

Contacts

Clinical Nurse Specialists

Patricia Swann 01707 328111
(Hertford) Ext 3319
Elaine Dockree 01438 284217
(Lister) Ext 4217
Julie Munson 020 3826 2088
(Mount Vernon) or 07825 934210

Secretaries

Hertford County Hospital: 01992 823079
01992 823073
Lister Hospital: 01438 285869

Appointments 01438 284444

Palliative Care

Lister Hospital Macmillan Team:
01438 284035
North Herts Community Macmillan Team:
01462 427034
Isabel Hospice Community:
01707 382500

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

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

Lung Cancer Support Groups

North Herts: 01438 284217 (Elaine Dockree)
East Herts: 01992 823319 (Patricia Swann)

Macmillan Cancer Information and Support Centre

Main entrance Lister Hospital.
Drop-in centre and telephone helpline for any questions relating to cancer:
01438 284657 / 07554436746

The Lynda Jackson Macmillan Centre

Mount Vernon Hospital.
Drop-in centre and telephone helpline for any questions relating to cancer:
020 3826 2555

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

Date of publication: September 2015
Author: Anne Dinneen
Reference: L/CNS Version: 05 (Nov 2016)
Review Date: September 2019
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www.enher-ts-tr.nhs.uk

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

Patricia Swann
Lung Cancer CNS

01707 328111 Ext 3319 / 07771 872947
Monday, Tuesday, Thursday (this day may vary)

Elaine Dockree
Lung Cancer CNS

01438 284217 / 07990 566190
Monday - Friday



Who are the clinical nurse specialists (CNS) in lung cancer?

The CNSs are trained nurses specialising in the area of lung cancer and any associated issues.

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

Your CNS is your key worker.

How can the lung CNS help me?

Lung CNSs are experienced nurses and understand the fears and anxieties that patients and their families have, when a suspicion of, or diagnosis of cancer has been made.

They work 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 finishing treatment and any on-going issues

- liaising and introducing you to other members of the care team who could support and advise you i.e. dietician, social worker, district nurse etc.

Will the hospital CNS visit me at home?

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

Is my confidentiality protected?

Yes. Confidentiality is protected at all times. They 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 contacts 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
- out of hours 24 hour (see contacts)
- local Accident & Emergency department

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

Please call the **Chemotherapy advice line** (Lister) **07785 716793** (9am-5.45pm)

Out of hours emergency advice line: Please call the Acute Oncology Service at Mount Vernon Hospital on **07825 028855**.