

## **Frequently Asked Questions**

### **What is a '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 your bowel condition, treatment options and is also available to talk through your concerns such as any physical, social, practical, emotional or spiritual needs. We are also Stoma Care Nurses. You will be allocated a Key worker at the point of seeing your surgeon or gastroenterologist.

### **Will I still be in contact with the Gastroenterologist or Inflammatory Bowel Disease (IBD) Team if I have bowel surgery?**

You will be allocated a Colorectal Consultant following your surgery or stoma formation; therefore any issues or queries regarding your bowel Surgery will be seen or dealt with by the Colorectal Consultant. If you still remain on any IBD treatment you will continue to see your Gastroenterologist separately from the Colorectal Consultant. We will guide you of who to contact depending on the issue you have at that time.

### **Why do I need to see you for counselling before my surgery?**

We will arrange to see you prior to your surgery to discuss bowel anatomy, stoma formation, management and lifestyle of living with a stoma. We will discuss and support you through your stoma journey and discuss with you how to change your stoma appliance. We will talk about your preparation for surgery, hints and tips to a speedy recovery. This will be your opportunity to ask questions relating to surgery or stoma care as you wish.

### **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 my treatment plans**

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 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 Consultant Secretaries on the following numbers and they will relay any queries you have directly to your consultant.

Colorectal Consultants

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

Gastroenterology Consultants

Dr M Mottershead	Tel: 0121 424 0435
Dr M Ahmed	Tel: 0121 424 9395
Dr M Andrew	Tel: 0121 424 7494
Dr A Daley	Tel: 0121 424 2766
Dr A Monga	Tel: 0121 424 7874



Dr T Ngatchu	Tel: 0121 424 0692
Dr R Polson	Tel: 0121 424 4549
Dr S Singh	Tel: 0121 424 9882
Dr N Sharma	Tel: 0121 424 2766
Dr P Wilson	Tel: 0121 424 0425
Dr V Giljaca	Tel: 0121 424 0425
IBD Nurse Specialist	Tel: 0121 424 0434