How to contact us
West Hertfordshire Hospitals NHS Trust

Urology-Oncology Department
Watford General Hospital
Vicarage Road
Watford
Hertfordshire
WD18 0HB

Tel: 01923 436 651

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

The Macmillan
Urology-Oncology
Nurse Specialist
Service

Patient information

Urology-Oncology
Watford General Hospital
Hemel Hempstead Hospital
St Albans City Hospital
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.

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 Specialist for Urological Cancers at West Hertfordshire Hospitals NHS Trust is Zoe Pinder, registered nurse 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 worker Zoe is 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. Zoe 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

We can be contacted Monday to Friday between 9.00am to 5.00pm on our direct line: 01923 436 651. 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 and short message and we will return your call as soon as possible. If you leave your message after 2:30pm 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.

Further Support and information is available from:

The Macmillan 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
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
www.prostatecancersupport.co.uk
A national patient support group, putting you in touch with local men with prostate cancer

Kidney Cancer UK Careline
Tel: 0800 002 9002
www.kcuk.org
The UK’s leading specialist kidney cancer charity offering patient support and a range of literature and help.

Macmillan Cancer Support
Tel: 0808 808 0000
www.macmillan.org.uk
A telephone helpline offering further information and financial help to cancer patients and their families.