

# Introducing you to your clinical nurse specialists (CNS) for uro-oncology

## Uro-oncology Clinical Nurse Specialists:

**Gina Creasey**

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- Telephone 01438 285544  
Monday to Friday, 9 am – 4 pm

## The role of the clinical nurse specialist (CNS)

The team of uro-oncological CNSs work with the urology and oncology teams on the wards and in the Outpatient Department within the East and North Hertfordshire Teaching NHS Trust. Our role is to support patients and their families at the time of diagnosis of a urological cancer and throughout treatment and/or illness. The CNS is usually your key worker.

## Multidisciplinary Team (MDT)

The Multidisciplinary Team is a specialist team of health professionals who, together with you and your consultant, 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 suspected or diagnosed cancers. The team will recommend and agree a treatment plan. This will be discussed with you at your next outpatient appointment.

## 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. We can also provide written information on topics related to your diagnosis and treatment.

### **If you need help coping with your symptoms and/or side effects related to the treatment**

At times, the disease or treatment may cause symptoms or side effects that can be difficult to cope with. Part of the CNS role is to provide specialist nursing advice to help try and relieve any symptoms related to your illness, and/or troublesome side effects of treatment.

### **If you need a link between different people**

Often patient care is shared between different specialists. 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 provide information on how they can best support you. You might like to show them a copy of this leaflet.

## 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

## Your Plan of Care

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## 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

### Macmillan Cancer Support:

Specialist advice and support for people with cancer and their families

- Website [www.macmillan.org.uk](http://www.macmillan.org.uk)
- Telephone 08088 080000

## Useful contact details

### East and North Hertfordshire Teaching NHS Trust:

- Website [www.enherts-tr.nhs.uk](http://www.enherts-tr.nhs.uk)
- Telephone 01438 314333

Appointment Queries:

#### Urology Clinic Appointments:

- Telephone 01438 284444

#### Oncology Clinic Appointments:

- Telephone 01438 284416

### Pharmacy, Lister:

- Telephone 01438 285509

### Pharmacy, New QEII:

- Telephone 01707 247502

### Urology Procedure Waiting List:

- Telephone 01438 286852 or 286853

### Cancer Centre Treatment Booking Queries:

- Telephone 01438 284441

### Cancer Secretaries:

- Telephone 01438 284298
- Email - [cancersecretaries.enh-tr@nhs.net](mailto:cancersecretaries.enh-tr@nhs.net)

### Cancer Centre Reception:

- Telephone 01438 286487

### Mount Vernon cancer centre radiotherapy bookings:

- Telephone 020 3826 2449

### Paul Strickland Scanner Centre at Mount Vernon:

- Telephone 01923 886310

### Transport booking:

- Telephone 0345 605 1208

### Phlebotomy blood Test Booking Line:

- Telephone 01438 284044

An appointment is not required if the request is made from the clinic / urology nurse practitioners for queries relating to catheters, men's health and bladder treatment.

## 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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