

Patients, relatives or visitors complaints

If you have a complaint, in the first instance, please approach service management as soon as possible to try and resolve your concerns.

Formal complaints

If you are still unhappy and wish to make a formal complaint you need to write to:

Complaints Manager, Whipps Cross University Hospital,
Leytonstone, London, E11 1NR

The complaint will then be formally investigated and you will receive a full written reply from the Chief Executive. We try to do this within four weeks of receiving the complaint. Where there are good reasons why this cannot be achieved, you will be kept informed of progress.

CANBRE02

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Patient Information Leaflet

Breast Cancer Multidisciplinary Team

Cancer Services

Welcome to the Breast Cancer Multidisciplinary Team

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

During your outpatient appointment, the doctor will have reviewed your condition and symptoms. You may also have undergone some tests.

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

The team will meet when they have the results from your tests and will propose a treatment plan following clinical guidelines.

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

Useful Contact Numbers

Lead Clinician	020 8535 6622
Secretary	020 8535 6622
Consultant Oncologist	020 8535 6655
Secretary	020 8535 6655
Clinical Nurse Specialist (Key Worker)	020 8539 5522 Ext 5229 or 6178
MDT Coordinator	020 8539 55522 Ext 6156
Whipps Cross University Hospital NHS Trust - main switchboard	020 8539 5522
The Royal London Hospital	020 7377 7000
Other Useful Contacts	

Will my data be protected?

Yes. 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 Data Protection Act 1998.

Where can I get more information?

Contact your key worker for information about your cancer, treatment and local and national support services. If you need any of these details written down for you, please ask.

The multidisciplinary team will work with you to decide your diagnosis, care and treatment.

The team is responsible for:

- Deciding 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.
- Offering you the opportunity to request a second opinion about your diagnosis and treatment plan.
- Informing you of local and national support services.
- Deciding whether further tests are required.
- Making appropriate referrals to specialist services.
- Collecting information and keeping accurate records.

The Breast 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.

- **Plastic Surgeon**

A consultant who uses surgical techniques to change the appearance of the breast. These can include both cosmetic improvements to the breast as well as reconstructive operations.

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 for you.

Will my confidentiality be protected?

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

Only members of the Breast Cancer Multidisciplinary Team and other health professionals involved in your treatment will have access to information about your diagnosis and treatment.

Chemotherapy

If you require chemotherapy as part of your breast cancer treatment. Chemotherapy is offered at St Bartholomew's Hospital.

Whom should I contact for advice and support?

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

See page 11 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.

Financial advice

If you are on 'low income' you may be entitled to free prescriptions and reimbursement of fares to hospital. For further information ask your key worker.

- **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 destroys cancer cells).

- **Radiologist**

A consultant who specialises in diagnosing cancer from tests such as x-rays and Computerised Tomography (CT) scans (these are a specialised type of x-ray used together with a computer).

- **Histopathologist**

A consultant who specialises in working out the type of cancer you have from tissue samples.

- **Clinical Nurse Specialist**

Is a nurse skilled in caring for patients with your kind of cancer. They will provide you with information, advice, and support during your diagnosis and treatment and is usually your key worker during treatment at the hospital.

A key worker is a member of the Breast Cancer multidisciplinary team who you can contact to talk about your care/treatment or other matters. 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 Coordinator/ Navigator**

Someone who co-ordinates the multidisciplinary team meetings and makes sure your appointments are made and your records are accurate and up to date.

Other specialists may join the team from time to time.

- **Non- Core Member : Spiritual/Pastoral Care Team**

Is 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.

Treatment

This may include some or all of the following: surgery, radiotherapy and chemotherapy. Some of these treatments may not take place at this hospital.

Surgery

Surgery for most breast cancer patients takes place at this hospital. Reconstructive surgery takes place at Bloomfield Hospital, in Chelmsford, Essex.

Radiotherapy

If you require radiotherapy (x-ray treatment to the breast) treatment is offered at St Bartholomew's Hospital. This is a specialist cancer treatment centre, which has the correct machines that are used for this type of treatment.