

### 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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## Useful Contact Numbers for Oncology Patients



## Who to contact when you have enquiries during your treatment

You have been given lots of information about your planned treatment since being diagnosed with cancer. This includes the names and contact details of key members of staff, like your Clinical Nurse Specialist, who will be working with you during your care and treatment at The Whittington Health NHS Trust.

This additional leaflet has been developed to provide you with a directory of who is in the Cancer team and extended services within the trust and how these team members may be able to help you with day to day enquiries.

While we try our best to respond as soon as we can when contacted, there may be times when a phone extension is not answered or the person or team you are trying to contact is unavailable. We hope this leaflet will provide you with information about who to contact for which enquiry you have, and also an alternative point of contact and an escalation pathway to support you to resolve your issue or concern.

A good first point of contact for all enquiries that are not about your treatment, side effects or symptoms is the Patient Pathway Coordinator on 020 7288 3888.

## Who to contact when you have enquiries during your treatment

**Appointments** – 020 7288 3793, [whh-tr.Appointments@nhs.net](mailto:whh-tr.Appointments@nhs.net) Please contact the appointments team to discuss, change or cancel your appointment.

**Admission for Surgery** – 0207 288 3793, [whh-tr.Admissions@nhs.net](mailto:whh-tr.Admissions@nhs.net) Please contact the admissions team if you need to discuss the appointment which has been made for your surgical procedure.

**Pre-Assessment Clinic** – 020 7288 5665, [whh-tr.PreAssessmentTeam@nhs.net](mailto:whh-tr.PreAssessmentTeam@nhs.net). Please contact this team if you need to discuss your surgical pre assessment appointment.

**Patient Pathway Coordinator** - 020 7288 3888 - can help you with your enquiries about your appointments with your Consultant and if you have been transferred for parts of your care to another hospital. If your query is not about your treatment, then this is the person to try first of all.

**Imaging** – 020 7288 5888 [whh-tr.ImagingAppointments-WhittHealth@nhs.net](mailto:whh-tr.ImagingAppointments-WhittHealth@nhs.net). Please contact this team with enquiries about your appointments for X-rays, CT, MRI, Ultrasound Scans, Nuclear Medicine studies and Mammograms.

**Clinical Nurse Specialist** - You will have been given the contact details of your CNS. This is your key worker, who can help with your enquiries about your cancer diagnosis, treatment, side effects or symptoms.

**Lead Cancer Nurse** – Nicola Surman-Wells, 020 7288 3882, 07867 372 715, [Nicola.surman-wells1@nhs.net](mailto:Nicola.surman-wells1@nhs.net). Nicola manages the CNS, Chemotherapy and Macmillan services within the trust.

**Macmillan Information Manager** – Tracey Palmer, 020 7288 5305, 07881 834 433, [Tracey.palmer@nhs.net](mailto:Tracey.palmer@nhs.net). Tracey provides practical and emotional advice and support and can signpost to other supportive agencies.

**Chemotherapy Receptionist** – Helen Ormiston, 020 7288 3192, [H.ormiston@nhs.net](mailto:H.ormiston@nhs.net). Helen can give you advice around your chemotherapy appointments.