

### **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.

**CANSKIN02**

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## Patient Information Leaflet

# Skin Cancer

# Multidisciplinary Team

## Cancer Services

## Welcome to the Skin Cancer Multidisciplinary Team

This leaflet will:

- Tell you about the team who will be looking after you
- Help you understand more about the services available to you

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 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

Whipps Cross University Hospital NHS Trust (main switch board)	020 8539 5522
Lead Clinician for Skin Cancers	020 8539 5522 ext 5097
Other consultants:	020 8539 5522 ext 5135/ 5248
Consultant's Secretary	020 8539 5522 ext 5135
Nurse Specialist (Key Worker)	020 8539 5522 ext 6227
Multidisciplinary Team Coordinator	020 8539 5522 ext 6156
Spiritual/Pastor Care Team	020 8539 5522 ext 5005
The Royal London Hospital	020 7377 7000

**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.

**Will my confidentiality be protected?**

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

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

The multidisciplinary team will be responsible for:

- Deciding your treatment plan.
- Offering you written information about your care and treatment.
- 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.

Your consultant or other health professional will keep your GP informed of your care whenever there is a change in your treatment.

The skin cancer multidisciplinary team is usually made up of the following members:

- **Dermatologist**

A doctor who diagnoses and treats diseases of the skin, hair and nails and will treat most types of skin cancers.

- **Histopathologist**

A doctor who tests skin samples under a microscope to diagnose cancer.

- **Dermatology Clinical Nurse Specialist**

A nurse who looks after patients with skin cancer and gives information, advice, and support during diagnosis and treatment. This nurse is your key worker during treatment at the hospital.

## **What other advice and support can I get?**

### **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 the team looking after you to arrange for you.

### **Where can I get more information about my skin cancer?**

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

## **Chemotherapy**

Conventional chemotherapy is not routinely needed for skin cancer. However, there are some creams licensed for skin cancer and may be prescribed to treat your condition.

Your dermatologist will give you specific information and instruction on how to use these creams

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

During normal working hours please contact your key worker Monday to Friday (excluding bank holidays) 9am to 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 4647.

- **Multidisciplinary Team Coordinator/Navigator**  
Someone who co-ordinates the skin cancer multidisciplinary team meetings and makes sure your appointments are made and your records are accurate and up to date.

Depending on your individual needs and symptoms we might refer you to other members of the multidisciplinary team:

- **Surgeon**  
A doctor who carries out certain operations that you might need to treat your skin cancer.
- **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).

- **Palliative Care Nurse Specialist**

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

- **Spiritual/Pastor Care Team**

Is available to listen to 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.

### **What is a 'Key Worker'?**

A 'key worker' is a member of the 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 Dermatology Clinical Nurse Specialist.

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

### **Which treatments will I be having?**

#### **Surgery**

Most skin cancers can be cured with simple surgery. Your dermatologist will arrange the surgery which will usually be done at this hospital.

If more advanced surgery is needed, we might refer you to the Royal London Hospital in Whitechapel.

#### **Radiotherapy**

If you need radiotherapy we will refer you to St Bartholomew's Hospital in London.

This is a specialist cancer treatment centre, which has the correct machines that are used for this type of treatment.