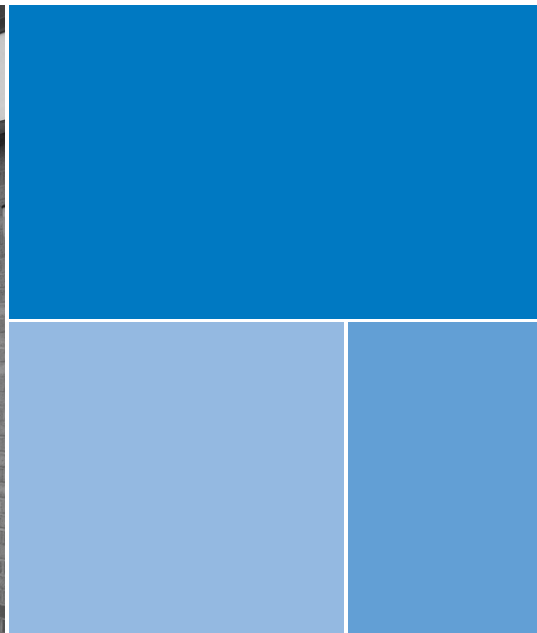




**James Paget  
University Hospitals**  
NHS Foundation Trust

# Head and Neck Cancer

## What happens next?



Information for Patients and Carers

## Introduction

Now you have been told you have a head and neck cancer this means you will be looked after by a multidisciplinary team (MDT). This is a group of health professionals with specialist knowledge in the management and treatment of this type of cancer.

Members of the Head and Neck MDT are:

**Consultant Surgeon** – performs surgery.

**Consultant Radiologist** – reports on x-rays and scans.

**Consultant Oncologist** – specialises in radiotherapy and chemotherapy treatments.

**Consultant Pathologist** – reports on biopsy and surgical specimens.

**Clinical Nurse Specialist (CNS)** – provides support, advice and information before, during and after treatment.

**Speech and Language Therapist and Dietician** – responsible for advice on how to maintain the function of speech and the process of eating and drinking needs before, during and after treatment.

**Radiographer** – provides support, advice during and after treatment.

**Patient Pathway Co-ordinator** – administrative support for MDT and patients' appointments.

## What is the MDT meeting?

The Head and Neck MDT meets every Wednesday morning.

This is attended by all the members of the MDT. The team will look at the biopsy results and the results of any investigations obtained and will then plan a course of treatment specific to you.

You will then be invited to attend an appointment at the Norfolk and Norwich University Hospital (NNUH) when you will meet the team and discuss the treatment plan. This appointment

will give you, your family and/or carer the opportunity to ask any questions you may have. It may be a good idea to write some questions down before this appointment so that you do not forget to ask them during the consultation.

## Choosing the best treatment

To help the team devise the right treatment plan for you, you may need to have further investigations. These may be done at your local hospital or at NNUH and may include:

- CT scan
- Chest X-ray
- MRI scan
- Ultrasound scan
- OPG (X-ray of the teeth)
- PET CT scan – performed at the NNUH
- Nasoendoscopy (a small camera inserted through the nose to look at the throat).

## Treatment options

Head and neck cancers are treated using one or a combination of treatments. These are:

- Surgery
- Radiotherapy
- Chemotherapy
- Supportive care

## Key Worker

At the time of diagnosis you will have either met or been given the contact details of your 'key worker'. This is a professional who specialises in head and neck cancer and your specific area of care need. They will be able to answer any questions you may have and will follow you throughout your cancer pathway.

We encourage you to keep in close contact with your key worker, utilising them for:

- Advice and support
- Appointment co-ordination
- A link between your referring hospital (James Paget University Hospital) and the cancer centre (NNUH)
- Symptom control
- Liaison with your General Practitioner (GP)
- General enquiries regarding your cancer pathway.

Your Key worker is:

Name	Title	Contact details

## Completion of treatment

On completion of your treatment, you will be seen in the Head and Neck clinic on a regular basis for follow-up for a period of five years. After this time you will be discharged back to the care of your GP.

Please be advised that if at any point during your follow-up you develop any symptoms that you are worried about, particularly any new lumps that arise in your head and neck region, persistent pain or difficulty in swallowing, please speak to your key worker who will organise an appropriate appointment for you.

## Useful telephone numbers

James Paget University Hospital switchboard  
01493 452452

Norfolk and Norwich University Hospital switchboard  
01603 286286

Norfolk and Norwich University Oral Health  
01603 288082

Colney Centre – 01603 288949

This is the home for the Oncology services; Weybourne Day Unit (chemotherapy outpatients) and the Radiotherapy treatment suite and is situated at ground floor level (Level 1) in the East Block of the Hospital.

Patient Transport Service  
0300 999 6666

East Coast Community Services (i.e. District Nursing Service)  
01493 809977

## Benefits advice

Whether you require advice about existing benefits, future benefit entitlement or simply wish to talk to an advisor about returning to work please contact your local advice services:

Norfolk residents – D.I.A.L Telephone: 01493 856900 – Based in Great Yarmouth. A charity who help to give benefits advice and form filling and also provide drop in clinics.

Suffolk Residents – Macmillan Benefits Suffolk County Council – 0345 6006257

Louise Hamilton Centre – Telephone: 01493 453100

This centre covers a range of services including benefit advice.

# Notes



## Feedback

We want your visit to be as comfortable as possible. Please talk to the person in charge if you have any concerns. If the ward/department staff are unable to resolve your concern, please ask for our Patient Advice and Liaison (PALS) information. Please be assured that raising a concern will not impact on your care. **Before you leave the hospital you will be asked to complete a Friends and Family Test feedback card.** Providing your feedback is vital in helping to transform NHS services and to support patient choice.

### Trust Values

#### Courtesy and respect

- A welcoming and positive attitude
- Polite, friendly and interested in people
- Value and respect people as individuals  
So people feel **welcome**

#### Attentively kind and helpful

- Look out for dignity, privacy & humanity
- Attentive, responsive & take time to help
- Visible presence of staff to provide care  
So people feel **cared for**

#### Responsive communication

- Listen to people & answer their questions
- Keep people clearly informed
- Involve people  
So people feel **in control**

#### Effective and professional

- Safe, knowledgeable and reassuring
- Effective care / services from joined up teams
- Organised and timely, looking to improve  
So people feel **safe**



The hospital can arrange for an interpreter or person to sign to assist you in communicating effectively with staff during your stay. Please let us know.

For a large print version of this leaflet, contact PALS 01493 453240

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