

Plan of Care

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Other useful telephone numbers

Macmillan Cancer Information and Support Centre

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:

☎ 01438 284657 / 0755 443 6746

Please keep this leaflet safe. It will remind you of the ways in which we can help.

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

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Introducing you to your Clinical Nurse Specialist (CNS) for Uro-Oncology

- Helen Stoker**
- Ruth Osis**
- Gina Creasey**
- Heather Storey**

Telephone: 01438 285544

Monday to Friday 9.00am - 4.00pm

Urology Clinic Appointments

☎ 01438 284444

Oncology Clinic Appointments

☎ 01438 284416



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 outpatients department within the East & North Hertfordshire 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)

A (MDT) 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.

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 acute oncology service (see below)
- Local Emergency Department or
- If you have been a patient at Lister Hospital, contact the ward you were on

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 telephone 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**