



A guide to...

The Macmillan Uro-Oncology Specialist Nursing Service

Patient information

How to contact us

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If you need this leaflet in another language, large print, Braille or audio version, please call **01923 217 187** or email pals@whht.nhs.uk



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Introduction

As Macmillan Clinical Nurse Specialists for Urological Cancer we work as part of a team of doctors, nurses and other healthcare professionals caring for people with urological cancers. This is the Multidisciplinary Team (MDT).

As part of the team, the Clinical Nurse Specialist is able to offer support, information and advice at the time of diagnosis, and throughout your treatment. One of us may also become your **keyworker** to help manage your care. This leaflet explains the different ways in which we may be able to help you and your family.

The Macmillan Clinical Nurse Specialists for Urological Cancers at West Hertfordshire Hospitals are Zoe, Tina and Elaine who are registered nurses with specialist training and experience in cancer and urological nursing.

This means that we have a great deal of knowledge about urology cancers and treatment and offer advice, emotional support and information to patients and their families.

As your **key workers** we are able to liaise with a number of different healthcare professionals involved in your care and treatment both in the hospital as well as in the community. This will ensure that your care is consistent and as co-ordinated as possible, and that your needs are met. The nurses should be your first point of contact if you have a question about your care or treatment.

If you need information or support

People experience a wide range of emotions when the possibility of cancer is mentioned by the doctor even more so when the diagnosis is confirmed. It can be a frightening and unsettling time.

Being able to talk things through with someone who understands what you are experiencing can sometimes help to make sense of the information you have been given? Whatever you are feeling at present, it may be helpful to talk to someone who has the time to listen, and answer any questions you may have.

We can supply both verbal and written information to help answer any questions you may have.

How to contact us

Tina Khan	01923 436651 or 07867 160702	Monday to Friday 9 am to 5pm
Elaine Lousley	01923 436651 or 07392 197036	Wednesday to Friday 9am to 5pm
Zoe Pinder	01923 436651 or 07901 518747	Tuesday and Wednesday 8am to 6pm

If we are not able to answer your call straight away it may mean we are with another patient so please leave your name, number, hospital number or NHS number and a short message and we will return your call as soon as possible. If you leave your message after 4:30pm your call will not be returned until the next working day.

We can also arrange to speak with you face to face at the hospital as well as when you are attending the Outpatient department.

Your future appointments could be at Watford, St Albans City or Hemel Hempstead Hospitals or at Mount Vernon Cancer Centre or The Lister Hospital Stevenage.

Further Support and information is available from

The Macmillan Cancer Information and Support Centre

Tel: 01923 436 326

Email macmillancentre.whht@nhs.net

A cancer information and support centre based in Watford General Hospital.

Prostate Cancer UK

Tel: 0800 074 8383

Website: www.prostatecanceruk.org

A national organisation offering a wide range of literature and putting you in touch with others with prostate cancer.

Prostate Cancer Support Association (PSA)

Tel: 0800 035 5302

Web: www.prostatecancersupport.co.uk

A national patient support group, putting you in touch with local men with prostate cancer

Kidney Cancer UK

Tel: 0800 002 9002

Web: www.kcuk.org

The only support group in the UK specifically for people with kidney cancer. Offer a range of literature and help.

Macmillan Cancer Support

Tel: 0808 808 0000

Web: www.macmillan.org.uk

A telephone helpline offering further information and financial help to cancer patients and their families.