

Cancer service

Teenager and young adult (TYA) cancer service

Information for patients, relatives and carers

What is the teenager and young adult's cancer service?

Charing Cross, St Mary's, Hammersmith and Queen Charlotte's Hospital provide teenage and young adult (TYA) outreach support within adult cancer services. The TYA cancer service works alongside your site-specific cancer team.

Who is this service for?

The TYA service is for teenagers and young adults aged 16 to 24 who have been diagnosed with cancer before their 25th birthday.

Young adults aged 19 to 24 can choose to have their treatment at:

- Imperial which is a designated TYA hospital – this means that it provides specialist cancer care for young people aged 16 to 24
- or at University College Hospital (UCLH) which is a principal treatment centre – this means they're specialist experts in teenage and young adult care

If you are 16 to 18, **your treatment should be at a principal treatment centre**, like UCLH. If you're a gestational trophoblastic disease (GTD) patient, your treatment should be at a specialised centre (Imperial is one of a few in the UK).

We will support you to make your decision about where to have your treatment. Wherever you choose to have your care, we will talk about your treatment plan in the TYA MDT meeting at UCLH. This is a meeting where all the healthcare professionals involved in your care meet to make sure you get the best possible treatment.

Watch this video about the service by scanning the QR code with your phone camera or going to [youtube.com/watch?v=gsz0Ssma1Z0](https://www.youtube.com/watch?v=gsz0Ssma1Z0).

This video shows you what the service is like at a principal treatment centre.



The TYA multidisciplinary team (MDT)

A team of healthcare professionals will care for you through your treatment, including doctors, nurses, physiotherapists, social workers, chaplains, dietitians, occupational therapists, psychologists, speech and language therapists and other professionals. We call this team the TYA multidisciplinary team or MDT.

We work together to give you emotional, psychological, practical, and social support and general advice. We'll be here to support you through your treatment and afterwards. We also work with your friends, family and relatives to make sure we can support you all in the ways you need.

The TYA lead clinician

Together with the TYA clinical nurse specialist, the TYA lead makes sure the TYA cancer service works well for young people with cancer. They also work with child (paediatric) and adult medical teams to make sure every patient has a consultant who is an expert in caring for them and their specific cancer type.

TYA clinical nurse specialist (CNS)

The TYA CNS gives you care and support and makes sure we meet your needs as a young person. They are trained specifically to support young people with cancer, and they'll be there to support you from diagnosis and through all stages of your treatment. The TYA CNS works closely with the team at UCLH and Teenage Cancer Trust.

You can expect the TYA CNS to:

- support you with how cancer impacts different parts of your life, like emotions, studies, friendships, money, work and relationships – we will ask you to complete an assessment through something called the Integrated Assessment Mapping (IAMs) portal, which can help you find out together what support you might need
- have 1:1 sessions with you, where you can talk about anything you're worried about
- visit you in clinics, on wards, or day units while you're having treatment – they'll talk to you about how your care and treatment are going
- help you find ways to support yourself and navigate your way through your own treatment and care
- talk to your school, university and/or employer about how to best support you
- find groups and activities where you can spend time with other young people with cancer if you want to
- work with the MDT to make sure you get what you need

The TYA day room

The TYA day room is a unique, friendly, comfortable and safe space where teenagers and young adults can meet, study, game and watch TV. It has a TV, PlayStation, board games, crafts, a kettle and a fridge.

The room is on 6 South Ward at Charing Cross Hospital. The TYA CNS and other members of the MDT might also use this room to meet with you and other young people.

How can I contact the TYA Team?

TYA clinical nurse specialist - Jo Sethi • Tel: 07824012048 (Monday to Wednesday, 8.00 to 16.00)

If you have any questions or concerns outside of these hours, please ring your site-specific CNS through the **navigator service: 0203 313 0303**.

How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3312 7777** (10.00 – 16.00, Monday to Friday). You can also email PALS at imperial.pals@nhs.net The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to complain by contacting our complaints department:

Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street
London W2 1NY

Email: ICHC-tr.Complaints@nhs.net

Telephone: **020 3312 1337 / 1349**

Alternative formats

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team:
imperial.communications@nhs.net

Wi-fi

Wi-fi is available at our Trust. For more information visit our website: www.imperial.nhs.uk