

Contact Telephone Numbers

Clinical Nurse Specialist Cover

Lesley Cowling: **01438 285921**
07990 566188

Lister / New QEII Hospital - Secretaries:

Dr Morris: **01438 284050**
Dr Sargeant: **01438 284245**
Oncologist: **01438 284298**

Mount Vernon Cancer Centre - Secretaries:

Oncologist: **020 3826 2435**

Watford General Hospital - Secretaries:

Mr Al Bahrani: **01923 217875**

Palliative Care

Isabel Hospice Community Nurse Specialists:
01707 382500

North Herts Community Macmillan Team:
01462 427034

Lister Hospital Palliative Care Team:
01438 284035

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

Oesophageal Patients Association

0121 704 9860

www.opa.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 relating to cancer:

020 3826 2555

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

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www.enherts-tr.nhs.uk

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

Julie Deacon

01438 285991 / 07887 633077

Monday, Tuesday, Thursday, Friday



Who are the clinical nurse specialists (CNS) for upper gastrointestinal cancer?

The CNSs are trained nurses specialising in the area of upper gastrointestinal oncology.

Some CNSs 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 also includes support for patients and their family when a cancer is suspected, but not confirmed.

Your CNS is also known as your key worker.

How can the upper gastrointestinal CNS help me?

A CNS is an experienced nurse and understands the fears and anxieties that patients and their families have when a suspicion of, or diagnosis of upper gastrointestinal 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 any questions
- advising and supporting you on emotional, physical, financial, social and spiritual issues

- help you to fully explore your treatment choices
- talk through any issues concerning your quality of life related to your health, before and after treatment
- support you on finishing treatment
- 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 and/or 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.

Will my confidentiality be protected?

Yes. Confidentiality is maintained 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 below)
- local Accident & Emergency department

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**