Patient information

Mount Vernon Cancer Centre

NHS
East and North Hertfordshire Teaching NHS Trust

Introducing your MVCC lung Clinical Nurse Specialists

Lung Clinical Nurse Specialists

Karen Henderson and Dee O'Sullivan

The best way to contact us is by telephone on 07825 934 210 or 0203 826 2088

If we are not available, please leave a message on the voicemail and we will return your call as soon as we can. This is not an emergency number**.**

Our normal working hours are:

Karen Henderson Clinical Nurse Specialist
Monday to Thursday 7:30am-4pm
Friday 7:30am-1:30pm

Dee Sullivan Specialist Lung Cancer Nurse
Monday to Friday 8am to 4pm

Introduction

As you are starting treatment at Mount Vernon Cancer Centre, we would like to explain how we may be able to help you throughout your time in our care.

We are Clinical Nurse Specialists with responsibility for patients with lung cancers.

Our role is to be a key point of contact (Key Worker) for you while you are having treatment at the Cancer Centre.

The role of the Clinical Nurse Specialist (CNS)

Starting treatment for cancer can be a confusing and worrying time for you and your family and it is our role to help reduce the stress and anxiety that you may be experiencing.

We will usually try to meet you at your first appointment at Mount Vernon Cancer Centre. If you are staying in the hospital overnight, please ask one of the nurses to contact us and we will try and visit you on the ward.

Some of the ways in which we may help you include:

- Explaining your diagnosis
- Explaining your test results and treatment options
- Providing you with written information
- Assessing and advising you if you are concerned about any side effects of treatment
- Assisting you and your family to manage your health at home both during and after your treatment
- Explaining current research and information from websites and the media
- Offering support and signposting you to appropriate services e.g. counselling
- Advising you on how to apply for financial welfare benefits
- Liaising with your GP and/or local hospital as appropriate

Further information and support:

Lynda Jackson Centre at Mount Vernon Cancer Centre:

The centre is staffed by healthcare professionals and specially trained volunteers who are able to provide support and information on all aspects of cancer and its treatments.

- Drop-in centre
- Telephone helpline
- Benefits advice
- Pre-treatment visits
- Complementary therapies
- Relaxation classes
- Counselling



Opening hours

Monday–Friday: 9.30am–4.30pm

The Lynda Jackson Centre is situated between the Cancer Centre and Gate 3 (White Hill)

- Telephone 020 3826 2555
- Website www.ljmc.org

Support groups

Support groups are self-help groups for people affected by cancer to share feelings and gain mutual support.

They offer a range of services, such as meetings, telephone helplines, drop-in centres, home visiting, information and practical help. Some have complementary therapists or provide information about therapies.

You can obtain a list of local groups from the Lynda Jackson Centre.

Useful contact details:

Mount Vernon Cancer Centre – 24/7 Triage Line (Alert Card Number)

- Telephone 07825 028855
    - If you need emergency medical advice at any time of the day, weekends and public holidays included .

- This is an advice line only and should not be used for non emergency medical issues. Please ensure you call the correct number and if not answered, leave a message with your details, best contact number and reason for your call – the AOS Team will aim to call you back as soon as possible.

If your symptoms are getting worse and cannot wait for their call back, you should call 999. The **AOS at MVCC is not a walk-in service** and you should not attend MVCC without an appointment.

Please note: When you start your treatment, potential side effects will be explained to you. If you are having chemotherapy and shows signs of an infection, ie, serious cough, breathlessness and/or raised temperature, you should call the 24hr Acute Oncology Service directly. If they are unable to answer the phone straight away, please leave a message and they will return your call.

Other Emergency details:

If you need urgent help or advice, please call

- Your GP or NHS 111
- Your local Emergency Department (A&E)

MVCC Contact Centre

For general enquiries and appointments;

- Telephone 0333 332 5470
- Email mvcclungsec.enh-tr@nhs.net

Outpatients Pharmacy

- Telephone 0203 826 2505
- If you are expecting medication to be delivered to you or to arrange a collection.

Leaflet information

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

Date of publication: November 2025
Version number: 01
Author: Karen Henderson & Dee O'Sullivan

© East and North Hertfordshire Teaching NHS Trust

Reference: 2361 Lung
Review Date: November 2026