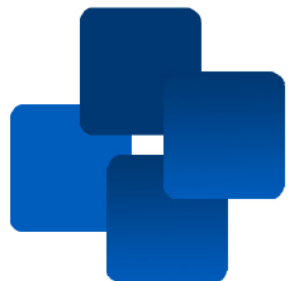


**Introducing you to your  
Clinical Nurse Specialist (CNS)  
for  
Uro-Oncology**

Cancer Services  
Information for Patients



## **The role of the Clinical Nurse Specialist (CNS)**

The team of uro-oncological CNSs work with the urology and oncology teams on the wards and in the outpatients department within the East & North Hertfordshire NHS Trust. Our role is to support patients and their families at the time of diagnosis of a urological cancer and throughout treatment and/or illness.

### **Support and information**

At the time of diagnosis, and afterwards, you may have a lot of questions and it may help to talk with someone. We are available to answer any questions you may have about your illness and/or proposed treatment plan. We can also provide written information on topics related to your diagnosis and treatment.

If you would like to meet with one of us, we can make an appointment to see you in the outpatient department or, if you are in hospital, we can visit you on the ward.

### **If you need a link between different people**

Often patients' care is shared between different specialists. We can put you in touch with the different services in the community that may be useful to you, such as Macmillan Cancer Support.

### **If you need help coping with your symptoms and/or side effects related to the treatment**

At times, the disease or treatment may cause symptoms or side effects that can be difficult to cope with. Part of our role is to provide specialist nursing advice to help try and relieve any symptoms related to your illness and/or troublesome side effects of treatment.

### **If your family needs support**

We are available to speak to your partner and your family who may need some support with their own feelings surrounding your illness, or provide information on how they can best support you. You might like to show them a copy of this leaflet.

## How you can contact us

Monday to Friday, 9am - 4pm

☎ 01438 285544

Specialist nurse contact mobile numbers:

Helen Stoker 0788 763 7863

Heather Storey 0788 763 7863

Anne Bradley 0788 763 3076

### Please only use the mobile numbers for urgent queries

If we are unable to answer your call, please leave a message clearly stating your name and contact number and we will ring you back when we can. Due to commitments on the wards and in the outpatient clinics, we sometimes cannot return calls immediately. Please be patient, we will get back to you as soon as possible.

### 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 at 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

## About You

Name: .....

Hospital number: .....

Date record started: .....

## Your Key Worker

This will usually be your Clinical Nurse Specialist

Name: .....

Telephone: .....

## Plan of Care

Diagnosis given by: .....

Date: .....

Type of Cancer:

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## Other useful telephone numbers

### Macmillan Cancer Information and Support Centre

Situated at the main entrance of Lister Hospital.

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

**☎ 01438 284657 / 07554 436746**

**Urology Clinic Appointments**      **☎ 01438 284444**

**Oncology Clinic Appointments**      **☎ 01438 284416**

**Please keep this leaflet safe, it will remind you of the ways in which we can help.**

**Uro-Oncology Nurse Specialists** - See page 3 for contact details

Lister Hospital

Location L7B

Coreys Mill Lane

Stevenage

Hertfordshire SG1 4AB

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

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