

Head and Neck Business Unit
 Aintree University Hospitals NHS Foundation Trust
 Lower Lane
 Liverpool L9 7AL

Clinical Nurse Specialists in Head and Neck
 0151 529 5256

**ROLE OF THE CLINICAL NURSE
 SPECIALISTS IN HEAD AND NECK / KEY
 WORKER**

**Head and Neck Cancer Information and
 Support Service**

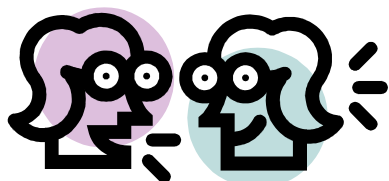
This information leaflet explains the role of the Clinical Nurse Specialist in Head and Neck based at the Cancer Centre, Aintree, Liverpool.

What is a Clinical Nurse Specialist in Head and Neck (CNS)?

The CNS working with cancer field, provide support and information to people with a cancer diagnosis and their families and carers. Their aim is to support you from the point of diagnosis, throughout your investigations, treatment planning, treatment and ongoing follow up. This is sometimes called a 'Cancer Journey'.

A cancer diagnosis can be very upsetting and frightening for you and your loved ones. We are therefore available to listen to you about *your* feelings, worries and concerns and try and support you and answer any questions you may have.

We are also available to discuss your diagnosis and treatment plan with you and your loved ones and help you to understand what is happening at each stage of your care.



What do we do?

- You may initially 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.
- We are based in the hospital and work very closely with all the members of the Head and Neck Team who will be looking after you. These

include Consultants, Doctors, Dieticians, Speech and Language Therapists, Physiotherapists, Occupational Therapists, Discharge Planners and Medical Social Workers

- Meeting new people when you are under stress can be very confusing so we act as link between all the Team and help explain their role.
- We can help with very basic benefit advice, Macmillan Patient Grants and put you in touch with your local Welfare Rights Officer or 'One Stop Shop'. Please do not be embarrassed to ask us for information about financial support.
- We normally try and visit the wards daily to offer support to you and your family and explain the treatment plan and up date you on your progress.
- We work very closely with the Team on the ward to ensure that when your hospital stay is complete, that you have a safe and supportive place to go to.
- We work closely with the Discharge Planning Teams, Ward Nurses, and Community Team to help plan your ongoing care and support at home.
- We can give you information about local and national support groups and agencies which can help you too.
- Offer ongoing support via telephone helpline or face to face throughout your cancer treatment and rehabilitation.

How do I arrange to meet with the CNS Head and Neck?

Normally your first contact with the CNS is in Outpatients clinic at the time of Diagnosis. If they are not available you.

A member of the Head and Neck Team can refer you or you can refer yourself at any time throughout your treatment and recovery. Many patients stay in touch with the CNS even when they have formally been discharged by the medical staff.

What if I have any problems at home or need help?

When you are at home, if you experience and symptoms or are just worried you can contact us by telephone on

Helpline Number – 0151 529 5256

We can help sort out your worries or direct you to the most appropriate person.

What are the working hours of the CNS?

Working hours are :

**8 am until 5 pm
Monday to Friday at Aintree Hospitals**

We also cover Outpatients clinics at Aintree (Walton Site), Whiston and the Royal Liverpool Hospitals.

One of us is usually available in the hospital at all times and can be contacted via switchboard on our bleep or on the Help line. We can offer telephone support, or if you prefer can meet face to face in the Nurse Led Clinic.

Many patients and loved ones have found this ongoing care very supportive.

Want more information?

More information leaflets are available about different stages of the Cancer Journey. If our are not offered them please ask the CNS or a member of the team. If you don't fully understand them please don not hesitate to ask.

Further information available on the Head and Neck Website.

www.headandneckcancer.co.uk

Here you will find out about the Consultants and all the staff involved in your care, treatments available and stories from patients who have received treatment here at Aintree. It is definitely worthwhile looking

Contact Details for CNS Head and Neck

Bleep

Sally Lane 0151 525 5980
Bleep 2023

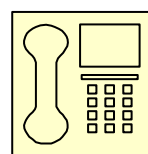
Lesley Dempsey 0151 525 5980
Bleep 5018

Help line and Answer phone

0151 529 5256

Answer phone is checked at least two hourly throughout the working day.

However if your message is urgent, please bleep either Sally or Lesley directly on the number above



Below are some details of local and national support groups who will be able to offer you further information. Full details are available in *Head and Neck Cancer – Information and Support Contacts*.

Ask a member for staff for details

Happy Larry's (Laryngectomy Club)

Secretary: Ann Newlands
Telephone: 0151 547 4926

Let's Face It

www.letsfaceitforce9.co.uk
Telephone: 01252 879630

Changing Faces

www.changingfaces.co.uk
Telephone: 020 7706 4232

National Association of Laryngectomy Clubs (NALC)

www.nalc.uk.com
Telephone: 020 7730 8585

Cancerbackup

www.cancerbackup.org.uk
Telephone: 0808 800 1234

Macmillan Cancer Support

www.macmillan.org.uk
Cancerline: 0808 808 2020



If you require a special edition of this leaflet

This leaflet is available in large print, Braille, on audio tape or disk and in other languages on request. Please contact the Patient Advice and Liaison Service [PALS] on:



Telephone
0151
529 3287

Textphone
0151
529 2523

Fax
0151
529 2019

[for the hearing impaired]

إذا نرغب في الحصول على الوثيقة باللغة العربية ، فضلا اتصل بمركز معلومات المرضى أو تحدث مع أحد الموظفين

若是你想索取這份傳單的中文譯本，請聯絡「病人預約中心」或向其中一名職員查詢。

Si vous voulez cette brochure en français, contactez le bureau des rendez-vous ou demandez à un membre du personnel.

यदि आप यह परचा हिन्दी में लेना चाहते हैं तो कृपया पेशेंट अॅपाइन्टमेन्ट सेन्टर से संपर्क करें या किसी स्टाफ से पूछें।

Haddii aad jeclaan laheyd buug-yarahan oo af-Soomaali ku qoran la soo xiriir xarruunta bukaan ballaminta ama wax weydii xubin shaqaalaha ka tirsan.

Si desea recibir este folleto en español, sírvase contactar al Centro de Citas para Pacientes o solicitarlo al personal.

اگر آپ کو یہ کتابچہ اردو میں درکار ہے تو پشنت اپوائنٹمنٹ سینٹر یا عملے کے کسی رکن سے رابطہ قائم کریں۔

Mae'r daflen hon ar gael (ar gais), mewn print bras, ar dâp s ar ddisg, ac efallai mewn ieithoedd eraill ar gais. Cys chanolfan apwyntiadau cleifion i ofyn am gopi.