

### **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.

**CANHAE02**

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## Patient Information Leaflet

# Haematology

# Multidisciplinary Team

## Cancer Services

## Welcome to the Haematology 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.

During your outpatient appointment, the doctor has 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 (MDT) 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

Consultant Haematologist & Registrars (via switchboard)	020 8539 5522
Consultant Haematologist Secretary	020 8535 6687
Medical Day Unit	020 8539 5522 ext 5739
Multidisciplinary Team Coordinator	
Whipps Cross University Hospital NHS Trust - main switchboard	020 8539 5522
The Royal London Hospital	020 7377 7000
Other useful numbers: Haematology Cancer Nurse Specialist (Key Worker)	

**Will my confidentiality be protected?**

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

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

**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 MDT 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

- Collecting information and keeping accurate Records.
- Making appropriate referrals to specialist services.

The Haematology Multidisciplinary Team (MDT) is usually made up of the following members:

- **Lead Clinician**  
Takes responsibility for the service. In your case, it will be the Consultant Haematologist.
- **Surgeon**  
A consultant who specialises in performing the type of operations that may be needed to treat your condition (for example lymph node removal).
- **Medical Oncologist**  
A consultant who specialises in the treatment of tumours with chemotherapy (drugs to treat cancer).

### **Financial advice**

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

### **Interpreting Service/Language Support**

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

### **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.

- **Radiotherapy**

If you require radiotherapy (x-ray treatment to the tumour) 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.

- **Chemotherapy**

Chemotherapy is offered at Whipps Cross University Hospital NHS Trust or St Bartholomew's Hospital as part of your treatment.

### **Who should I contact for advice and support?**

During normal working hours please contact your key worker Monday to Friday (excluding bank holidays) 8.30am to 5.00pm. 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.

- **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 looks at tissues sample under a microscope.

- **Haematology Clinical Nurse Specialist**

Is a nurse with specialist training in caring for patients with your kind of cancer. They will provide you with information, advice and support during your diagnosis and treatment.

- **Key Worker**

Your 'key worker' can be any member of the team but is usually the Nurse Specialist. A 'key worker' is a member of the multidisciplinary who you can contact to talk about your care, treatment or other matters.

Your key worker may change according to where you are having your treatment but you will be told when this happens.

- **Multidisciplinary Team 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.

- **Palliative Care Nurse Specialist**

Helps you cope with the cancer and its treatment, so you can live as well as possible with the effects of the disease.

**Additional Team Member:**

- **Spiritual/Pastor 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 Whipps Cross University Hospital NHS Trust.

- **Surgery**

Surgery for patients with haematology cancer takes place at Whipps Cross University Hospital NHS Trust, St Bartholomew's Hospital or the Royal London Hospital.

