

Nurse-led follow-up clinic for patients with colorectal cancer

Other formats

If you need this information in another format such as audio tape or computer disk, Braille, large print, high contrast, British Sign Language or translated into another language, please telephone the PALS desk on 01271 314090.

Who runs the clinic?

The clinic is run by the Clinical Nurse Specialist (CNS), who has specialist knowledge and skills in helping patients and their families affected by colorectal cancer.

The CNS works closely with all members of the team involved in your treatment and care, called the colorectal multi-disciplinary team, and can talk to them on your behalf. The CNS can also liaise with other professionals looking after you, including your GP and district nurse, to ensure that you receive the best advice and treatment.

What happens at the CNS-led clinic?

The CNS-led clinic takes place on various days of the week. You will have a 30- minute appointment, providing plenty of time to discuss your concerns or to explain any problems you may have. You may also need a blood test and possibly a rigid sigmoidoscopy (a look into the lower part of your bowel with a small scope). If you need further tests or examinations, the CNS will organise them for you. The CNS will also liaise directly with your consultant doctor, if necessary.

Why have I been referred to the CNS-led clinic?

Your consultant is satisfied that your condition is stable and that your ongoing care can be monitored at the CNS-led follow-up clinic. If the CNS has any concerns regarding your health, then they will have access to the consultant to discuss your case.

What if I have a problem?

If you have any medical problems when you are seen in the clinic, the CNS will arrange for you to see a doctor, usually on the same day.

The CNS will give you details of who to contact if you encounter any problems between appointments.

What if I need to change or cancel my appointment?

If you want to change your appointment date for any reason, please telephone your consultant's secretary on:

Mr Cartmell secretary: 01271 314114

Mrs Cross secretary: 01271 370285

Miss Beaton secretary: 01271 370241

Mr Arain secretary: 01271 370241

Further information

If you have any questions or concerns, or don't understand something you have been told, you can telephone the Clinical Nurse Specialist, who is available 8.30am-4.30pm Monday to Friday on **01271 322464**.

You may get through to an answer phone. Messages will be responded to as quickly as possible, although this may not be on the same day. Alternatively, you can email: karen.day1@nhs.net

If you have an urgent medical problem and the CNS is not available, please ring your GP surgery. If the surgery is closed, there will be an answerphone message telling you who you should get in touch with.

You may find it useful to use the space below to jot down any questions you want to ask when you come for your clinic appointment.

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PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or e-mail ndht.pals@nhs.net. You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

Have your say

Northern Devon Healthcare NHS Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

'Care Opinion' comments forms are on all wards or online at www.careopinion.org.uk.

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