

Cancer services

Nurse-led renal cancer telephone surveillance clinic

Information for patients, families and carers

Introduction

This leaflet is designed to give you information about our nurse-led renal cancer surveillance clinic. We hope that it will answer some of the questions that you and those important to you may have. This leaflet is not meant to replace the discussion between you and your medical team but aims to help you understand more about what is discussed. If you have any questions or concerns, then please contact your clinical nurse specialist (CNS) via the Macmillan Cancer Navigator Service.

What does renal surveillance look like?

Renal surveillance after surgery will vary person to person, but it is usually for between 5-10 years.

Nurse-led clinics are run by experienced and skilled nurses who are supervised by a consultant oncologist. Nurse-led services have been in operation for many years across the NHS and many people will be familiar with such services, for example in their local GP surgeries.

In our nurse-led surveillance clinic, you will receive regular telephone follow up appointments with your CNS. Your follow up will also involve blood tests, CT scans, ultrasound scans, x-rays at timely intervals. Your CNS will discuss with you at your telephone follow up appointment what specific tests will be requested to take place prior to your next appointment.

Why am I being placed on nurse-led surveillance?

Your type of renal cancer diagnosed and stage, determine your follow up schedule and investigations. Regular follow up is important, it enables us to monitor the remaining kidney and check for any residual or recurrent disease.

How does a telephone clinic appointment work?

A telephone clinic is like any other clinic appointment in that we give you a specific time slot to discuss your care. Your CNS will phone you and inform you of your test results and ask a series of questions, like those you're asked when you attend your hospital appointment. Please allow 30 minutes either side of your appointment time, as occasionally the clinic may run ahead or behind schedule. If there are any concerns about your care or treatments, the nurse will discuss these with one of the oncology doctors. The telephone clinics are designed to be more convenient for you and to make sure we support your healthcare needs.

My telephone appointment

You will receive a letter with the date and time of your telephone clinic appointment and your preferred telephone number. For most patients this is their home telephone number. If this is not the number you would like us to use or if your telephone number has changed, please contact us as soon as possible via the Macmillan cancer navigator service phone line (020 3313 0303) to update your details so you do not miss the call.

How should I prepare for my telephone appointment?

Please make sure you have:

- a quiet and private place to speak freely to your nurse
- a list of your medications and their doses
- the details of any upcoming procedures or surgery appointments with you
- a list of any questions you want to ask written down

What happens after my appointment?

After your telephone clinic appointment, we will send a letter summing up your review to both you and your GP. You will also receive an appointment for your next nurse-led telephone appointment.

How you may feel

Every person will recover differently and there is no right or wrong way to feel. Your specialist nurse is here to support you and can talk through any questions or emotions you may have about your cancer. They can:

- reassure you
- explain how often you will have checks
- explain the treatment you may have if the cancer does come back

There is also further support available, listed at the end of this leaflet. You are welcome to access as little or as much support as you need.

What you can do for yourself

- eat a healthy diet
- if you smoke, we advise you to stop. Giving up smoking is not easy, but there is support available. Your GP can advise you on stop smoking services
- if you drink alcohol, drink in moderation and follow sensible drinking guidelines. You can find out more information about alcohol and drinking guidelines by speaking with your GP or visiting drinkaware.co.uk

Further sources of support and information

Macmillan cancer navigator service at Imperial College Healthcare NHS Trust

This is a single point of contact for cancer patients at Imperial College Healthcare NHS Trust, and their family, friends and carers. The service is here to help you to navigate your care and resolve queries that you may have. Our navigators can access information about your appointments, connect you to appropriate services and signpost you on to further support. They can also book you in for a telephone call back from your clinical nurse specialist (CNS) if you have a question that needs clinical input.

The service is open Monday to Friday 08:30 to 16.30 excluding bank holidays. (The service is closed for training between 14.00- 14.45 on Thursdays.)

Call: **020 3313 0303**

Macmillan cancer information and support service at Imperial College Healthcare NHS Trust

The Macmillan cancer information and support service offers free support and information to anyone affected by cancer, including family and loved ones. The service has physical centres at Charing Cross and Hammersmith Hospitals, and offers virtual and telephone support.

When you call or visit you can speak to one of the Macmillan cancer team one-on-one about whatever matters most to you. You can sign up to a range of weekly virtual groups that provide the opportunity to connect with other people with cancer in a relaxed environment. You can also speak to our Macmillan welfare and benefits adviser, who can offer patients of the Trust tailored advice on additional financial support.

The service is open Monday-Thursday (excluding bank holidays), with various drop-ins available within our physical centres. For more information, please call us on **020 3313 5170** or email imperial.macmillansupportservice@nhs.net

Maggie's West London

Maggie's is a cancer charity that provides the emotional, practical and social support to people with cancer and their family and friends.

The centre offers a calming and beautiful space, a professional team of support staff, and the opportunity to talk and share with a community of people who have been through cancer too.

Maggie's centres are warm, friendly and informal places full of light and open space, with a big kitchen table at the heart of the building. Maggie's West London is in the grounds of Charing Cross Hospital but is independent of our hospital.

The centre is open Monday to Friday, 09.00-17.00. For more information, please call **020 7386 1750**.

Macmillan Support Line

The Macmillan Support Line offers confidential support to people living with cancer and their loved ones. This support line is a national line provided by Macmillan and is independent of our hospital.

The Support Line is open every day, 08:00 to 20:00. Please call: **0808 808 000** or visit www.macmillan.org.uk

How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3312 7777** (10.00 – 16.00, Monday to Friday). You can also email PALS at imperial.pals@nhs.net The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to complain by contacting our complaints department:

Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street
London W2 1NY

Email: ICHC-tr.Complaints@nhs.net

Telephone: **020 3312 1337 / 1349**

Alternative formats

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team: imperial.communications@nhs.net

Wi-fi

Wi-fi is available at our Trust. For more information visit our website: www.imperial.nhs.uk

Urology
Published: May 2024
Review date: May 2027
Reference no: 943
© Imperial College Healthcare NHS Trust