

Introducing you to your Breast Cancer Nursing Team

Breast Oncology CNS Team, Lister Hospital:

- Primary Breast Cancer - Telephone 01438 284221
- Secondary Breast Cancer – Telephone 07990 566194
Monday to Friday, 9am – 5pm

Breast CNS Team for Surgery, New QEII Hospital:

- Telephone 01707 247709 (Monday to Friday, 9am - 5pm)

Breast Nurse Practitioner Team, New QEII Hospital:

- Telephone 07825 073747 (Monday to Friday, 9am - 4pm)

The breast cancer clinical nurse specialist (CNS)

The CNS is a trained nurse specialising in the area of breast 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.

The role of the breast nurse practitioner

A nurse practitioner supports you with your recovery from surgery and radiotherapy. They provide advice and care on wound healing during and after your hospital stay.

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/>

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. Part of the CNS role is to provide specialist nursing advice to help try and relieve any symptoms related to your illness, and side effects of treatment. While on chemotherapy and other treatments, you will also have the support of the Acute Oncology Nursing Team.

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

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

Breast Cancer Now:

Specialist advice and support for people with breast cancer

- Website www.breastcancer.org
- Telephone 0808 800 6000

Useful contact details

East and North Hertfordshire Teaching NHS Trust:

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

Appointment queries:

Lister Hospital

- Telephone 01438 284444

New QEII

- Telephone 01707 247628 or 01707 247629

Oncology

- Telephone 01438 284416

New QEII X-ray Helpline:

- Telephone 01707 247510 or 01707 247509

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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