

Are there any other regular tests that I may need to have?

There will be regular blood tests, CT scans and endoscopies following the "London Cancer" 5 years Surveillance Protocol. The tests will be co-ordinated and arranged by the Whittington Health NHS Trust.

How the Helpline works?

At the end of your treatment, you will have a special consultation with your doctor and Colorectal Nurse. During this appointment, they will explain exactly how the Helpline works, teach you the signs and symptoms that you need to watch out for and give you the direct telephone number on which you can contact them with any symptoms or concerns.

If you need to ring this number, please leave a short message including your **name, hospital number and telephone number** on the answer phone. This is checked regularly from Monday to Friday between 0900 and 1700 and you will be phoned back by the Colorectal Nurse **within 1 working day**.

Your Colorectal Nurse will talk through with you the symptoms or concerns that you have and decide with you whether you need to be brought back into clinic or have any further diagnostic tests. If she feels this is necessary then you will be offered a clinic appointment within 14 days of phoning the Helpline.

Patient advice and liaison service (PALS)

If you have a compliment, complaint or concern please contact our PALS team on 020 7288 5551 or

whh-tr.whitthealthPALS@nhs.net

If you need a large print, audio or translated copy of this leaflet please contact us on 020 7288 3182. We will try our best to meet your needs.

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Welcome to Colorectal Cancer Supported Self-management Follow-up

Information for Patients

Helpline number: 0207 288 3865
Colorectal Nurse/s: 0207 288 5975



Why have you given me this leaflet?

- You have been given this leaflet to explain supported self-management follow-up.
- The Whittington Health NHS Trust has put this in place for patients who have been treated for colorectal cancer.

What is supported self-management follow-up?

- Supported Self-management is a new type of follow-up at Whittington Health NHS Trust.
- New System where “normal” test results are sent by post to the patients.
- Avoids unnecessary hospital appointments.
- If there are any concerns, then a hospital appointment will be arranged.
- GP also made aware.

Why has “supported self-management” been introduced?

- We have introduced supported self-management follow up as it has been shown to be better for patients.

- It means that you do not have to make unnecessary trips to the hospital at times when you are feeling perfectly well.
- Patients often find traditional clinical appointments are a source of anxiety.
- Patient will have the contact details to alert hospital Staff of any new symptoms.

Is Whittington Hospital the only hospital to have supported self-management follow-up?

No (although it may be called different things in different places). More and more hospitals across the country are changing the way patients are followed up after treatment for colorectal cancer. For example, Hillingdon and Addenbrookes Hospitals have ‘patient-led follow-up’, and have been rolling it out successfully for many years.

What information will I be given?

In addition to this leaflet, you will have a consultation at the end of your treatment and will be taught which specific symptoms you should report without delay to your Colorectal Nurse.

You will also be given written information on:

- Your diagnosis and medication;
- The treatment you have had and the possible side effects;
- Signs and symptoms to report;
- How to use the Helpline which gives you fast access to your Colorectal Nurse if you need it;
- The process you need to follow if you need to be booked back into clinic at any time in the future.

Will I still be able to access the colorectal service in the event of concerns?

- Yes. You can call either the dedicated Helpline on **0207 288 3865** (Wed-Fri) or the Colorectal Nurses on **0207 288 5975** (Mon-Fri) if you have any queries or problems, and you will be encouraged to do so.
- The Nurses’ line is monitored between **0900 and 1700** Monday to Friday and you will be called back by your Colorectal Nurse **within one working day with the plan of action.**