

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

Breast Cancer Care

Specialist advice and support for people with breast cancer: **0808 800 6000**
www.breastcancercare.org.uk

Macmillan Cancer Information and Support Centre

Situated at the main entrance of the 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

Other helpful telephone numbers

New QEII X-ray helpline: 01707 247510
or 01707 247509

Appointment queries, please call:

Lister: 01438 284444

New QEII: 01707 247628 or 01707 247629

Oncology: 01438 284416

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

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) Team for Breast Cancer

Breast Oncology CNS

Lister Hospital

Tel: **07990 566194**

Monday to Friday
9.00am - 4.00pm

Breast CNS/Nurse practitioner team

New QEII Hospital

Tel: **01707 247709**

Monday to Friday
9.00am - 4.00pm



The role of a breast care nurse specialist (CNS)

A breast CNS provides information, advice and support during your diagnosis and treatment, and is usually your 'key worker' during your treatment at the hospital.

They will be your main point of contact.

Some CNSs are also known as Macmillan Nurses and are closely associated with the national organisation Macmillan Cancer Support.

Support and Information

At the time of diagnosis and afterwards, you may have lots of questions. It might help to talk them through with someone. The CNS is available to answer any questions you may have about your diagnosis and/or the proposed treatment plan.

They can also provide written information on relevant topics.

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 which can be difficult to cope with. Part of the CNS 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 you need a link between different people

Often patient care is shared between a specialist team of health professionals. We can provide you with information about different services and support organisations.

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 information on how they can best support you. You might like to show them a copy of this leaflet.

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 next page)
- 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**

How you can contact us

Please see the contact telephone numbers overleaf.

If we do not answer, please leave a message on the voicemail, or leave a text message clearly stating your name and contact number and we will ring you back. Due to commitments on the wards and in the outpatient clinics, we sometimes cannot return calls immediately.

If you would like to meet with one of us we can make an appointment to see you.