

Your clinical nurse specialist (key worker)

Your clinical nurse specialist is

Name:

Tel:

Email:

Working hours:

What is a clinical nurse specialist (CNS)?

Your CNS helps co-ordinate your cancer care, and makes sure you know who to talk to for information and advice about your diagnosis and treatment. You may also hear your CNS being called a key worker or Macmillan nurse.

What is my CNS's role?

- To be your key worker at the start of your treatment and care.
- To help you make informed decisions about your treatment.
- To offer you and those close to you support, care and information throughout your illness and treatments.

You can contact your CNS to discuss any concerns you have about your treatment, investigations, surgery or recovery and what your life may be like after treatment.

We know some concerns may be of a personal nature, around physical wellbeing or sexual health. Please be assured all discussions you have will be handled sensitively and in complete confidence.

How can your CNS help you?

Your CNS is your link between the different people and services who may be involved in your treatment and care. If you are unsure of any of their roles please ask.

If you are at home, your CNS can:

- speak to a member of the medical team on your behalf.
- put you in touch with different medical services in the hospital and in the community.
- guide you through complex systems to access benefits or finance, housing, family support or Macmillan grants.
- advise on other local services and care available in the community.

Your CNS can help support your family.

A possible cancer diagnosis can be a worrying time, raising many different emotions and concerns for you, and your family, carers, partners and friends.

Your family may need support and someone to talk to about their feelings and how they can best support you. Show them this leaflet so they can contact your CNS if they wish.

Your CNS can help support your health and wellbeing

by offering practical advice and assessment of your physical, emotional, practical, spiritual, and financial needs. This is sometimes called a Holistic Needs Assessment (HNA), 'holistic' meaning whole.

Your CNS will offer you an HNA at different stages in your care, to give you the chance to think about your concerns and discuss possible solutions.

Once a plan of action is agreed a care plan will be written, individually tailored to you, and you will be given a copy.

With your permission, this plan may be shared with the other health professionals involved in your care.

Even when your treatment has finished your CNS is still there for support and advice.

A treatment summary will be discussed with you and completed at the end of each acute treatment phase, and a copy sent to you and your GP.

Your GP or practice nurse will see you about six months after your cancer diagnosis to discuss any ongoing needs.

You will be invited to attend health and wellbeing events in the community or the hospital to support you with dietary advice, exercise awareness and more.

Your Macmillan Cancer Support worker

You may also have access to a Macmillan Cancer Support worker, who can help you access non-clinical cancer and cancer services information and support, and help to confirm clinic appointments.

Useful sources of information

Macmillan Cancer Support

Info line: 0808 808 2020 Web: www.macmillan.org.uk

Cancer Research, info on diagnosis, treatments & clinical trials

Web: www.cancerresearch.uk.org

Macmillan Cancer Information and Support Centre

Ground floor, Grosvenor wing, St George's Hospital

Tel: 020 8725 2677

Paul's Cancer Support Centre

020 7924 3924

Contact us

If you have any questions or concerns, please contact us using the contact details given to you by your CNS.

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit www.stgeorges.nhs.uk

Additional services

Patient Advice and Liaison Service (PALS)

PALS can give on-the-spot advice and information when you have comments or concerns about our services or the care you have received. You can visit the PALS office between 9am and 5pm, Monday to Friday in the main corridor between Grosvenor and Lanesborough Wing (near the lift foyer).

Tel: 020 8725 2453

Email: pals@stgeorges.nhs.uk

NHS Choices

NHS Choices provides online information and guidance on all aspects of health and healthcare, to help you make decisions about your health.

Web: www.nhs.uk

NHS 111

Tel: 111

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

