

## **Frequently Asked Questions**

### **What is a 'Cancer key worker'?**

A 'Key worker' is offered as your key point of contact and usually will be a Colorectal Nurse Specialist. She helps you to understand more about bowel cancer and its treatment and is also available to talk through your concerns such as any physical, social, practical, emotional or spiritual needs. You will be allocated a Cancer key worker at the point of diagnosis or during your treatment.

### **What is a Holistic needs assessment? (HNA)**

The assessment focuses on you as a whole and not just your illness. It includes suggestions and support to help manage emotional, physical and practical worries.

The things you can discuss at the assessment are:

- Symptoms and physical concerns. You may feel anxious about your illness or about the changes in your body.
- Feeling and emotions. It can be helpful to discuss your reactions, especially if you are feeling very worried or low.
- Any relationship issues. It may be that the relationships you have with friends, your family or your partner have changed. Sexual relationships can be affected.
- Money worries, you may want to know more about financial help available to you.

The assessment may be carried out at various stages throughout your treatment. It is not compulsory but you may benefit from it.

It can take place over the phone or in person when you attend other appointments.

The nurse completing the assessment will be your key worker and known to you, they will be happy to talk about whatever issues are important to you.

The nurse can give you contact details of organisations or services that could help with your concerns, such as Macmillan benefits team or a dietitian.

You will be given a copy of the assessment. It may be shared with other members of the health care team if it will help with your care.

### **If I cannot make a stoma appointment what do I do?**

If you are unable to attend a stoma appointment, please contact the Colorectal Nursing team and we will reschedule this for you. Please phone as soon as you can so other patients can be allocated your cancellation.

### **What do I do if I have a problem with my stoma?**

You need to contact our Colorectal Nursing Team. If you experience abdominal pain, nausea or vomiting, passing blood, feeling generally unwell or are concerned about your general health please contact your GP or out of hours service.

### **I have some general stoma questions**

If you have general stoma questions please contact our Colorectal Nursing team or leave a message and we will call you back. Please leave your name, hospital or PID number and a brief description of the issue.

**Do we do a text messaging service?**

We can deliver a text message to your mobile or home phone to remind you of your forthcoming appointment. From time to time we will also be sending out a brief survey to gather patient experience to improve services. If you do not wish to receive reminder text messages then please let us know.

**I would like clarification on the treatment or diagnosis**

If you would like clarification on your treatment or diagnosis then please contact our Colorectal Nursing team. If we are unable to answer please leave a message and we will call you back. Please leave your name, hospital or PID number and a brief description of the issue.

**I have questions related to my Chemotherapy/Radiotherapy treatment**

If your questions are chemotherapy or radiotherapy related please contact us and ask for your cancer key worker. If your query is regarding oncology appointments or cancellations please contact your oncology secretary.

**I need to cancel or change my appointment with my consultant**

If you need to change or cancel your appointment with your consultant please contact the appointment line on 0121 424 1234.

**I would like to talk to my consultant**

If you would like to contact your consultant please phone the Colorectal Secretaries on the following numbers and they will relay any queries you have directly to your consultant.

Mr C Hendrickse	Tel: 0121 424 1427
Mr C Abraham Igwe	Tel: 0121 424 3230
Mr G Barsoum	Tel: 0121 424 4558
Mr D Bowley	Tel: 0121 424 1427
Mr D Browse	Tel: 0121 424 7008
Mr M Chapman	Tel: 0121 424 7008
Mr M Dilworth	Tel: 0121 424 4148
Mr S Fallis	Tel: 0121 424 9387
Mr A Hawash	Tel: 0121 424 2980
Mr S Karandikar	Tel: 0121 424 2435
Mr S Korsgen	Tel: 0121 424 9590
Mr D McArthur	Tel: 0121 424 2435
Mr T Raju	Tel: 0121 424 9590
Mr S Raman	Tel: 0121 424 2980
Ms V Swales	Tel: 0121 424 5558
Mr H Youssef	Tel: 0121 424 9387

**Oncologists**

Dr Baijal	Tel: 0121 424 7456
Dr Geh	Tel: 0121 424 1166



**University Hospitals Birmingham**  
NHS Foundation Trust