

### What is the document that you have sent me with this leaflet?

We have enclosed a copy of the patient treatment summary. Your patient also has this information.

NB: If your patient experiences any of the following symptoms they should call the Helpline 0207 288 3865 (Wed-Fri) or Colorectal Nurse 0207 288 5975 or you can do so on their behalf. The helpline is monitored from Monday to Friday, 0900 to 1700. Patients will be called back within 1 working day of leaving a message.

#### Signs and Symptoms to report:

The following is a reminder of the signs and symptoms to keep in mind when treating patients who have previously had colorectal cancer. These symptoms could indicate a return or spread of the disease and need further investigation.

- Change in Bowel habit
- Rectal bleeding
- Abdominal pain
- Unexplained weight loss

### 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](mailto: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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## A New Model of Patient Follow-Up after Colorectal Cancer Treatment

### Supported Self-management Follow-up

### Information for GPs

**Helpline Number:** 0207 288 3865  
**Colorectal Nurse/s:** 0207 288 5975



### **Why are you sending me this leaflet?**

You are being sent this leaflet because your patient has had treatment for colorectal cancer at our hospital. The patient has had their follow-up clinical appointment with one of our consultants and a Colorectal Nurse. Your Patient has been started on a supported self-management (SSM) follow-up pathway.

### **What is supported self-management follow-up?**

It is a new form of follow-up at Whittington Health NHS Trust. Supported self-management replaces routine, clinical examination type appointments. It is a system where patients can call us if they have a problem and don't have to come to hospital at times when they are feeling well.

### **Why are you changing to supported self-management follow-up?**

We have changed our system of follow-up because it is better for patients. It enables them to be more in charge of their own follow-up and prevents unnecessary hospital visits at a time when they may feel perfectly well. Patients often report that traditional clinical examination type follow-ups are a source of anxiety. Patients will have the contact details to alert hospital Staff of any new symptoms.

Also, evidence shows that most recurrences are identified by patients themselves in between routine appointments.

### **Are you the only hospital to have a supported self-management model of 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.

### **What information has my patient been given?**

They have had a consultation which covered the following topics:

- Their diagnosis
- The treatment they had and some of the possible side effects
- Signs and symptoms to report
- Where to find further help and support,
- They have also been given written information on these topics.

### **Will my patient still be able to access the colorectal service?**

Yes. Patients will be able to call the dedicated Helpline 0207 288 3865 and Colorectal Nurse 0207 288 5975 if they have any queries or problems, and they are encouraged to do so.

This telephone number is monitored regularly between 0900 and 1700, Monday to Friday and the patient will be phoned back by a Colorectal Nurse within 1 working day of leaving a message. If the Colorectal Nurse feels that it would be appropriate for the patient to come back to clinic to be seen, an appointment will be offered within 14 days of the telephone call.

### **How does this affect me?**

It is unlikely that you will need to do anything different than you would already do for your patients after they have completed treatment for colorectal cancer. The attached **letter and treatment summary** gives details of the medication that you will need to continue to prescribe for your patient, as well as any additional tests that you may need to arrange for them.

### **Will my patient continue to have routine postoperative investigations?**

Yes. Routine blood tests, CT scans and Colonoscopies as per London Cancer 5 years Surveillance protocol.