

Enhanced Supportive Care

Information for patients & supporters

The team at Kent Oncology Centre are committed to ensuring that you have the best possible experience of care at all points in your cancer journey. Our aim is to support you to live well, helping you and those important to you, manage the impact of cancer and its treatment.

What is Enhanced Supportive Care?

Enhanced Supportive Care (ESC) is a national initiative promoting better access and earlier integration of supportive care within cancer services. It provides access to specialist support and aims to improve the quality of life for patients and their families when diagnosed with non-curative cancer.

What can Enhanced Supportive Care offer you?

- We aim to manage and prevent any adverse side effects from your cancer disease or treatment. However, the latter may require your oncologist's intervention
 - Advice on symptom control
 - Emotional support for you and your family and time to discuss your concerns
 - Support with future care planning choices
 - Referral to other professionals to improve and enhance your quality of life
 - Referral to services to provide information about social, practical and financial issues.
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Who provides Enhanced Supportive Care?

ESC is a specialist nurse-led service, working in collaboration with your oncologist and other members of the multi-professional teams. Depending on your needs, in addition to your core team you may meet:

- Dietitians
- Physiotherapists
- Counsellors
- Occupational Therapists
- Specialist Radiographers

Other services available include:

Macmillan Information Centre - the centre can offer information, support and signposting to local services.

Macmillan Welfare & Benefits Service – the service is able to provide advice related to financial benefits and support that may be available.

Can I receive other Cancer Treatment as well as Enhanced Supportive Care?

Yes, you can receive ESC alongside other treatments such as chemotherapy and radiotherapy. It is also available for anyone not receiving treatment.

How long will I be able to access the Enhanced Supportive Care Service for?

This will be dependent on your individual needs. We will always discuss any plans with you and those important to you. It may be that your symptoms are reduced or completely alleviated; you

may opt to receive ongoing support from another source such as your GP or alternatively you may feel that it's the right time to receive care from your local Community Palliative Care Team or local Hospice.

How can I access the Enhanced Supportive Care Service?

Your clinical team may suggest the service to you. If you agree they will refer you. Alternatively, you can ask them to refer you. Please note this service is currently available to limited tumour sites (Upper Gastrointestinal/Gynaecology/Metastatic Breast or Colorectal) with a view to this expanding as the service evolves.

The service is offered via a combination of face to face appointments, virtual (video) consultation or telephone consultation. Normal working hours are Monday to Friday 9am to 5pm (excluding public holidays).

If you'd like to know more about the service, please speak to your clinical team for more information.

The Enhanced Supportive Care Team:

Deborah Jenner - Clinical Nurse Specialist

Carole Robinson - Clinical Nurse Specialist

Gemma Fry - Clinical Nurse Specialist

Sally Willis - Clinical Nurse Specialist

Helen Lush - Clinical Nurse Specialist

Kim Martin – Clinical Support Worker

Key worker:

You will have a key worker to coordinate your care. However, all members of the team are aware of every patient on our caseload and you may meet several members of our team.

Your specialist key worker is: _____

Contact details:

Maidstone and Tunbridge Wells NHS Trust Enhanced

Clinical Support Worker: ☎ 07821 825192

Supportive Care Maidstone: ☎ 07927 658707

Supportive Care Tunbridge Wells: ☎ 07927 658710

We will respond to messages left on the answerphone by the following working day.

MTW NHS Trust is committed to making its patient information accessible in a range of languages and formats. If you need this leaflet in another language or format please ask one of your clinical care team or the Patient Advice and Liaison Service (PALS). We will do our best to arrange this.

Maidstone and Tunbridge Wells NHS Trust welcomes all forms of feedback from our service users. If the standard of service you have received from the Trust does not meet your expectations, we want to hear from you. Please speak with the ward manager or the nurse in charge in the first instance, or you can contact the **Patient Advice and Liaison Service (PALS)** on:

Telephone: ☎ 01622 224960 or ☎ 01892 632953

Email: mtw-tr.palsoffice@nhs.net

or visit their office at either Maidstone or Tunbridge Wells Hospital between 9.00am and 5.00pm, Monday to Friday.

You can be confident that your care will not be affected by highlighting any areas of concern or making a complaint. The Trust will retain a record of your contact, which is held separately to any medical records. If you are acting on behalf of a patient, we may need to obtain the patient's consent in order to protect patient confidentiality. More information on PALS or making a complaint can be found on the Trust's website: www.mtw.nhs.uk or pick up a leaflet from main reception.

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