



King's Neuroendocrine Tumour Unit

An ENETS Centre of Excellence

Information for patients

Your doctor has referred you to the Neuroendocrine Tumour (NET) service to help investigate and manage your condition. This leaflet explains who we are, how our service works, who will be involved in your care and what support is available to you.

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.



About us

We have been providing specialist care for patients with neuroendocrine neoplasms (NENs) since the early 1990s. In 2012, we became a European NET Society (ENETS) accredited Centre of Excellence, recognising our expertise in managing these relatively rare tumours. Over the years, we have cared for thousands of patients with NENs.

We provide specialist NEN care for a population of around four to five million people. We see patients from South London, Kent, Hampshire and Sussex, as well as other areas of the UK.

We care for patients with NENs arising from many different organs. Our clinics at King's College Hospital are held in Liver Outpatients, but this does not necessarily mean that you have a problem with your liver.

Who will provide my care?

You will be cared for by the NEN multidisciplinary team (MDT). This is a group of healthcare professionals with vast experience in treating patients with NENs.

Your consultant (senior doctor) has overall responsibility for your care and works closely with the rest of the team to ensure you receive the best care possible.

Which consultant cares for you depends on the treatment you are receiving. When you have a different treatment, you may see different members of the team, but we all work very closely together.

Your care team

Depending on your individual needs, your care team may include specialist(s) from the following:

- oncology
- hepatobiliary surgery
- gastroenterology
- cardiology
- cardiothoracic surgery
- nuclear medicine
- radiology

- interventional radiology
- thoracic surgery
- respiratory medicine
- endocrinology
- histopathology
- dietetics

Your clinical nurse specialist (CNS)

A clinical nurse specialist (CNS) specialises in caring for people with NENs. Our CNS team includes Wendy Martin, Elmie Cananea and Shanice Minott.

Coming into hospital for investigations or treatment can be a difficult and uncertain time for you and those close to you. Our CNS team is here to make sure you get the best possible care and support.

Your CNS will:

- answer your questions and offer you written information about your diagnosis, investigations, treatments or symptoms
- ensure your tests and investigations run smoothly including arranging scans and appointments
- offer emotional and practical support and advice
- help you manage any symptoms or treatment side effects
- help you to get extra support at home
- find you support and information to address financial worries
- offer support to friends, relatives and partners
- refer you for specialist supportive care and complementary therapies

Research

We are part of King's Health Partners; an Academic Health Science Centre focused on research and putting what we learn into practice for the benefit of patients. This includes carrying out clinical trials of treatments for NENs.

We may invite you to take part in a study or trial during your treatment. Participation is entirely voluntary. We will fully discuss this with you and choosing not to take part will not affect your care in any way.

We have an active research program aimed at improving our

understanding of how NENs affect patients' quality of life and developing new treatments. These new treatment options may include Peptide Receptor Radionuclide therapy (PRRT) and other novel targeted cancer treatment.

Donation

If you wish to donate and support our research, please ask a member of our team who can provide the charity account details.

Alternatively, you can contact: grants@supportkings.org.uk

Please quote the carcinoid fund number: D2140 when making your donation.

Neuroendocrine Tumour (NET) Team contacts:

Consultants

Prof. R. Srirajaskanthan

Dr S. Brown

Dr Y. Chung

Clinical nurse specialist (CNS)

Wendy Martin

Elmie Cananea

Shanice Minott

Tel: 020 3299 3854

Email: kch-tr.NETCNS@nhs.net

Dietitian

Tel for appointments: 020 3299 8220

Tel for clinical queries: 020 3299 1489

Email for appointments: kch-tr.therapyappts@nhs.net

Email for clinical queries: kch-tr.liverhpbdietitians@nhs.net

Consultant clinical oncologists

King's oncology consultant: Dr N. Brown

Tel: 020 3299 3854

Email: kch-tr.NETCNS@nhs.net

Guys and St Thomas' oncology consultant: Prof. D. Sarker
Tel: 020 7188 4249
Email: gstt.oncologypageneralenq@nhs.net

Nuclear medicine department

For patients having investigations or nuclear medicine treatment.
Tel: 020 3299 3153

More information

Neuroendocrine Tumour Cancer UK

Web: www.neuroendocrinecancer.org.uk/

Kings NET patient information

Web: www.kch.nhs.uk/service/cancer/cancer-types/neuroendocrine

MyChart

Our MyChart app and website lets you securely access parts of your health record with us, giving you more control over your care. To sign up or for help, call us on 020 3299 4618 or email kings.mychart@nhs.net. Visit www.kch.nhs.uk/mychart to find out more.

Sharing your information

King's College Hospital NHS Foundation Trust has partnered with Guy's and St Thomas' NHS Foundation Trust through the 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' hospitals. King's College Hospital and Guy's and St Thomas' NHS Foundation Trusts share an electronic patient record system, which means information about your health record can be accessed safely and securely by health and care staff at both Trusts. For more information visit www.kch.nhs.uk

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. They can also pass on praise or thanks to our teams. The PALS office is located on the ground floor of the Hambleden Wing, near the main entrance on

Bessemer Road - staff will be happy to direct you.
PALS at King's College Hospital, Denmark Hill, London SE5 9RS
Tel: 020 3299 4618
Email: kings.pals@nhs.net

If you would like the information in this leaflet in a different language or format, please contact our Interpreting and Accessible Communication Support on 020 3299 4618 or email kings.access@nhs.net

www.kch.nhs.uk