

Contact details

Non-Site Specific Pathway Service (NSSP)

East and North Hertfordshire NHS Trust

Lister Hospital

Coreys Mill Lane

Stevenage

Herts

SG1 4AB

Switchboard: 01438 314333

NSSP Nurse Specialists

Rebecca Coles

Jenna Shelby

Telephone: **01438 288485**

Mobile: **07826 944317**

Monday to Friday, 08:00am-16:00pm
(excluding Bank Holidays)

Macmillan Cancer Information and Support Centre

Situated at the main entrance of the Lister Hospital, the centre provides information both as a drop-in centre and by a telephone helpline for any questions relating to cancer.

Monday to Friday, 10am - 4pm
(excluding Bank Holidays)

Telephone: **01438 284657 / 07554 436746**

Additional information

The NSSP consultant clinic is usually held on Wednesday mornings situated at Lister Hospital on Level 3, Yellow Zone, Area 11 and Friday afternoons at the Lister Hospital situated on Level 3, Yellow Zone, Area 8.

We also hold a Consultant clinic Wednesday PM at the QE2. Virtual Nurse telephone clinics take place everyday.

Our Psychology support clinics runs at QE 2 on Mondays and Wednesdays.

NSSP service co-ordinator Hannah Godfrey

Telephone: **01438285169**

Monday to Friday, 08:00am-16:00pm
(excluding Bank Holidays)



East of England
Clinical Networks

www.enherts-tr.nhs.uk

You can request this information in a different format or another language.

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Patient Information

Your referral to the
Non-Site Specific
Pathway Service
(NSSP)

Important information about
your appointment



What is the Non Site Specific Pathway Service (NSSP)?

The NSSP is a clinic that has been set up to investigate vague symptoms that may be a sign of a number of conditions, including cancer, previously called Vague symptoms clinic/ RDS/ MDDC clinic.

Why have I been referred urgently to the NSSP?

You have been referred to the NSSP at East and North Hertfordshire NHS Trust Hospitals because your GP feels your symptoms urgently need further investigation. There are many conditions your symptoms may be linked to, including the possibility of cancer. However, your symptoms may be not specific to one organ area such as Lung or Liver.

Does this mean I have cancer?

Having an urgent referral does not necessarily mean you have cancer. Most people who have an urgent referral don't have cancer. You have been referred because you need to see a specialist or have some investigations done quickly to help find out what is wrong with you, including cancerous condition. Therefore, it is important that you respond to this referral.

What happens next?

The hospital Nurse Specialist will call you as a telephone clinic appointment with you to talk through the GP's referral and your symptoms.

Please check that your GP Practice has your current contact details including your mobile phone number (if you have one) and your correct postal address.

Once you have had your initial contact with the specialist nurse your case will be discussed in a Multi-disciplinary team meeting with doctors, radiologists and nurses to decide your plan of care. You will be contacted as to what this plan will be by the nurse specialist or coordinator.

Your appointment

Once you have had the appropriate investigations you will be assigned a clinic appointment with the Consultant. It is very important that you attend. Please call the Nurse Specialist **immediately** if you are unable to keep your appointment, you will then need to arrange an alternative appointment.

Your test results

The results arising from any investigations will be discussed with you and explained. If no cause for your symptoms can be found, you will be referred back to your GP.

Psychological support

Specialist psychological support service is embedded within the service structure. The service has now expanded and receives referrals from the clinical team for patients on this pathway, and who are experiencing emotional difficulties as result of the uncertainties and the complexity of their diagnosis.

We also welcome partners and careers to be referred.

Questions

Please contact Nurse Specialist if you have any questions - contact details are on the next page of this leaflet. If there is no immediate answer, please leave a message and we will call you back.

www.enherts-tr.nhs.uk

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You will need to be available for diagnostic tests in the next two weeks and attend on the date given