

Head and Neck Clinical Nurse Specialists (CNS)

Karen Roberts and Susan Saxby
Tel: 01202 442071, 01202 442365
Jayne Hanson (based at Dorset County Hospital)
01305 255962

The role of the clinical nurse specialist (CNS)/key worker in head and neck cancer

We are specialist nurses working alongside a group of professionals (multi-disciplinary team – MDT) at Poole Hospital who are experts in head, neck and thyroid cancer. We provide support and information to people with a cancer diagnosis, and their families and carers. Our aim is to support you, from the point of diagnosis, throughout your investigations, treatment planning, treatment and ongoing follow-up. This is sometimes known as a “cancer journey”.

Some of the things we do

- You may meet us at your outpatient appointment when you are given your diagnosis and/or treatment plan. We are able to support you at this time and ensure that you are given the relevant written information and contact numbers to take home with you. You may see one of us more than the other. This person will be your key worker but both of us will be familiar with your case if you have questions.
- Meeting new people when you are under stress can be confusing so, when appropriate, we liaise with other members of the MDT (doctors, consultants, dietitians, speech and language therapists, etc.) on your behalf. We act as your advocate and we can explain the other professionals' roles to you.
 - **A cancer diagnosis can be very upsetting and frightening for you and those close to you. We will try to help you cope and manage the many thoughts, feelings and emotions you may have following diagnosis. You may be asked to complete a psychological assessment as part of this process. Where appropriate, and with your consent, we may be able to access specialist counselling services, both in the hospital and in the community setting. If you feel that you would benefit from talking to a former patient who has had the same or similar treatment as you are expecting, we can put you in contact with a 'buddy'. This person would usually be a member of the HANDS (Head and Neck Dorset Support) cancer support group.**
- Where appropriate we can help with basic benefit advice and Macmillan cancer support grants, and can signpost you to other available services. Please do not feel embarrassed asking us for information.
- You may have a long way to travel to the hospital for appointments and investigations. We are able to provide advice and support over the telephone, even after your treatment is completed, as sometimes patients can find it difficult to get back to living a normal life after treatment.

patients can find it difficult to get back to living a normal life after treatment.

- We try to visit you on the ward or in the chemotherapy and radiotherapy department. We will liaise with the teams there to provide a smooth pathway of care and discharge plan.

What if I would like to take part in Clinical Research?

Poole Hospital is committed to research, development and innovation.

We strive to provide evidence-based care of the highest standard possible, which is why we're committed to participating in clinical research. Please ask us or your Consultant if there are any trials currently open which you may be eligible to enter.

What if I have worrying treatment-related side-effects?

If you have been a surgical patient on Ward B2, you can ring 01202 448033

If you are undergoing, or just completed, chemotherapy or radiotherapy please contact the Open Access Unit (OAU) on 07917655889
Otherwise contact the CNS on the telephone numbers already given

What are the working hours of the CNS?

Our working hours are:

Monday, Wednesday – Friday, 8.30 am – 4.30 pm

Tuesday 8 am – 4 pm

On Tuesdays we are not in the office until approximately 1 pm as we are in the head and neck clinic until that time. However, if your message is truly urgent, please contact us via the hospital switchboard on 01202 665511 and ask for bleep 0967 for Karen or 0166 for Susan.

The CNS answerphone is checked regularly throughout the day, so please feel free to leave your name and contact details with us. It is helpful if you are able to leave your hospital number too, as occasionally we have patients with similar or the same name.

If you would like a copy of the clinic letter which is sent to your GP (regarding any of your consultations in the hospital), please ask the doctor at the end of your consultation or advise Karen or Susan.

Other members of the head and neck team

Consultant head and neck surgeons Consultant in restorative dentistry and oral

Mr V Ilankovan rehabilitation

Mr P Ramchandani Mr SGS Ellis

Mr A Kusanale

Dr E King

Mr N De-Zoysa

Consultant oncologist

Dr J Davies

Speech and language therapists

Mrs P Scott

Mrs F Hilder

Miss S Swain

Dietitian

Holly Angus

Oncology social worker

Mrs C Baker

Other members of the team will be introduced to you throughout your treatment

Useful contacts and support

Head and Neck Dorset Support (HANDS)
(Poole Hospital NHS Foundation Trust Cancer Support Group)

Website: www.handscancergroup.org

For more details and meeting dates, contact CNSs.

Macmillan Cancer Support
Supporting patients living with and beyond cancer

Tel: 0808 808 00 00 (free phone)

www.macmillan.org.uk

Cancer Research UK

Tel: 0808 800 4040 to speak to a nurse

www.cancerresearchuk.org

Mouth Cancer Foundation

UK Charity, patient support, advocacy and more

Tel: 01924 950 950

www.mouthcancerfoundation.org

Poole Hospital Health Information Centre

Tel: 01202 448003 (Monday – Friday)

Dorset alcohol services

EDP – a charity to support people affected by substance misuse

Tel: 01202 482908

About Face

Local head and neck cancer charity

Tel: 01202 721021

www.about-face.info

Let's Face It

National Support Network for head and neck cancer

Tel: 01843 833724

www.lets-face-it.org.uk

Changing Faces

National Charity for facial disfigurement

Tel: 0845 4500275

www.changingfaces.org.uk

The National Association of Laryngectomy Clubs (NALC)

Lower Ground Floor

152 Buckingham Palace Road

SW1W 9TR

Tel: 0207 730 8585

<http://laryngectomy.org.uk/>

NHS Stop Smoking Service

Tel: 0800 002200

www.i-Quit.org.uk

Steps2wellbeing

Therapy for people experiencing low mood and anxiety. For phone numbers contact:

www.steps2wellbeing.co.uk

Dorset Smokestop Service

Tel: 01305 233105

www.dorsetsmokestop.co.uk

My Health My Way

Support for people living with a health condition (such as cancer)

Tel: 0303 303 0153

www.myhealthdorset.org.uk

Dorset Living Well Active

Help to improve your potential to live active

Tel: 01202 426588

www.livingwellactive.org

Macmillan Citizens Advice Bureau (CAB)

For benefits advice or financial concerns

Tel: 01202 644473 (Bournemouth/Poole)

08454 9000 42 (West Dorset)

Free prescriptions for patients being treated for cancer

Since April 2009 people being treated for cancer have been eligible for a five-year exemption certificate for free prescriptions (not just those relating to cancer). You can obtain an application form for your exemption certificate from your GP. Ask for an FP92A form.

certificate for free prescriptions (not just those relating to cancer). You can obtain an application form for your exemption certificate from your GP. Ask for an FP92A form.

Transport for appointments

Where possible, we would encourage you to organise your own transport for appointments. This may not always be possible. For example, you may not have friends or family that can help or you may have physical difficulties that prevent you from getting to the hospital. It may be worth enquiring at your GP surgery to see if they can advise on possible voluntary car services. Alternatively, you can call 0300 777 6666, E-ZEC Medical, who provide transport for the hospital. They will advise you and organise your transport if necessary.

For further general health-related information, please ask the relevant department for an Information Prescription or contact:

The Health Information Centre
Poole Hospital NHS Foundation Trust
Longfleet Road
Poole
Dorset
BH15 2JB
Telephone: 01202 448003

Author: Susan Saxby/ Karen Roberts
Date: April 2017
Review Date April 2020

We can supply this information in larger print, on audiotape, or have it translated for you. Please call the Patient Advice and Liaison Service (PALS) on 01202 448499 or the Health Information Centre on 01202 448003 for further advice.

© Poole Hospital NHS Foundation Trust www.poole.nhs.uk

Template version: December 2010

Head and neck clinical nurse specialists