

## Contact Telephone Numbers

Lead Haematology Clinical Nurse  
Specialist - **Kim Forbes** 07818 588764

Specialist Support Nurse

**Hannah Druce-Collins** 07887 650801

Haematology Personalised Support Care

Worker - **Colette Nash** 07887 650801

## Appointment Queries

Lister Macmillan Cancer Centre

(LMCC): 01438 284416

Secretary Lister: 01438 284149

Secretary QEII / Hertford: 01438 288356

## Palliative Care

Lister Hospital Macmillan Team:

01438 284035

North Herts Community Macmillan Team:

01462 427034

Isabel Hospice Community Team:

01707 382500

## Hospices

Isabel Hospice: 01707 382500

Garden House Hospice: 01462 679540

## 24 Hour Palliative Care Advice Lines

North Hertfordshire: 01462 679540

East Hertfordshire: 01707 382575

West Hertfordshire: 02038 262377

## Support

### Macmillan Cancer Support

Specialist advice and support, and financial grants for people with cancer and their families: 0808 808 0000

[www.macmillan.org.uk](http://www.macmillan.org.uk)

### Lymphoma Association

Information and Support: 0808 808 5555

[www.lymphomas.org.uk](http://www.lymphomas.org.uk)

### 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 / 07554 436746

### The Lynda Jackson Macmillan Centre

Mount Vernon Cancer Centre.

Drop-in centre and telephone helpline for any questions relating to cancer:

020 3826 2555

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

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[www.enher-ts-tr.nhs.uk](http://www.enher-ts-tr.nhs.uk)

## Introducing you to your Haematological Cancer Nursing Team

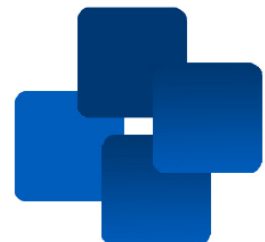
Lead Clinical Nurse Specialist  
**Kim Forbes**

Specialist Support Nurse  
**Hannah Druce-Collins**

Personalised Support Care Worker  
**Colette Nash**

Tel: 07887 650801

Monday to Friday, 9am - 4pm



## Who is the clinical nurse specialist (CNS) in haematology cancer?

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

## How can the haematology CNS help me?

Haematology specialist nurses are experienced nurses and 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 issues

- helping you fully explore your treatment choices
- talking through with you any issues concerning your quality of life before and after treatment
- supporting you on finishing your treatment
- liaising and introducing you to other members of the care team who could support and advise you, i.e. dietician, social worker, district nurse etc.

## 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 my confidentiality protected?

Yes. Confidentiality is protected at all times. They recognise that each patient and their family will have their own personal needs and that these will be different from one person to another.

All your contact with us will be treated with the strictest confidentiality and will only be discussed with another member of the team if you agree.

## 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 (see below)
- Your 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 contact 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**