

Our Lymphoedema Service

A guide for new patients



What is lymphoedema?

Lymphoedema is a swelling in a part of the body. It's a long-term condition that can be caused by a number of things. One of the major causes of lymphoedema is cancer and its treatments. Lymphoedema can be present at the time of the treatment for cancer or occur years later.

Swelling can occur for other reasons too, so a doctor will usually have assessed you and done some investigation to try to determine the cause of your swelling.

Can lymphoedema be treated?

Lymphoedema cannot be cured but can be managed with treatments and healthy living. The aim of our Lymphoedema Service is to support you in managing your lymphoedema and any symptoms.

What will happen at my appointment?

At your first appointment with one of our nurses, we will do an initial assessment. This will involve:

- asking you about your full medical history and any medication you're taking
- carrying out a physical examination
- discussing with you what your individual needs are and what your future care might look like.

Your care may include some of the following: skin care, exercise, compression therapy garments, bandaging, lymphatic drainage and lymphatic taping.

Who provides the treatment?

A nurse who has received specialist training and is a member of the British Lymphology Society will treat you. The Lymphoedema Service is based at the Hospice and you can contact the team through the Hospice switchboard on **01908 663636**.

Photographs

We may use photographs to help us assess your treatment and monitor progress. These images may also be used in teaching or presentations

to healthcare professionals, and will be stored anonymously in the Hospice database. We'll ask for your consent before any photographs are taken, so you'll have the opportunity to tell us your preference.

Audit and research

As a Hospice, we're dedicated to improving your treatment and care. We regularly audit the care we provide and may also take part in research studies. If you do not wish to be involved in any research, please inform one of the Lymphoedema Service nurses and this will be noted on your record.

Data Protection

We will process your personal data only to provide and/or improve our service to you. We will process your information in compliance with current data protection laws.

Please read our full Privacy Notice on our website to learn how we collect, process and store your personal information. Our Privacy Notice also explains how you may request access to information we hold about you.

Other information

The Lymphoedema Support Network (LSN), a national patient organisation, provides information about the condition and people's experience of living with it. You can visit their website at **www.lymphoedema.org** or call them on **0202 7351 4480**.

Got feedback?

We value your feedback about our services. You can either provide feedback in-person to any of our staff, or you can submit it in writing and hand it to any of our staff or send it by post for the attention of our Chief Executive.

Like all healthcare providers, we are inspected regularly by the Care Quality Commission. Our latest inspection report is available to view on their website. If you would like to read a paper copy, please ask a member of our staff.

Our Lymphoedema Service team



Kate Iseton
Lymphoedema
Specialist Nurse



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Specialist Nurse



Debbie Newman
Lymphoedema
Practitioner



Eleanor Darby
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Contact us

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Accessing our information

You can find this booklet and other patient information in the resources section of our website. Our website has an accessibility toolbar with features to help you access our information in different ways, including text-to-speech, other languages and reading aids. Click on this icon (pictured right) to open the toolbar.

