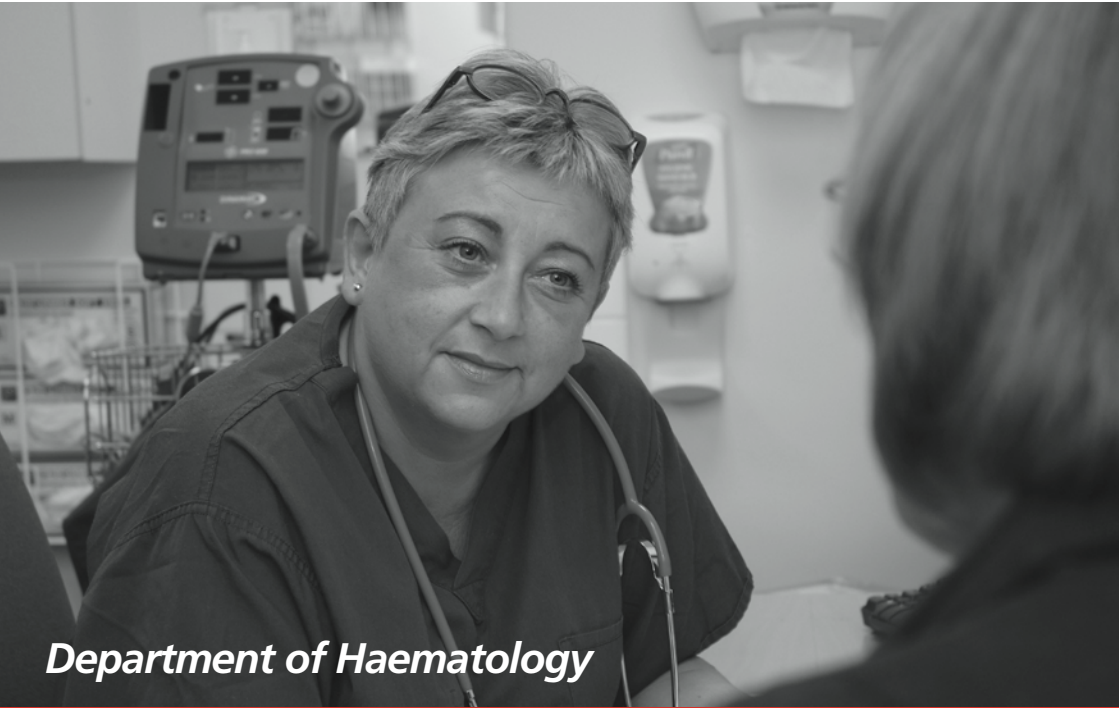


## Your key worker



*Department of Haematology*

patient**information**

Hearing about your experience of our services is very important as it means we can pass compliments to our staff and make improvements where necessary. Tell us what you think at [feedback@rothgen.nhs.uk](mailto:feedback@rothgen.nhs.uk)

#### Slovak

Ak vy alebo niekto koho poznáte potrebuje pomoc pri pochopení alebo čítaní tohto dokumentu, prosím kontaktujte nás na vyššie uvedenom čísle alebo nám pošlite e-mail.

#### Slovensky

#### Kurdish Sorani

#### كوردی سۆرانی

نەگەر تۆ یان کەسێک کە تۆ دەیناسی پێویستی بەیارمەتی ھەبێت بۆ نەوێی لەم بەلگەنامە بە تێبگات یان بێخۆتێنتەو، تکایە پەیوەندیمان پێوە بکە لەسەر ئەو ژمارەیە سەرھوددا یان بەو نێمەیلە.

#### Arabic

#### عربي

إذا كنت أنت أو أي شخص تعرفه بحاجة إلى مساعدة لفهم أو قراءة هذه الوثيقة، الرجاء الاتصال على الرقم اعلاه، أو مراسلتنا عبر البريد الإلكتروني

#### Urdu

#### اُردو

اگر آپ یا آپ کے جاننے والے کسی شخص کو اس دستاویز کی سمجھنے یا پڑھنے کیلئے مدد کی ضرورت ہے تو برائے مہربانی مندرجہ بالا نمبر پر ہم سے رابطہ کریں یا ہمیں ای میل کریں۔

#### Farsi

#### فارسی

اگر جناب عالی یا شخص دیگری که شما او را می شناسید برای خواندن یا فهمیدن این مدارک نیاز به کمک دارد لطفاً با ما بوسیله شماره بالا یا ایمیل تماس حاصل فرمایید.

If you require this document in another language, large print, braille or audio version, please contact Patient Information on 01709 424281 or email [patientinformation@rothgen.nhs.uk](mailto:patientinformation@rothgen.nhs.uk)

## Your key worker

### Introduction

You have just been given your diagnosis and this can be a very upsetting time for people, their families and friends. Doctors usually want to perform investigations and start treatment quickly. This may be confusing and feel overwhelming; as there may not have been an adequate amount of time for you to come to terms with your diagnosis.

**A key worker is someone in hospital to help you throughout your treatment and care.**

**Your key worker is:**

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**Contact number:**

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## Your key worker

### What is the role of a key worker?

The key worker is a health professional in the hospital team who, with your consent and agreement, takes a key role in coordinating your care.

- They ensure that you know how to get the physical, emotional, spiritual and social support that you need whilst undergoing treatment
- They can help with advice about living with the after effects of your treatment
- They can help with the needs of other family members and carers
- They act as a link between different hospitals and different hospital departments

The name of your key worker and any contact you have with them is recorded in your medical notes.

### When will I meet my key worker?

Your key worker may be present when your diagnosis is discussed with you.

Your key worker will ensure that you are given written information about your diagnosis, any investigations that are planned and the treatment choices that have been offered to you.

They will give you their contact details.

## Your key worker

### **Will my key worker change?**

You are allocated a key worker for the whole of your treatment and care. This will be a different length of time for different people. If your key worker changes for any reason, you will be given another key worker and informed of the new contact details.

### **Can I change my key worker?**

Yes. At the time of your diagnosis, you will be allocated a key worker.

As a patient, you can request a different key worker at any time and you do not have to give any explanation for this request.

### **When should I contact my key worker?**

Your key worker is there to help you with all aspects of your management. You can contact them if you have any concerns about your diagnosis, your treatment, or the effect that it is having on your life. They may not be able to help directly, but will be able to put you in contact with appropriate health professionals or information.

Your key worker is based in the hospital. You can always seek advice from your General Practitioner, who will be kept informed of your progress.

## Your key worker

### How to contact us

#### Haematology Ward

Telephone 01709 424231

#### Switchboard

Telephone 01709 820000

### Useful contact numbers

#### NHS Direct

Telephone 0845 4647

#### Health Info

Telephone 01709 427190

#### Stop Smoking Service

Telephone 01709 422444

#### Patient Services

Telephone 01709 424461

#### A&E

Telephone 01709 424455

**For GP out of hours,  
contact your surgery**

### Useful websites

[www.nhs.uk](http://www.nhs.uk)

[www.direct.gov.uk](http://www.direct.gov.uk)

[www.therotherhamft.nhs.uk](http://www.therotherhamft.nhs.uk)

### We value your comments

If you have any comments or concerns about the care we have provided please let us know, or alternatively you can write to:

Patient Services

#### The Rotherham NHS Foundation Trust

Rotherham Hospital

Moorgate Road

Oakwood

Rotherham

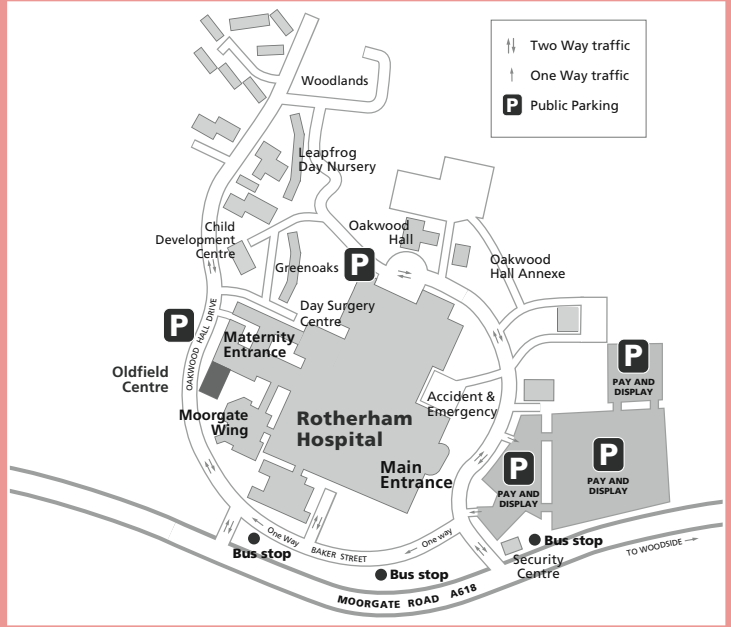
S60 2UD

Telephone 01709 424461

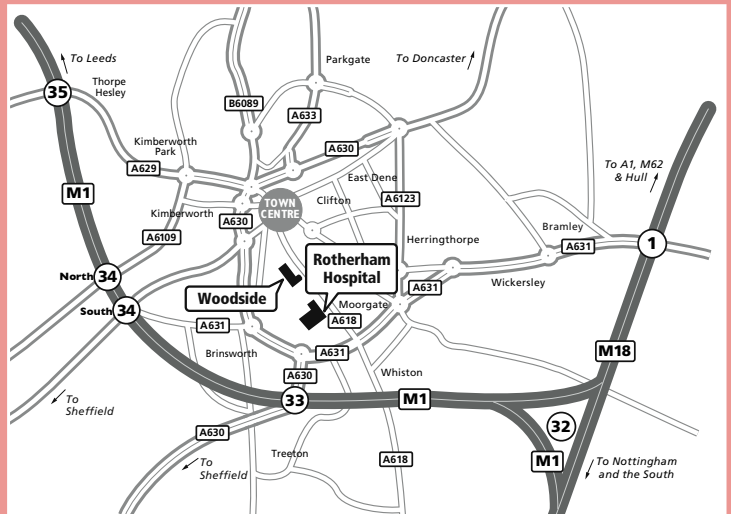
Email [complaints@rothgen.nhs.uk](mailto:complaints@rothgen.nhs.uk)

# How to find us

## Hospital site plan



## Rotherham main routes





LS 1269 11/12 V3 WFO



The Rotherham **NHS**  
NHS Foundation Trust

**Rotherham Hospital**  
Moorgate Road  
Oakwood  
Rotherham  
S60 2UD

Telephone 01709 820000  
[www.therotherhamft.nhs.uk](http://www.therotherhamft.nhs.uk)

