

## Contact Telephone Numbers

### Lister Hospital

Main switchboard: **01438 314333**  
 Mr Mochloulis secretary: **01438 284447**  
 Mr Loizou secretary: **01438 285421**  
 Mr Camilleri, M Karavides  
 and Mr Mirza secretary: **01438 284060**  
 Dr Wong secretary (Lister): **01438 284467**

### Mount Vernon Cancer Centre

Dr Wong secretary: **020 3826 2555**  
 (Monday to Wednesday)

### Palliative Care

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

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

## 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](http://www.macmillan.org.uk)

### Head & Neck Support Group

Please contact Jackie Jones for details.  
 Patients and family welcome to come along.  
 Meets 4-5 times per year. Times vary  
 (usually pm).

Venue: **St Giles Church, Parish Centre**  
**4 Bury Road**  
**Codicote**  
**Hitchin, Hertfordshire SG4 8XT**

### 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**

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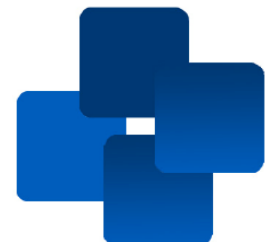
## Introducing you to your Clinical Nurse Specialist (CNS) for Head & Neck Cancer

**Jackie Jones**

**Macmillan CNS**

**01438 284941 / 0787 968 7800**

Monday to Friday



## Who are the clinical nurse specialists (CNS) for head & neck cancer?

The CNS is a trained nurse specialising in the area of head and neck cancer 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 NHS Trust, the role of CNS includes support for the patient and family when a cancer is suspected but not confirmed.

Your CNS is also known as your key worker.

## How can the head & neck CNS help me?

Head and neck cancer nurse specialists 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 and can do this 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, 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, i.e. dietician, speech and language therapist, district nurse, consultant etc.

## Will the hospital CNS visit me at home?

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

This will only be done with your consent.

## Is confidentiality maintained?

Yes. Confidentiality is maintained at all times. We 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 your contact with us 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, or
- if you were a patient at the Lister Hospital, contact the ward you were on
- Ward 11B North - 01438 285113

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

If at any time during your course of treatment you become acutely 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**

### Appointment queries please call:

**ENT 01438 28 4444**

**Max Fax 01438 284060**

**Oncology 01438 28 4416**