

## Patient information

# Breast Care Nursing Service

Aintree Breast Department

### **Who are the Breast Care Nurses?**

The Breast Care Nurses are all Registered General Nurses (RGN) with many years nursing experience.

They are specialist nurses who hold qualifications in breast care and work in this area only.

They work closely with the hospital doctors and surgeons providing a service which is confidential and available to you from the first time you come to the clinic with a breast problem.

They will be your key workers throughout your treatment within the breast clinic.

The Breast Care Nurses in Aintree Breast Unit are as follows:

- Emma Lawrence.
- Michelle Cross.
- Sarah Phelan.
- Louise Baines.

### **What does the service offer?**

The breast care nursing service offers:

- Information.
- Support.
- Advice.
- A link between your consultant and you.
- Easy to understand explanations about treatment.
- Practical advice.
- Help with decisions about treatment choices.

## **When can I expect to meet the Breast Care Nurses?**

- In the breast clinic when you are diagnosed.
- Following diagnosis, by appointment.
- When you receive your results at clinic.
- By telephone.

## **The Breast Care Nurses are available:**

- The moment you are diagnosed with a breast problem.
- At any point during your treatment.
- At any time after your treatment has finished – no matter how long that is.

## **Feedback**

Your feedback is important to us and helps us influence care in the future.

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated.

## **Further information**

### **How can I contact a Breast Care Nurse?**

**Breast Care Nurses spend a lot of time with their patients so are not always able to answer the telephone. They have an answer machine which is available 24 hours a day on Tel: 0151 529 4082.**

**Please do not be put off by the answer machine; the nurses listen to your messages every working day.**

**A Breast Care Nurse will return your call if you leave your name and telephone number after the tone with a brief message. They may not be able to return your call straight away but it will usually be the same day or the next working day.**

**We are here Monday – Friday 9am to 5pm and are closed weekends and bank holidays.**

**Remember we are here to help you whenever you need us.**

**Author: Aintree Breast Department**

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All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

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