

Haematology Lifestyle & Wellbeing Appointments

Following your recent cancer diagnosis or if you are starting a new line of treatment you will be invited to a lifestyle and wellbeing appointment.

This is a conversation, usually with your cancer support worker, who works as part of the nurse specialist team to support you to access to all the lifestyle, health and wellbeing support you need.

At the appointment you will have the opportunity to discuss any practical, emotional, relationship, spiritual and physical concerns that you have. You and your cancer support worker will make a care plan if needed that addresses these.

We use an electronic system which means all your hospital care providers are able to access your most up to date information. This will also be sent to your community team if involved and your GP

Where to go for the appointment

Your initial appointment is usually face to face, followed by a telephone follow up a few months later.

For face to face appointments, please come to the Haematology reception (Area R, level 1). Please allow 30 minutes for the appointment. If you'd like to bring someone with you to the appointment please do. If you need any adjustments in order to attend the appointments please let us know.

Details of how to access the service

You will automatically be referred for these appointments following a recent cancer diagnosis or starting a new line of treatment. These appointments are part of a national cancer services agenda known as personalised care and support, with the aim to improve your quality of life and wellbeing following a cancer diagnosis or during treatment.

Prior to the appointment

In advance of the appointment you will be sent a questionnaire to complete via MyChart or a paper copy will be sent to you in the post. Please complete the questionnaire prior to the appointment via MyChart or bring this with you to the appointment. If you're not sure how to complete the questionnaire we can complete it together at the appointment. If you do not have access to MyChart and would like to obtain access you can also request this during the appointment.

Who's who

Your appointment is usually held with your cancer support worker. You can find the name of your cancer support worker on the nurse specialist contact card. They work closely with your nurse specialist as part of the team to ensure you have access to the support you need following a cancer diagnosis or whilst receiving treatment. They help you identify concerns affecting your wider wellbeing and lifestyle (not just focusing on medical concerns).

Your cancer support worker is:

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How often do you need to attend?

You will usually be invited to an initial appointment near to your diagnosis/start of treatment and a further follow up appointment a few months later. If you need support in the meantime you can contact your cancer support worker via the nurse specialist team phone (01392 402879).

Who to contact if you cannot attend?

Please ring our admin team: **01392 406204**.

Who to contact if you have any more questions?

Please contact the Haematology nurse specialist team for further information: **01392 402879**.

Useful Key contacts

Community Bloods Team

01395 519922

Patient Advice Line (Non-urgent)

01392 402876 (Answerphone)
Monday to Friday, 08:00-17:00

Day Case Appointment Queries

01392 406181

Outpatient Clinic Appointment Queries

01392 402856
Monday to Friday, 09:00-17:00

IF YOU ARE UNWELL & NEED TO SPEAK TO A NURSE URGENTLY CALL

07825 401059
24 hours a day including weekends and bank holidays

Weekend Triage Nurse

0777 082 6034
(Weekends and bank holidays 09:00-17:00)

Haematology Clinical Nurse Specialists

01392 402879
(Monday to Friday 08.00 -18:00)
07769882013

This information can be offered in other formats on request, including a language other than English and Braille.

RD&E (Eastern Services) main switchboard: 01392 411611 NDDH (Northern Services) main switchboard: 01271 322577

For Royal Devon services log on to: <https://royaldevon.nhs.uk>

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