

INFORMATION FOR PATIENTS

Haematology specialist nurse service

Contact numbers:

King's Mill Hospital: 01623 622515, extension 3081

Newark Hospital: 01636 685638

Please also use this number if you are not receiving chemotherapy but are experiencing problems, which your doctor or nurse previously advised you to make urgent contact about.

If you have any problems obtaining a reply on this number, please call ward 24 on 01623 672414.

Other useful contacts:

- **Macmillan Support Line**
Freephone: 0808 808 0000
Website: www.macmillan.org.uk
- **Myeloma UK**
Freephone: 0800 980 3332
Website: www.myeloma.org.uk
- **Lymphoma Action**
Freephone: 0808 808 5555
Website: www.lymphoma-action.org.uk
- **CLL Support Association**
Freephone: 0800 977 4396
Website: www.clisupport.org.uk
- **Blood Cancer UK**
Freephone: 0808 2080888
Website: www.bloodcancer.org.uk

Further sources of information

NHS Choices: www.nhs.uk/conditions

Our website: www.sfh-tr.nhs.uk

Patient Experience Team (PET)

PET is available to help with any of your compliments, concerns or complaints, and will ensure a prompt and efficient service.

King's Mill Hospital: 01623 672222

Newark Hospital: 01636 685692

Email: sfh-tr.PET@nhs.net

If you would like this information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call the Patient Experience Team on 01623 672222 or email sfh-tr.PET@nhs.net. This document is intended for information purposes only and should not replace advice that your relevant health professional would give you. External websites may be referred to in specific cases. Any external websites are provided for your information and convenience. We cannot accept responsibility for the information found on them.

If you require a full list of references for this leaflet, please email sfh-tr.patientinformation@nhs.net or telephone 01623 622515, extension 6927.

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Haematology specialist nurse (key worker)

This service provides support to all patients and their families with a suspected or confirmed diagnosis of haematological malignancy, and patients with various other haematological conditions.

The specialist nurse works very closely with the consultant haematologists and other healthcare professionals. Regular multidisciplinary team meetings are also held with the haematology and radiotherapy services at Nottingham University Hospitals NHS Trust.

The aim of the service is to provide support and continuity throughout treatment and care to achieve the best quality of life. Information is available to enable patients to make informed decisions about their treatment and care. It also involves close working with the Welcome Treatment Centre staff at King's Mill Hospital.

Your Haematology consultant is:

Your keyworker (Haematology nurse specialist) is:

Your nurse's primary aim is to support you, your family and carers, monitoring your progress and ensuring effective communication throughout all aspects of your care. This includes:

- Contact and support for you and your family (face to face and on the telephone).
- Assessment of your needs and planning care and support accordingly.
- Information and advice regarding your diagnosis and treatment, including the provision of information prescriptions and written information.
- Liaison with other professionals in the hospital and community.
- Advice/referral for benefits.
- Information about other sources of information and support groups.

If you require complex psychological, social, spiritual or cultural support you will be referred to other agencies, sometimes via your own GP.

Contacts

The specialist nurses are available:

- At King's Mill Hospital between Monday and Friday from 8.30am to 4.30pm (excluding bank holidays) on telephone 01623 622515, extension 3081.
- At Newark Hospital between Monday and Friday from 9am to 5pm, on telephone 01636 685638 or on the bleep system via switchboard on 01623 622515. Alternatively call switchboard on 01623 622515.

If the nurses are unable to take your call please leave a message and they will call you back as soon as possible.

If you require more **urgent advice in relation to the indications listed below**, there is a mobile phone held by a relevant member of staff, which is manned 24 hours a day, seven days a week. Please dial **01623 672434**.

Please only call this number if you are receiving (or have recently received) chemotherapy and any of the following apply:

- You feel unwell, have a temperature of 38° or higher, or feel cold, shivery or shaky.
- You have any pain or redness where your treatment was given (if it was given by injection or infusion).
- You are experiencing any other treatment side effects which are giving you concern.