

Neck lump clinic



Information for patients

This leaflet explains the services we offer at the neck lump clinic. You will be seen in a safe and reassuring environment by members of our friendly team who will care for and support you during your time with us.

Confirming your identity

Before you have a treatment or procedure, our staff will ask you your **name** and **date of birth** and check your **ID band**. If you don't have an ID band we will also ask you to confirm your address.

If we don't ask these questions, then please ask us to check.

Ensuring your safety is our primary concern.

Who is in the team?

Our team is multidisciplinary, which means it is made up of a number of specialist doctors and nurses as well as support staff. It includes:

- consultant maxillofacial surgeons who diagnose and treat conditions of the mouth, jaws, face and neck
- consultant haematologists who diagnose and treat conditions of the blood and blood-forming organs
- consultant pathologists who examine tissue samples and cells to make a diagnosis
- consultant radiologists who use imaging investigations such as x-rays to diagnose, treat and monitor various diseases
- clinical nurse specialists (CNSs)
- administrative staff.

Everyone in our team is experienced and caring. You can talk to us about any queries and concerns you may have. We will respect your care choices and support you during your treatment.

Please ask one of our team for more detailed information about your illness or treatment.

Where is the neck lump clinic?

It is on the ground floor of the Dental Institute, opposite the Golden Jubilee wing at King's in Denmark Hill.

When you arrive, please check in at the consultant clinic reception. The receptionist will welcome you and ask you to stay in the reception area until you are called. You also book more appointments here.

We make every effort to keep to your appointment time. But sometimes other patients need more time than we planned. We will tell you if there are any delays.

When is it open?

The clinic is held 9:30am – 12:30pm on Tuesday mornings.

Can I bring a relative or a friend with me?

You are welcome to bring family members, carers and friends with you. If we ask you to come back to the clinic for tests results, we advise that you bring someone with you.

What conditions does the clinic treat?

We diagnose many conditions that cause neck lumps. You may be worried that the cause is serious, so we aim to make the diagnosis as quickly as possible and, if you need it, start you on the correct treatment straight away.

Because we have the whole specialist team in the clinic, we are often able to examine you and make a diagnosis on the same morning.

What happens at the clinic?

You will be examined and have tests and investigations to find the cause of your lump. This enables us to work out the best treatment for your condition.

Tests and investigations include:

- review and assessments by doctors and nurses
- fine needle aspiration (FNA) and biopsy
- x-rays
- ultrasound scan
- CT or MRI scan
- blood tests
- nasendoscopy.



What is a biopsy?

A biopsy involves having a small sample of tissue taken from the lump on your neck. This tissue can then be examined under a microscope to look for abnormal cells. Sometimes it is tested to look for abnormal chemicals, or for bacteria or other germs.

Will the biopsy or FNA be painful?

If you have a biopsy or FNA we will give you a local anaesthetic injection. This takes only a few minutes to work and numbs the area so you do not feel any pain during the procedure. The anaesthetic we use is the same as you have at your dentist.

What are the risks?

Complications are rare but the most common are bruising and bleeding. You will be given advice on how what to do if it bleeds when you are at home. Infection is rarely seen. Sometimes the results of an FNA or biopsy do not give us a result. In these situations we may either repeat the biopsy or arrange for a different test. Also it is important to understand, as with all tests undertaken, there is a small risk of an inaccurate result.

What is nasendoscopy?

A nasoendoscopy is a test where a clinician looks into your nose, throat and voice box. An endoscope is a thin, flexible telescope that contains a light and a tiny video camera at the tip. It is passed through one nostril to the space behind your nose (the nasopharynx) and down through the space behind your mouth (the oropharynx) and to your voice box (larynx) at the bottom of your throat.

A local anaesthetic spray is used to numb the lining of your nose before the endoscope is inserted. The procedure may be uncomfortable but does not usually hurt. You may be asked to



perform some movements, which can include swallowing, poking out your tongue, talking and making some different sounds.

Your throat will usually feel numb until about one hour after the test. You should not eat or drink until your throat feels normal again.

Do I need to prepare for the appointment?

Please eat and drink as normal before coming to the clinic. Bring with you your completed medical history questionnaire, any information about your health needs or allergies, and a list of the medications you are currently taking. Please consider wearing clothing that allows for examination of your neck.

Can I get transport to King's?

You must ask for patient transport at least 72 hours before your hospital appointment. Please contact the Patient Transport Assessment Centre on 020 1788 3888. It is open from 9am – 6pm, Monday to Friday. The Patient Transport Assessment Team will then decide whether your medical needs mean you qualify for transport.

Will I need to go elsewhere for treatment?

We have teamed up with Guy's and St Thomas' hospital in a partnership called King's Health Partners. This means you may be treated by our colleagues at these hospitals for conditions diagnosed in our clinic.



Who can I contact with queries or concerns?

Oral & Maxillofacial Surgery clinical nurse specialist (CNS):

Tel: **020 3299 5216** or phone the main switchboard on **020 3299 9000** and ask them to bleep **177**

Maxillofacial Department:

Tel: **020 3299 5194**

To rebook or confirm an appointment:

Tel: **020 3299 3263**

Sharing your information

We have teamed up with Guy's and St Thomas' Hospitals in a partnership known as King's Health Partners Academic Health Sciences Centre. We are working together to give our patients the best possible care, so you might find we invite you for appointments at Guy's or St Thomas'. To make sure everyone you meet always has the most up-to-date information about your health, we may share information about you between the hospitals.

Care provided by students

We provide clinical training where our students get practical experience by treating patients. Please tell your doctor or nurse if you do not want students to be involved in your care. Your treatment will not be affected by your decision.

PALS

The Patient Advice and Liaison Service (PALS) is a service that offers support, information and assistance to patients, relatives and visitors. They can also provide help and advice if you have a concern or complaint that staff have not been able to resolve for you. The PALS office is located on the ground floor of the Hambleton Wing, near the main entrance on Bessemer Road - staff will be happy to direct you.

Tel: **020 3299 3601**

Email: **kch-tr.PALS@nhs.net**

You can also contact us by using our online form at
www.kch.nhs.uk/contact/pals

If you would like the information in this leaflet in a different language or format, please contact PALS on 020 3299 1844.

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