

Role of the upper GI (gastrointestinal) clinical nurse specialist

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.

What the service offers

This leaflet explains how the upper GI (gastrointestinal) clinical nurse specialist (CNS) can help you and your family.

With your agreement, the upper GI CNS will act as your key worker providing support, information and advice. The nurse's role is to co-ordinate your care and be a familiar face at the hospital who you can call on when needed.

The upper GI CNS works closely with the team of doctors and nurses on the wards and in the outpatient clinics.

The nurse can:

- Give information about the tests you may need and discuss what they involve
- Discuss your diagnosis and results, providing written information to back up what you have been told
- Provide emotional support and links with other professionals in the community for ongoing support at home, such as GPs, district nurses, hospice services, Care Direct (who can offer equipment and home care options to help stay independent) and the Depression and Anxiety Service
- Give information and advice about treatment options
- Provide a link for possible financial support
- Liaise with other professionals in the hospital
- Offer appointments in the nurse-led outpatient clinic
- Provide a link between hospitals where tests and treatments take place
- Ongoing follow-up support as needed

When people have left the hospital, they often have questions or need things to be explained further. The CNS is available to help at this time. If the CNS is unable to answer your questions, they can put you in touch with someone who can.

Who's who?

The upper GI clinical nurse specialists are Charlie Raymont and Jackie Morris, who are part of a team of people involved in your care. You will meet some of these but others will be working in the background to help gather information for your treatment.

Other members of the multi-disciplinary team (MDT) involved in your care who you may meet include consultant gastroenterologists, consultant surgeons, radiologists, histopathologists, oncologists and the palliative care team. Please ask if you are unsure what the roles of these professionals are.

How to contact the upper GI CNS

The upper GI CNS is based in Office 1, Seamoor Unit Corridor, North Devon District Hospital.

The service is covered from Monday to Friday 8.30 am – 4.30 pm by Charlie Raymont and Jackie Morris.

Charlie's contact number is **01271 314147**.

If the upper GI CNS is not available, please leave a message on the answerphone and the CNS will get back in touch. Alternatively you could contact your consultant secretary via the hospital switchboard.

You can also call the switchboard on **01271 322577** and ask for the upper GI CNS to be bleeped on **311/461**.

Further information

The upper GI CNS also runs a support group for patients and carers in Barnstaple on alternate months, which are very well attended. For more information about the group, please contact the CNS. She will be very happy to give you details about the next meetings and access to 'Moving On' sessions, a health and wellbeing course.

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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