

## Support

### Macmillan Cancer Support

Specialist advice and support, and financial grants for people with cancer and their families:

**0808 808 0000**

[www.macmillan.org.uk](http://www.macmillan.org.uk)

### Pancreatic Cancer UK

Information and support line for anyone affected by pancreatic cancer:

**0808 801 0707**

[www.pancreaticcancer.org.uk](http://www.pancreaticcancer.org.uk)

### Macmillan Cancer Information and Support Centre

Main entrance Lister Hospital.

Drop-in centre and telephone helpline for any questions relating to cancer:

**01438 284657 / 07554 436746**

### The Lynda Jackson Macmillan Centre

Mount Vernon Cancer Centre.

Drop-in centre and telephone helpline for any questions related to cancer:

**020 3826 2555**

## Contact Telephone Numbers

### Clinical Nurse Specialists

Lesley Cowling: **01438 285921**  
**07990 566188**

### Palliative Care

Lister Hospital Macmillan Team:  
**01438 284035**

East Herts Isabel Hospice Community Team:  
**01707 382500**

North Herts Community Macmillan Team:  
**01462 427034**

### Hospices

Isabel Hospice: **01707 382500**

Garden House Hospice: **01462 679540**

### 24 Hour Palliative Care Advice Lines:

North Hertfordshire: **01462 679540**

East Hertfordshire: **01707 382575**

West Hertfordshire: **020 3826 2377**

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

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[www.enherts-tr.nhs.uk](http://www.enherts-tr.nhs.uk)

## Introducing you to your Clinical Nurse Specialist (CNS) for Pancreatobiliary Cancer

**Lesley Cowling**

**Pancreatobiliary Cancer CNS**

**01438 285921 / 07990 566188**

Monday to Wednesday



## Who is the clinical nurse specialist (CNS) in pancreatobiliary cancer?

The CNS is a trained nurse specialising in the area of pancreatobiliary oncology and any associated issues.

Some nurses are also known as Macmillan nurses and are closely associated with the national organisation Macmillan Cancer Support. This organisation is devoted to helping patients and their families cope with the diagnosis, treatment and effects of cancer.

In East & North Hertfordshire NHS Trust, the role of the CNS includes support for the patient and family when a cancer is suspected, but not confirmed.

Your CNS is your key worker.

## How can a pancreatobiliary CNS help me?

The CNS is an experienced nurse and understands the fears and anxieties that patients and their families have when a suspicion of, or a diagnosis of cancer has been made. The CNS works closely with you from diagnosis and throughout your cancer journey. They are here to support you and your family by:

- answering your questions
- advising and supporting you on emotional, physical, financial, social and spiritual issues

- helping you fully explore your treatment choices
- talking through with you any issues concerning your quality of life related to your health, before and after treatment
- supporting you on completion of treatment regarding on-going issues
- liaising and introducing you to other members of the care team who could support and advise you i.e. dietitian, social worker, district nurse, consultant etc.

## Will the hospital CNS visit me at home?

No. They work very closely with the community Macmillan nurses and district nurses who work in your local area and they will refer you to their care. This means that all your needs will be met by the team closest to your home.

This will only be done with your consent.

## Is confidentiality maintained?

Yes. Confidentiality is maintained at all times. We recognise that each patient and their family will have their own personal needs and that these will be different from one person to another. All your contacts with us will be treated with the strictest confidentiality and will only be discussed with another member of the team if you agree.

## What if I have a problem out of hours?

If you have a problem out of hours please contact your:

- GP or NHS 111
- local Accident & Emergency department, or
- if you have been a patient of the Lister hospital, contact the ward you were on.

## What if I feel unwell as a result of my treatment?

**If at any time during your course of treatment you become unwell, you must contact one of the numbers below:**

### [Acute Oncology Service, Lister Hospital](#)

Telephone: **0782 782 3509**

Monday to Friday, 9am - 5pm

### [24 hour Acute Oncology Service,](#)

### [Mount Vernon Cancer Centre](#)

Telephone: **0782 502 8855**