

### **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.

**CANUGI02**

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## Patient Information Leaflet

# Upper Gastrointestinal Cancer Multidisciplinary Team

## Cancer Services

## The Upper Gastrointestinal 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.

Each type of cancer, or group of cancers, has its own specialist multidisciplinary team. The team consists of doctors, nurses and a team co-ordinator.

Our team looks after patients with cancer in a number of different organs. We commonly look after patients with oesophageal, stomach and pancreatic cancer, although we do also look after patients with cancer of the duodenum, liver, gallbladder and bile duct.

Your investigations and treatment advised might vary, depending on where the tumour is.

## Further contact numbers

Hepatobiliary Surgeons (at Royal London Hospital)	020 7377 7000 ext 2729 020 7377 7791 020 7377 7439
Hepatobiliary Surgeon	020 8539 5522 ext 7439
Consultant Radiologist	020 8539 5522 ext 5117
Clinical Oncologists	020 7601 8350 or 8355
Medical Oncologists (at St Bartholomew's Hospital)	020 7601 7460
Histopathologist	020 8539 5522 ext 5162
Palliative Care Consultant	020 8539 5522 ext 5288
The Margaret Centre	020 8539 5522 ext 5288

### Useful contact numbers

Whipps Cross University Hospital NHS Trust	020 8539 5522
Upper Gastrointestinal Cancer Nurse Specialist	020 8539 5522 ext 5914
Consultant Gastroenterologist (Lead Clinician)	Ext 5066
Multidisciplinary team Coordinator	Ext 6907
Consultant Gastroenterologists	Ext 6588 or 6589 020 8535 6706 020 8535 6416 020 8535 6706
Upper Gastrointestinal Surgeon (at Royal London Hospital)	020 7377 7791

### Referral

You may have been referred to the team by your GP or other hospital consultants. You may also have been referred via the two-week referral system. This enables those with suspected cancer to move quickly through the system.

### Assessment - Diagnostic Tests

There are a variety of tests that can diagnose cancer. The tests you will undergo will depend on what symptoms you have.

Commonly used tests include:

- Gastroscopy
- Ultra Sound Scan
- CT Scan
- Endoscopic Ultrasound
- Endoscopic Retrograde Cholangiopancreatography (ERCP)

*See glossary on page 13*

Some tests assess how far the cancer has spread. This process is called 'staging'.

## **Multidisciplinary Team**

This team is a specialist team of health professionals which includes medical consultants, surgeons, oncologists, radiologists and histopathologists, as well as both specialist gastroenterology nurses and a palliative care nurse.

Together they decide your diagnosis, care and treatment.

The multidisciplinary team is responsible for:

- Agreeing a treatment plan with your specialist doctor
- Offering you written information about your care and treatment
- Deciding what further tests you need to undergo
- Formulating your treatment plan

## **Multidisciplinary Team meeting**

The results of your tests are discussed at a weekly multidisciplinary team meeting using a video link with St Bartholomew's Hospital and The Royal London Hospital.

They are used to hold the affected part open to allow either the passage of food or the drainage of bile depending on where the tube is placed.

## **Ultrasound scans**

An ultra sound examination obtains a picture of the inside of the body without the use of x-rays.

It uses high frequency sound waves, which are transmitted through the skin and then reflected by the internal organs and structures.

These “echoes” form a picture on a screen, which can be examined for any abnormalities. Clear mineral oil or gel is put on the skin to help the transmission of the sound waves through the skin.

A small hand held instrument is then slid over your skin. It is usually a painless examination. Ultrasound is so safe that it is routinely used in pregnancy.

## **Oesophageal**

The oesophagus is the tube connecting the mouth to the stomach. It allows food to pass down to the stomach. This is sometimes known as the gullet.

## **Palliative care**

This involves treatment which relieves symptoms but does not cure disease.

## **Prognosis**

A [medical](#) term denoting the [doctor's prediction](#) of how a patient's [disease](#) will progress, and whether there is chance of recovery.

## **Radiotherapy**

This is the treatment of disease with x-rays.

## **Stents**

These are flexible tubes made from either plastic or mesh metal that can be used when a narrowing in the oesophagus, duodenum or bile ducts is found.

Our Upper Gastrointestinal Cancer Multidisciplinary team is usually made up of the following members:

- **Lead Clinician**  
A consultant who takes responsibility for the service.
- **Gastroenterologist**  
A consultant who has a particular interest in diseases of the gastrointestinal tract and liver.
- **Upper Gastrointestinal Nurse Specialist**  
A nurse with specialist training in caring for patients with upper gastrointestinal cancer. They provide you with information, advice, and support during your diagnosis and treatment.

The nurse specialist is your key worker during treatment at the hospital.

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 the nurse specialist.

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

- **Radiologist**

A consultant who specialises in reading x-rays and scans, and performing scans and other specialist x-ray techniques to diagnose cancer.

- **Histopathologist**

A consultant who looks at tissues sample under a microscope.

- **Oncologist**

A consultant who is a specialist in the treatment of tumours, with chemotherapy (drugs to treat tumours or cancer) and radiotherapy (x-rays that destroys cancer cells). They either are a Medical or Clinical Oncologist.

## **Endoscopic ultrasound**

This procedure combines both the endoscopy and the ultra sound scan.

An ultra sound attachment is connected to the endoscope to produce sound waves that create the visual images like that of which are seen during an ordinary ultra sound examination. It can provide the doctor with detailed pictures of the digestive tract.

## **Gastroenterology**

Is the speciality covering patients with diseases of the digestive system.

## **Gastroscopy**

This is also known as an upper endoscopy. This test allows the doctor to examine the lining of the upper part of your gastrointestinal tract. This includes the oesophagus, stomach and duodenum (first part of the small intestine).



Prior to the procedure the throat is numbed with special spray, a fine soft tube is then placed into one nostril to give a little oxygen during the test and an injection is given into a drip to make you very sleepy.

### **CT scans**

A CT scan is a specialised type of x-ray used to image the head or body in cross-section. It involves having to lie very still on a scanner couch that moves through the scanning machine. You may need some dye injected into a vein to highlight certain parts of the body, which would otherwise be difficult to see. Depending on the part of the body to be scanned, the scan can last from 10 to 30 minutes.

### **DS1500**

This form is completed by the consultant and is used to fast track through the administration process when applying for various benefits. The criteria for this are quite strict and unfortunately can only be used where the cancer is non-curative and prognosis is less than six months.

A **Medical Oncologist** is a consultant who specialises in diagnosing and treating cancer using chemotherapy.

A **Clinical Oncologist** is a consultant who specialises in both diagnosing and treating cancer by the administration of radiotherapy and chemotherapy.

- **Upper Gastrointestinal Surgeon**

A surgeon who specialises in surgery involving the oesophagus, the stomach and small intestine.

- **Hepatobiliary Surgeon**

A surgeon who specialises in surgery involving the liver, gallbladder or bile ducts.

- **Multidisciplinary Team Coordinator/Navigator**

Someone who co-ordinates the upper gastrointestinal cancer multidisciplinary team meetings. They make sure your appointments are made and ensure your records are accurate and up to date.

## **Additional Team Members**

- **Palliative Care Nurse Specialist**

A specialist nurse who helps you cope with the cancer and its treatment, so you and your family can live as well as possible with the effects of the disease.

- **Spiritual/Pastor Care Team**

Are available to listen to and support people whatever their beliefs or background. They also provide religious service and advice.

For further information contact the team on 020 8539 5522 extension: 5005.

Other specialists may also join the team for time to time.

## **GLOSSARY**

### **Chemotherapy**

This involves the treatment of disease with specific chemical drugs.

### **Endoscopy**

This is a minor procedure. Your throat is sprayed with local anaesthetic. You may be given a sedative to relax you. The doctor passes a small flexible tube called an endoscope, which has its own lens and light through your mouth to your stomach. We can see images on a television screen.

### **Endoscopic Retrograde Cholangiopancreatography (ERCP)**

This is an examination of the pancreas and bile ducts. It involves an endoscope being passed through the mouth, down in to the stomach and the upper part of the small intestine. Dye is injected down the endoscope so that the pancreas and bile ducts may be seen on x-ray films.



### **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.

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

During normal working hours please contact your key worker Tuesday to Friday (excluding bank holidays) 8.30am to 5.00pm. See page 19 of this leaflet for their detail and a list of contact numbers.

If you need advice about your treatment or its side effects outside normal working hours, please contact your GP or phone NHS Direct on 0845 46 47.

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

The treatment options depend on the specific type and position of the cancer.

**Stents** - Oesophageal and biliary stents are inserted at Whipps Cross University Hospital (see glossary page 16).

**Surgery** -You may be treated at Whipps Cross University Hospital or transferred to the Royal London Hospital.

**Radiotherapy and Chemotherapy** – This is carried out at St Bartholomew's Hospital usually as an outpatient.

### **Ongoing Support**

The Upper Gastrointestinal Cancer Nurse Specialists will offer ongoing practical and emotional support and education to you and your family. The nurse specialists can also provide you with contact numbers for local and national cancer organisations.



Your doctor or nurse may suggest that the palliative care team become involved.

### **Palliative Care Team**

The palliative care team is based in the Margaret Centre at Whipps Cross University Hospital. The team provides advice on symptoms, such as pain, emotional and psychological support. They can also help in facilitating discharge home or hospice care.

### **Financial advice**

If you are on 'low incomes' you may be entitled to free prescriptions and reimbursement of fares to hospital.

The Upper Gastrointestinal Cancer Nurse Specialists can assist you in obtaining extra finance through either Disability Living Allowance or Attendance Allowance.

To find out if you are eligible for these payments you will need to have a DS1500 form completed by your consultant and sent to the DSS/DWP.

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

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

### **Will my confidentiality be protected?**

Yes. All aspects of information regarding your tests, 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.



