

Introducing you to your Haematological Cancer Nursing Team

Haematology Specialist Support Nurses:

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Haematology Personalised Support Care Worker:

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The haematology cancer clinical nurse specialist (CNS)

The CNS is a trained nurse specialising in the area of haematological cancers and the associated issues. 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 and North Hertfordshire Teaching 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 haematology CNS help me?

Haematology specialist nurses are experienced nurses and understand the fears and anxieties that patients and their families have when a suspicion of, or a 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 concerns.
- helping you fully explore your treatment choices.
- talking through with you any worries concerning your quality of life before and after treatment.
- supporting you on completion of treatment regarding ongoing issues.
- liaising and introducing you to other members of the care team who could support and advise you, e.g. 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.

Is information about me kept confidential?

Yes. All information regarding your tests, diagnosis and treatment plan will be treated in a confidential manner. Only members of the healthcare team involved in your care will have access to information about your diagnosis and treatment. Please see our privacy notice for how we protect patient information:

<https://www.enherts-tr.nhs.uk/help/privacy-data-protection/>

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:

Lister Hospital - Acute Oncology Service:

- Telephone 07827 823509
- Monday to Friday, 9am – 5pm

Mount Vernon Cancer Centre - 24-hour Acute Oncology Service:

- Telephone 07825 028855

What if I have a problem out of hours?

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

- the ward you were on if you have been a patient at Lister Hospital
- your GP or NHS 111
- your local Emergency Department, or
- if you are unwell as a result of your treatment, call the Mount Vernon 24-hour Acute Oncology Service detailed above

Further information and support

Macmillan Cancer Information and Support Centre, Lister Hospital:

This drop-in centre is situated at the main entrance of Lister Hospital. There is also a telephone helpline available for support and any questions relating to cancer.

- Telephone 01438 284657 or 07554 436746

The Lynda Jackson Macmillan Centre, Mount Vernon Cancer Centre:

A drop-in centre and telephone helpline for any questions relating to cancer.

- Telephone 02038 262555

Macmillan Cancer Support:

Specialist advice and support for people with cancer and their families

- Website www.macmillan.org.uk
- Telephone 08088 080000

Lymphoma Association:

Information and Support

- Website www.lymphomas.org.uk
- Telephone 08088 085555

Useful contact details

East and North Hertfordshire Teaching NHS Trust:

- Website www.enherts-tr.nhs.uk
- Telephone 01438 314333

Appointment queries:

Lister Macmillan Cancer Centre (LMCC)

- Telephone 01438 284416

Secretary Lister

- Telephone 01438 284149

Secretary New QEII and Hertford County

- Telephone 01438 288356

Palliative Care:

Lister Hospital Palliative Care Team

- Telephone 01438 284035

North Herts Community Specialist Palliative Care Team

- Telephone 0300 123 7571 (option 2, then 2, then 4) – Monday to Sunday, 8am – 8pm

Isabel Hospice Community Team

- Telephone 01707 382500

Hospices:

Isabel Hospice

- Telephone 01707 382500

Garden House Hospice

- Telephone 01462 679540

24 Hour Palliative Care Advice Lines:

North Hertfordshire

- Telephone 01462 416794

East Hertfordshire

- Telephone 01707 382575

West Hertfordshire

- Telephone 01923 335356

Leaflet information

**You can request this information in a different format or another language;
please speak to your doctor or nurse.**

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