

Introducing you to your clinical nurse specialist (CNS) for head and neck cancer

Macmillan Clinical Nurse Specialist:

Jackie Jones

- Telephone 07879 687800
Tuesday to Thursday

Specialist Support Nurse:

Zahida Khatoon

- Telephone 07879 687800

The clinical nurse specialist (CNS) for head and neck cancer

The CNS and specialist support nurse are trained nurses 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.

At East and North Hertfordshire Teaching NHS Trust, the role of CNS includes support for the patient and family when a cancer is suspected but not confirmed. Your CNS and specialist support nurse are also known as your key workers and they work alongside the multidisciplinary team.

What is a multidisciplinary team?

A multidisciplinary team (MDT) is a specialist team of health professionals who decide your diagnosis, care and treatment. The consultant looking after you will take responsibility for your care. The team meet weekly to review and discuss a suspected or diagnosed cancer. Your treatment plan will be discussed in the multidisciplinary meeting.

How can the head and neck CNS and support nurse help me?

Head and neck cancer nurse specialists are experienced nurses who 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, i.e. dietician, speech and language therapist.

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 acutely 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 were a patient at Lister Hospital:
 - Ward 5A South. Telephone 01438 288605
- 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

Head and Neck Support Group:

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

- Please contact Jackie Jones/Zahida Khatoun for details.

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

Useful contact details

East and North Hertfordshire Teaching NHS Trust:

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

Lister Macmillan Cancer Centre (LMCC):

- Telephone 01438 284416

Appointment queries:

Ear Nose Throat (ENT)

- Telephone 01438 284444

Max Fax

- Telephone 01438 284060

Consultant secretaries:

Mr Mochloulis secretary

- Telephone 01438 284447

Mr Dimitriadis secretary

- Telephone 01438 284447

Mr Patel secretary

- Telephone 01438 285076

Mr Camilleri and Mr Karavidas secretary

- Telephone 01438 284060

Dr Gupta secretary

- Telephone 02023 8262 438

Dr Juneja secretary

- Telephone 0203 8262 438

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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