This leaflet contains information about the team who will be looking after you and aims to help you understand more about the services available to you.

All the health professionals involved in your treatment will meet as a specialist multidisciplinary team to agree a treatment plan for you.

Every team works by following national guidelines or rules on how they should work with you, each other, your GP and other specialist services.

## **If you have a comment or complaint**

We welcome your views on the care we provide as this can help us make improvements.

## **Patient advice and liaison service (PALS)**

Provides patients and carers with assistance to sort out problems and concerns. Working within the hospital, they are ideally located to liaise directly with clinicians and other staff to deal quickly with issues raised. You can contact PALS on 020 8535 6767 or extension: 6282

## **Complaints**

If you are unhappy with any aspect of your care please speak to a member of the team; this allows staff to address your concerns. If you wish to make a formal complaint it is important to do so as soon as possible following the event. Please put your complaint in writing to:

The Complaints Manager, Whipps Cross University Hospital,  
Leytonstone, London, E11 1NR or e-mail  
[complaints@whippsx.nhs.uk](mailto:complaints@whippsx.nhs.uk)

## **Interpreting Service/Language Support**

If you need an interpreter (including sign language) in hospital or at a clinic appointment, please ask the team looking after you to arrange this.

## **Confidentiality and data protection**

All aspects of information regarding your personal details, tests, diagnosis and treatment plan will be treated in a confidential manner.

Only members of the multidisciplinary team and other health professionals will have access to information about your diagnosis and treatment.

Any information that is shared with national organisations such as the Department of Health for clinical audit purposes is sent without your personal details.

This is in accordance with national data requirements and the Data Protection Act 1998.

The multidisciplinary team (MDT) is a specialist team of health professionals who meet once a week to discuss your diagnosis, care and treatment.

The team is responsible for:

- Deciding whether further tests are necessary.
- Diagnosing your condition.
- Discussing your treatment plan.
- Offering you written information about your care and treatment to take away.
- Keeping your GP up to date with your treatment and care.
- Informing you of local and national support services.
- Making appropriate referrals to specialist services.
- Collecting information and keeping good records.

The head and neck cancer multidisciplinary team is usually made up of the following members:

- **Lead Clinician**  
A consultant who takes responsibility for the service.
- **Surgeon**  
A consultant who specialises in performing the type of operations that may be needed to treat your condition.
- **Medical Oncologist**  
A consultant who specialises in the treatment of tumours with chemotherapy (drugs to treat cancer).
- **Clinical Oncologist**  
A consultant who specialises in the treatment of tumours, with chemotherapy (drugs to treat cancer) and radiotherapy (x-rays that destroy cancer cells).
- **Radiologist**  
A consultant who specialises in interpreting tests such as x-rays and Computerised Tomography (CT) scans.

## Information and Support

During normal working hours please contact your key worker Monday to Friday (excluding bank holidays) 9am-5pm.

See the back page of this leaflet for their details and a list of further contacts. If you need advice about your treatment or its side effects outside normal working hours, please contact your GP or NHS Direct on 0845 46 47.

## Macmillan Cancer Information and Support Service

You can also contact the Macmillan Cancer Information Officer at Whipps Cross Hospital on 0208 539 5522 extension 5686 for information and support on any aspect of living with cancer.

## Financial advice

You may be entitled to financial assistance such as help with travel costs and the cost of prescriptions. Ask your key worker for further information or contact the Macmillan Cancer information officer.

## **Treatment for head and neck cancers**

Head and neck cancers can be treated with surgery, radiotherapy and chemotherapy. Sometimes one or more of these treatments are used

### **Surgery**

Surgery for head and neck cancer takes place at St Bartholomew's Hospital or Whipps Cross University Hospital.

### **Radiotherapy**

Radiotherapy is the use of high energy x-rays to treat disease. Radiotherapy is given at St Bartholomew's Hospital where the treatment machines are based.

### **Chemotherapy**

Chemotherapy is the use of anti-cancer drugs to destroy cancer cells. Chemotherapy is offered at St Bartholomew's Hospital.

- **Histopathologist**

A consultant who looks at tissue samples under a microscope to diagnose cancer.

- **Speech and Language Therapist**

A speech and language therapist (SALT) assesses and treats speech, language and communication problems in people of all ages to enable them to communicate to the best of their ability. They may also work with people who have eating and swallowing problems.

- **Macmillan Dietician**

A dietician is an expert on diets and food. A dietician can work with you to ensure that you get all the nutrition your body needs. This is particularly important when your illness or treatments affect your appetite. The dietician works closely with the nutrition nurse and the speech and language therapist (SALT).

- **Nutrition Nurse**

A skilled nurse who works closely with the Macmillan dietician to support people who are having difficulties eating and drinking as a result of their diagnosis or treatments. Generally the nutrition nurse is particularly involved if a person needs a feeding tube to help them during their treatment.

- **Head and Neck Clinical Nurse Specialist**

A nurse with specialist training in caring for patients with cancer of the head and neck. They will provide you with information, advice and support during your diagnosis and treatment.

A **key worker** is a member of the multidisciplinary team who you can contact to talk about your cancer, care and treatment. Your 'key worker' can be any member of the team but is usually the Nurse Specialist. Your key worker may change according to where you are having your treatment but you will be told when this happens.

- **Multidisciplinary Team (MDT) Co-ordinator**

The MDT Co-ordinator is responsible for providing administrative support to the multidisciplinary team. They also help ensure a timely journey from referral to treatment.

- **Palliative Care Nurse Specialist**

A doctor or specialist nurse who provides specialist advice on symptom control when cancer cannot be cured.

- **Research nurse**

A nurse who supports patients taking part in clinical trials. If appropriate you may be referred to a research nurse for information about a clinical trial.

- **Spiritual/Pastoral Care Team**

Are available to listen and support people whatever their beliefs or background, as well as providing religious service and advice. For further information contact the team on 020 8539 5522 extension 5005.