

## How to contact us

Hours of work:

Monday to Friday 9am - 5pm

**Direct Line 01493 453830**

Main Switchboard 01493 452452

Bleep 1911

E-mail: [upperginurses@jpaget.nhs.uk](mailto:upperginurses@jpaget.nhs.uk)

If we are not available to answer your call, you can leave a message.

Please note that messages left after 3pm may not be answered until the next working day.

## Useful contacts

### Macmillan CancerLine

Freephone 0808 808 0000

[www.macmillan.org.uk](http://www.macmillan.org.uk)

### The Oesophageal Patients Association

National 0121 704 9860

Local group 07732 672816

[www.opa.org.uk](http://www.opa.org.uk)

### Pancreatic Cancer UK

020 3535 7099

[www.pancreaticcancer.org.uk](http://www.pancreaticcancer.org.uk)

### JPUH Endoscopy Suite

01493 452690

### Louise Hamilton Centre

01493 453100



**James Paget  
University Hospitals**  
NHS Foundation Trust

Jo Giles

Tracey Noakes

Clinical Nurse Specialists for  
Upper Gastro-Intestinal Cancers



Lowestoft Road, Gorleston  
Great Yarmouth  
Norfolk NR31 6LA  
Telephone 01493 453830

**Patient Information**

### 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

Author: Jo Giles  
Clinical Nurse Specialist for  
Upper Gastro-Intestinal Cancers

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James Paget University Hospitals NHS Foundation Trust

We are Jo Giles and Tracey Noakes and we are the Clinical Nurse Specialist team for Upper Gastro-Intestinal Cancers based at the James Paget University Hospital (JPUH).

This includes cancers in the oesophagus, stomach, pancreas, gall bladder, liver and bile ducts.

We are here to support and advise you and those close to you throughout your illness, investigations and treatment.

We will act as your Key Worker, initially liaising and linking you with different services within the JPUH, other hospitals and at home. Your Key Worker may change depending on your needs but this would be discussed with you.

## Advice and Information

We are here to answer any questions you may have about your illness, tests you may need and to discuss your treatment options with you.

We will explain your treatment plan to ensure that you really understand what is happening at each stage.

We can provide you with information booklets and the details of different kinds of help available, depending on your needs.

## A Link between Services

You will meet various people involved in your care, potentially in several settings. We can explain their different roles and if needed speak to them on your behalf.

By being a link person we can help maintain communication between hospital departments, community teams and yourself.

We liaise closely with staff in both the JPUH and the Norfolk and Norwich University Hospital (NNUH) and Addenbrooke's Hospital to ensure continuity of your care and continued support.

## Help Managing Symptoms

Your disease or the treatment you receive may cause symptoms which are difficult to deal with.

We can assist you in managing your symptoms to reduce their impact, allowing you to live as normal a life as possible. We can discuss practical actions that may help and we can help ensure you are on the best medications for your needs.

We will also liaise with your hospital doctors and GP and can refer to specialists in symptom control if needed.

## Continued Support

After a hospital visit you often think of things you should have asked or need further explanations. You can contact us to discuss these issues, your feelings and any concerns you have.

Your family and those who care for you may also need support and information about your illness and ways to best help you. With your agreement we can discuss your care with them and address their concerns.

## Referral to other Services

If you have financial concerns, need benefit advice or need further practical, physical or emotional support, we can put you in contact with appropriate statutory and voluntary agencies.

If needed we can refer you to Community Nursing services and Specialist Palliative Care who provide supportive care to people with cancer and other life threatening illnesses.

## In Summary

We can offer you, and those close to you:

- Support
- Information and advice
- The opportunity to discuss concerns
- A link to others involved in your care
- Access to other help.