

Contact details

Your clinical nurse specialist is:

Direct line: 020 7288 _____

Mobile: _____

Or call the switchboard on 020 7272 3070

and ask them to bleep _____

Your clinical nurse specialist may be contacted by telephone between the hours of

____:____ am and ____:____ pm

Days _____ to _____

Please note your clinical nurse specialist is in clinic between the hours of

____:____ am and ____:____ pm

Days _____ to _____

Therefore please try to phone outside of these times.

Out of hours emergency number

Patient advice and liaison service (PALS)

If you have a compliment, complaint or concern please contact our PALS team on 020 7288 5551 or

whh-tr.whitthealthPALS@nhs.net

If you need a large print, audio or translated copy of this leaflet please contact us on 020 7288 3182. We will try our best to meet your needs.

Whittington Health NHS Trust
Magdala Avenue
London
N19 5NF
Phone: 020 7272 3070
www.whittington.nhs.uk

Date published: 30/11/2018
Review date: 30/11/2020
Ref: S&C/Oncol/ICNSK/02

© Whittington Health
Please recycle

**Introducing your clinical
nurse specialist
(keyworker)**

A patient's guide



What does your clinical nurse specialist (who may also be known as your keyworker) do?

Whilst you are being cared for, one of the clinical nurse specialists (CNS) will act as your keyworker.

The clinical nurse specialist will be your main point of contact within the hospital. They are responsible for co-ordinating your care.

All patients with cancer have access to a clinical nurse specialist. They will be present with the consultant when a diagnosis of cancer is given.

They are able to offer increased levels of support, advice and guidance to patients with cancer.

The clinical nurse specialist works closely with doctors, nurses and other health care professionals to maximise the independence, dignity and quality of life of people diagnosed with cancer. They also liaise closely with community carers and family doctors (GPs), to ensure the highest quality of care at home.

You may see the clinical nurse specialist when you are on the ward, whilst having surgery, chemotherapy treatment or at your outpatient appointments.

If your care is transferred to another department your clinical nurse specialist may change. We will let you know if this is going to happen.

If you have any questions please speak to your clinical nurse specialist.

What can the clinical nurse specialist offer?

- A contact point for people with cancer at any stage.
- Advice and support for you, your relatives, carers and friends.
- Advice about treatments such as radiotherapy and chemotherapy.
- Help with physical symptoms such as pain, fatigue or nausea.
- Information about your illness. You can also get information about your condition by visiting <https://www.nhs.uk>
- Advice on your continued care at home.

- Someone to talk to about worries or problems.
- Advice on relationships, fertility or sexual problems.
- Advice and help on how to manage financial problems.

Please be aware that you will still be cared for by other members of the specialist team and you will be able to discuss your care or concerns with them.

Further Information

Visit the Macmillan information centre (main entrance of The Whittington Hospital).