

Patient Information - The Role of the Colorectal Cancer Clinical Nurse Specialist

The Role of the Colorectal

Cancer Clinical Nurse

Specialist

Patient information leaflet

Cancer Services

Darent Valley Hospital

Darenth Wood Road

Dartford

Kent

DA2 8DA

01322 428100

www.dgt.nhs.uk

Author: Louise Rafferty

Title: Macmillan Lead Colorectal Clinical Nurse Specialist

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Who are we?

We are the Colorectal Cancer Nursing team located at Darent Valley Hospital, dedicated to caring for patients diagnosed with bowel or rectal cancer. Our team consists of four professionals:

- Louise Rafferty: Macmillan Lead Colorectal Cancer Clinical Nurse Specialist
- Samantha Searle: Macmillan Metastatic Colorectal Cancer Clinical Nurse Specialist
- Lisa Middleton:, Colorectal Cancer Clinical Nurse Specialist
- Michelle Lewis: Macmillan Cancer Support Worker

Our primary goal is to provide support to you and your loved ones throughout your treatment journey. This information leaflet outlines the various ways we can assist you now and in the future.

If you need advice or information

If you are looking for guidance or information, we are here to help with any questions regarding your illness, the tests you might need, and your treatment options. We will walk you through your treatment plan, explaining each step to ensure you fully understand what to expect. We can also provide you with informative booklets and details about various support services available to you and your family throughout your journey.

If you need a link between people

There will be a number of different health care providers involved in your care and we can help by being a 'link person' improving communication between them so that things run as smoothly as possible. We can explain their different roles and speak to any of them on your behalf if needed. There may be occasions when you need to be admitted to Darent Valley Hospital or have treatment at Maidstone Hospital. We work closely with the staff at both facilities to ensure seamless care and will continue to support you no matter where you receive treatment.

If you need help managing symptoms

There may be instances when your illness or its treatment leads to symptoms that are challenging to manage. Our responsibility is to support you in handling these issues, minimising their effect on your everyday life, and enabling you to maintain as normal a lifestyle as possible. This may involve us directing you to the most suitable healthcare professionals for assistance.

When you are at home

At home, you might experience a sense of isolation and hesitate to share your cancer diagnosis with your family, fearing it may be a burden. It is completely natural to have questions or to desire discussions and further information about your treatment, please feel free to reach out to us. Moreover, if you are noticing any troubling symptoms, do not hesitate to get in touch with us for assistance during business hours. We are here to help you determine the most appropriate course of action. However, if you feel your symptoms are an emergency we would urge you to attend A & E straight away.

If you family needs support

Those who love and care for you might need some support in dealing with their emotions regarding your illness or guidance on how to assist you effectively. Be sure to share this leaflet with them and encourage them to reach out for help.

Who else can help?

We can connect you with individuals or services who can provide more specialist guidance on financial matters, benefits, or any daily concerns that may be on your mind. Additionally, there are several other charitable organisations ready to offer you support and advice. You can find their information below.

Bowel Cancer UK

For general enquires call on 020 7940 1760. Open Monday to Friday 9am-5pm. Please note they do not provide clinical guidance. You can access their website at

www.bowelcanceruk.org.uk

Macmillan Cancer Support

The Macmillan Support Line can help with clinical, practical and financial information. Call 080 8808 0000, open seven days a week 8am-8pm or access their website at

www.be.macmillan.org.uk

Cancer Research UK

You can speak to their cancer nurses on 080 8800 4040, open Monday to Friday 9am-5pm. You can access their website at

www.cancerresearchuk.org

Maggie's

They have walk-in centres around the UK. Their website can be accessed at www.maggies.org

How to contact us

Our normal working hours are between 8:00am - 4:00pm Monday to Friday (excluding bank holidays)

We can be contacted on our direct telephone numbers 01322 428276 or 428867. If you feel you need to contact us urgently we can be bleeped via the hospital switchboard on 01322 428100 - bleep number 157.

Our email address is dgn-tr.colorectalcancernursingteam@nhs.net

We appreciate your understanding that there may be occasions when we are attending to patients in the clinic or on the wards, which may prevent us from answering your call right away. Please leave an answerphone message and we will return your call as soon as possible.

This leaflet has been developed in partnership with the Patient Information Group and our DGT Patient Partners

Patient Information

Further patient leaflets are available from the Dartford and Gravesham NHS Trust website: <https://www.dgt.nhs.uk/patients-and-visitors/patient-information-leaflets> Please ask a member of staff if you require information in another language or format.

Complaints, Comments, Concerns and Compliments

Please speak to the staff in the ward or department caring for you if you have any concerns or questions relating to your care or that of a loved one.

Compliments can be shared by visiting: <https://www.dgt.nhs.uk/contact-us/compliments>

Alternatively, please contact the Patient Advice and Liaison Service (PALS) on 01322 428382 Email: dgn-tr.PALS@nhs.net

Patient Property

Please do not bring large sums of money or valuable items into the hospital. Dartford and Gravesham NHS Trust accepts no responsibility for the loss or damage to personal property unless it is handed into Trust staff for safe-keeping.

Dartford and Gravesham NHS Trust operate smoke-free hospitals. This means that smoking is not permitted anywhere on hospital grounds. For help to quit smoking please visit www.kentcht.nhs.uk/service/one-you-smokefree/

Use of alcohol or illicit drugs is not permitted anywhere on the hospital site.
For drug and alcohol support please speak to your nurse or doctor or

Visit: www.changegrowlive.org/westkent/help

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