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1. Introduction
This booklet provides information about the Myeloma Multi-Disciplinary Team (MDT) and how it can help you through the treatment you’ll receive.

An MDT is a team of professionals who will be caring for and supporting you at University College Hospital. This team consists of experts in different areas of medicine and care.

As treatment and care is planned according to each patient’s individual needs, you may not see all members of the team featured in this booklet.

Your treatment plan
You may be about to embark on treatment which can include chemotherapy and/or radiotherapy. Once all of the results of your investigations are known, we will sit down with you and discuss your options and treatment plan in detail.

It is important that you understand what your treatment involves. Please feel free to ask questions to clarify anything about your care plan that is unclear. We will give you written information about your diagnosis and treatment to support the discussions you will have with members of our team. We will also explain any aspects of the written information you may need help with.

We recommend that you write down any questions you wish to ask us before your appointment and we will answer them when we see you. We also encourage you to bring a relative or friend with you to clinic, as they can help you remember what has been discussed as well as offer you support.
2. Medical teams
In the clinic(s) you will see one of the Myeloma Consultants or another Doctor who works in the team (either a Specialist Registrar or Clinical Fellow).

All new or complex cases will be discussed separately by the whole team in our MDT meeting. Your medical team(s) will be headed by your Consultant.

You may be referred to the radiotherapy team if this is part of your treatment plan. This team is headed by a Clinical Oncologist.

If necessary, you will also be seen by the specialist spinal MDT. This team may include Orthopaedic Surgeons and Neurosurgeons.

3. Key Worker
A Key Worker is a member of the multi-disciplinary team who will be a main point of contact for you. Usually, a Clinical Nurse Specialist (CNS) or a Research Nurse/Practitioner will be your Key Worker.

If you move between departments or hospitals, your Key Worker may change. If this needs to happen, your Key Worker will discuss this with you in advance. If you are unsure who your Key Worker is then please ask a member of the multi-disciplinary team, or call the haematology telephone line on 020 3447 7359.

4. Clinical Nurse Specialists (CNSs)
The Myeloma CNSs are senior Nurses and experts in caring for patients with myeloma. They provide information, support and clinical advice.

If your Key Worker/CNS is away, another myeloma Nurse will be available to ensure you always have access to nursing support.
5. The Myeloma Research Team
As a large research centre, University College Hospital runs a range of clinical studies aimed at advancing knowledge and improving treatment and outcomes in myeloma care. Your Doctor will talk to you about whether you’re eligible for a research study. If you choose to participate, you will be supported by a Research Practitioner who will also be your Key Worker.

6. The Macmillan Support Worker
The Macmillan Support Worker works alongside the CNSs. They will meet you at your first appointment, show you around the hospital and explain the services we offer. They will help support you during your stay and will be a consistent and additional point of contact for you.

7. Haematology Pharmacist
There is a Haematology Pharmacist who works alongside the team and will help advise you on any medications or chemotherapy prescribed for you. You will meet them in the clinic, Day Care or on the ward.

8. Other members of the MDT (as applicable)
There are other specialists such as Physiotherapists, Occupational Therapists, Social Workers, Counsellors and Dietitians who are part of the extended MDT. You may be referred to these specialists if appropriate.

9. The Haematology Telephone Line
We have a dedicated telephone line for all patients and this operates from 09:00 to 17:00, Monday to Friday. It is managed by the haematology secretarial and administrative staff.

You should call this number if you wish to relay a message to or speak with your CNS.
You should also call this number if you’d like to:

- confirm an appointment
- cancel an appointment at short notice
- ask about investigations and the timing of
- speak to a member of the Research Team
- discuss any other queries.

**The haematology telephone line:** 020 3447 7359

**Out of hours advice (emergency calls at evenings, weekends and Bank Holidays):** 0785 2220 900

### 10. The Myeloma Outpatient Clinic

The main myeloma outpatient clinic runs on Thursday mornings. There are additional clinics on Tuesdays and Wednesdays. In the clinic you will see a Consultant or Specialist Registrar and your Key Worker/CNS.

As a large myeloma centre, we receive referrals from all over London and also nationally and internationally. This results in a busy clinic but we endeavour to see our patients promptly and as near to their appointment time as possible.

As we want to ensure that every patient’s needs are met during their consultation, our clinics can sometimes run behind schedule. Clinic reception staff within the Outpatients Department will keep you as updated as possible.

After each consultation, your GP will receive a letter about what was discussed. A copy of this letter will also be forwarded to you. If you have any questions about this letter, please speak to your Consultant at your next appointment or call the haematology telephone line and ask to speak to your Key Worker.
11. The Myeloma Multi-Disciplinary Team (MDT) meeting

The Myeloma MDT meeting takes place on Monday mornings and is attended by the myeloma team, including your Key Worker/CNS. It is an opportunity for the clinical team to meet with the Radiologists to discuss your case and review your treatment. This helps them to plan and assess treatment.

MDT meetings help ensure that patients have input from all available experts, who collectively devise the best treatment plan.

There is also a spinal MDT meeting every three months - your Key Worker will let you know if your case is due to be discussed.

**Radiological Team:**
Are specialists in the radiological diagnosis of myeloma from MRI, Skeletal Surveys and other types of scans.

**The MDT Coordinator for the myeloma team** ensures new cases are seen promptly, organises the transfer and analysis of scans and biopsies and takes minutes of the MDT meeting.

**What happens after the meeting?**
After your case has been discussed in the MDT meeting, the recommendations are recorded in your notes. It is likely that an appointment will be made for you with your Consultant and/or CNS to discuss this further.

Some patients request a telephone call from their Key Worker/CNS to discuss the outcomes of the meeting. In some cases, it may be appropriate to refer you on to another specialist team, in which case we will advise you.
12. Inpatient Care

The Inpatient Team:

Hospital Switchboard: 0845 155 5000

Ward T13 North extension numbers: 71303 / 71325 / 71387

Ward T16 South extension numbers: 71602 / 71686

Address: University College Hospital, 235 Euston Road, London NW1 2BU.

There are three haematology wards at University College Hospital, including a ward for young adults. These wards are led by a senior Nurse called a Charge Nurse or Ward Sister. This senior Nurse manages a large nursing team which specialises in the care of haematology patients receiving complex chemotherapy or radiotherapy treatments and stem cell transplants.

The nursing teams on the ward are assisted by Student Nurses, Healthcare Assistants, Housekeepers and Administrators.

The medical team caring for you during your stay in hospital will visit and review you on a daily ward round. On Tuesday and Friday mornings you will also be seen by the Consultant Haematologist who leads the team.

Please note: Doctors working on the wards rotate regularly but we strive to ensure continuity of care from both the nursing and medical staff.

There may be times when you are not nursed on a haematology ward. For example, if you were to develop an infection that could be spread to other patients, then you may need to be moved to an isolation ward. If this needs to happen your team will explain why. Whilst on the isolation ward, you will be visited on a daily basis by the haematology medical team and will be regularly monitored.
If you were to be admitted as an emergency from home and there were no beds on the haematology wards, then you may be admitted to another ward until a haematology bed is free. If this happens, you will be visited by the haematology medical team on a daily basis and will also be regularly monitored.

13. Haematology Day Care and Ambulatory Care in the University College Hospital Macmillan Cancer Centre

The Day Care Team:

Chemotherapy Day Care (Second Floor): 020 3447 9333 / 3893
Ambulatory Care (Second Floor): 020 3447 8695
Supportive Day Care (Fourth Floor): 020 3447 1808 / 9702

Address: University College Hospital Macmillan Cancer Centre, Huntley Street, London WC1E 6AG.

Many myeloma patients receive some or all of their investigations and treatment as an outpatient in the Cancer Centre. The two Day Care floors are led by senior Nurses who manage a large team of specially trained Nurses and support staff. There is also a dedicated Doctor called a Specialist Registrar who is based in Day Care.

Day Care is divided into two parts: Supportive Day Care and Chemotherapy Day Care.

Supportive Day Care manages outpatient procedures such as blood product transfusions, bone marrow tests and the assessment and care of unwell patients. If you become unwell at home during normal working hours and live nearby, your CNS may advise you to come to Supportive Day Care for assessment.

Chemotherapy Day Care manages most chemotherapy administration.
There is also an Ambulatory Care unit which enables some patients to receive treatment (which would ordinarily be inpatient-based) in the outpatient setting, while staying in a nearby hotel.

If the myeloma team feel you would be able to have some treatment in Ambulatory Care or one of the Day Care centres, they will discuss this with you.

14. The Macmillan Support and Information Centre

The Macmillan Support and Information Centre is based on the ground floor of the Cancer Centre. It provides a relaxed and informal space where patients and their families and friends can ask questions and talk through their concerns with specialist staff.

The team offers support at any stage of a patient’s experience with cancer and also at any stage to all haematology patients receiving their care in the Cancer Centre.

Visitors can access a range of information resources, including leaflets and booklets. Patients can be referred on to appropriate services such as complementary therapy, the wig service, Dietitian, Welfare and Benefits Advisers and the Psychological and Emotional Care Team.

There is also a programme of supportive activities on offer to help patients manage the effects of their treatment and meet other people who have shared similar experiences.

Visiting the Macmillan Support and Information Centre does not require an appointment and the team ensure that visitors are seen as quickly as possible.

Address: University College Hospital Macmillan Cancer Centre, Huntley Street, London WC1E 6AG

Telephone: 020 3447 8663
Email: supportandinformation@uclh.nhs.uk

15. Communicating with you and your GP
Your GP will be informed within 24 hours of you being diagnosed with myeloma and will be included in all correspondence regarding your diagnosis, treatment and care. You will automatically be copied into this correspondence.

If there is anything you do not understand in the letters you receive, please bring them with you to your next appointment and we will be happy to discuss any issues with you.

16. Patient Advice and Liaison Service (PALS)
PALS is a patient-friendly, easy-to-access service designed to provide a personal contact point to assist patients, relatives and carers. If you have a problem that you have not been able to resolve, PALS can help you.

The University College Hospital PALS office is located on the ground floor of the main hospital building and is open from 09:00 to 16:00, Monday to Friday.

Telephone: 020 3447 3042
Email: PALS@uclh.nhs.uk
17. Contact details for the Myeloma Cancer MDT Team
Direct line/Haematology Telephone Line: 020 3447 7359
Hospital switchboard: 0845 155 5000
Extension: 78028
Fax: 020 3447 9911
Email: ysabel.howard@uclh.nhs.uk
Website: www.uclh.nhs.uk

For more information on the team, our service, and patient experience, please see our website:
www.uclh.nhs.uk/blooddiseases
How to find us

Bus Stops

- **N**: 10, 14, 24, 29, 73, 134, 390
- **V**: 18, 27, 30, 88, 205
- **P & Q**: 10, 18, 30, 73, 205, 390
- **Z**: 18, 30, 205
- **S, T, U & R**: 24, 27, 29, 88, 134

- Congestion Charge Zone
- Main entrance
Space for notes and questions
Space for notes and questions