

Contacts

Clinical Nurse Specialists

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(Hertford)

Elaine Allen 07990 566190
Cassie Foster 07990 566190
(Lister)

**Lister Cancer Centre
Reception** 01438 284416

Secretaries

Hertford County Hospital: 01992 823079
01992 823073
Lister Hospital: 01438 314333

Appointments 01438 284444

Palliative Care

Lister Hospital Macmillan Team:
01438 284035
North Herts Community Macmillan Team:
0300 123 7571 (Option 3)
Isabel Hospice Community:
01707 382500

Hospices

Isabel Hospice: 01707 382500
Garden House Hospice: 01462 679540

24 Hour Palliative Care Advice Lines:

North & East Hertfordshire **0300 123 7571**
24hr service
West Hertfordshire: 01923 335356

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

Lung Cancer Support Groups

North Herts: **07990 566190**
East Herts: **07771 872947**

Macmillan Cancer Information and Support Centre

Main entrance Lister Hospital.
Drop-in centre and telephone helpline for any questions relating to cancer:
01438 284657 / 07554436746

The Lynda Jackson Macmillan Centre

Mount Vernon Hospital.
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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Introducing you to your Clinical Nurse Specialist (CNS) for Lung Cancer

Patricia Swann

Lung Cancer CNS

07771 872947

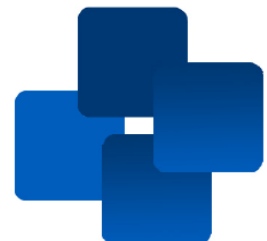
(Mon, Tues, Thurs, Fri)

Elaine Allen (Tues, Weds, Fri)

Cassie Foster (Mon - Fri)

Lung Cancer CNS

07990 566190



Who are the clinical nurse specialists (CNS) for lung cancer?

The CNSs are trained nurses specialising in the area of lung cancer and any associated issues.

In East & North Hertfordshire NHS Trust, the role of 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 lung CNS help me?

Lung CNSs are experienced nurses and understand the fears and anxieties that patients and their families have when a suspicion of, or 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, related to your health before and after treatment
- supporting you on finishing treatment and any on-going issues

- 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, Isobel nurse specialist nurses and 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 contacts 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)
- local Accident & Emergency department

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**