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**Macmillan Haematology
Clinical Nurse Specialists**



Patient information

Macmillan Haematology Clinical Nurse Specialists



Excellent patient care, together

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The Cancer Haematology Clinical Nurse Specialist Service consists of three nurses and a support worker, being part of the haematology team at Watford and Hemel Hempstead Hospitals. (Clinical Nurse Specialist is known as CNS).

The Cancer Haematology CNSs are members of the multi-professional disciplinary team and also act as your key workers.

We are a direct point of contact for you to access from diagnosis and throughout your cancer treatment.

Cancer Support Workers/CSW work closely with CNSs and other healthcare professionals. They help to provide access to care and support. They support with non-complex tasks, identify and address concerns of most importance to you. They help to support your health and wellbeing using, for example, holistic needs assessment and agree support care plans (e.g. referral for financial support or social services and many more). Can be both face-to-face or telephone appointments. CSW can be accessed via phone and clinic, as well as visiting you in the **Helen Donald Unit** or on the ward if required.

For any clinical needs as well as emotional support your CNS will be there for you.

We are available **Monday to Friday 9.00am to 5.00pm**.

We can also be contacted via The Helen Donald Unit, which is our day unit at Watford General Hospital where chemotherapy and other cancer treatments take place.

The **Helen Donald Unit** opening times are **Monday to Friday, 8.00am to 6.00pm** (for appointments and general enquiries contact 01923 217 386).

Contact numbers during cancer treatment (See Alert card):

- For symptom management **07341 866 199**
- For chemotherapy patients requiring urgent medical advice outside of normal working hours please contact: Acute Oncology Service at Mount Vernon Hospital on **07825 028 855**.

What we can do for you:

- Provide you with written information on your disease and treatment and signpost you to also access this information online
- Pre-chemotherapy counselling and consent to treatment (provide you with relevant information to help you decide)
- Give advice on managing your symptoms/signpost to 24h advice line during treatment
- Give you help and advice about coping with late effects from cancer treatment
- Give you a point of contact after discharge from hospital, and be a link between hospital and community
- Provide information about other support organisations
- Holistic Needs Assessments. This is a one to one, in depth review of your main concerns you would like to discuss and get more information and advice on. For example:
 1. Nutrition and diet, exercise
 2. Benefits, finance or welfare
 3. Emotional support
 4. Coping with cancer symptoms caused by the side effects of treatment or the illness
 5. Family support
 6. Spiritual concerns
 7. Exercise

Other information and support for patients and carers with haematological cancers

Macmillan Cancer Support

0808 8080 000

<https://www.macmillan.org.uk/>

Hertfordshire Macmillan Benefits Advice Service offers benefits information, advice and support to local people affected by cancer.

01438 843 456

macmillan.benefitsadvice@hertfordshire.gov.uk

Blood Cancer UK

Blood Cancer UK is an organisation that offers support and information to patients diagnosed with a blood cancer

39-40 Eagle Street London WC1R 4TH

08082080888

Bloodcancer.org.uk | support@bloodcancer.org.uk

Lymphoma Action

The Lymphoma Action offers support and information to patients diagnosed with lymphoma.

3 Cromwell Court

Aylesbury

Bucks HP20 2PB

0808 808 5555

www.lymphoma-action.org.uk

Leukaemia Care

Leukaemia Care offers support for patients diagnosed with leukaemia, MPN, MDS.
One Birch Court, Blackpole East, Worcester WR3 8SG
0808 8010 444 (24-hour helpline)
www.leukaemiacare.org.uk.

Myeloma UK

Myeloma UK offers support and information to patients diagnosed with Myeloma, Amyloidosis, Plasmacytoma, MGUS.
22 Logie Mill Edinburgh EH7 4HG 0800 980 3332
www.myeloma.org.uk

MDS UK

Supporting patients with bone marrow failure/Myelodysplastic syndromes (MDS) and CMML.
Tel: 020 7733 7558 (Mo-Fri)
Email: info@mdspatientsupport.org.uk
www.mdspatientsupport.org.uk

CLL Support Association

The CLL Association offers support and information to patients diagnosed with Chronic Lymphocytic Leukaemia
39-40 Eagle Street London WC1R 4 TH
0800 9774 396 www.clisupport.org.uk
info@clisupport.org.uk

Chronic Myeloid Leukaemia

www.cmlsupport.org.uk

MPN Voice MPN Voice offers support and information to patients diagnosed with a myeloproliferative disorder. www.mpnvoice.org.uk 07934 689 354

African Caribbean Leukaemia Trust

020 3757 7700 www.aclt.org

Chai Cancer Care

0808 808 4567 www.chaicancercare.org

Cancer Research UK

0808 800 4040 www.cancerresearchuk.org

Anthony Nolan

www.anthonynolan.org

Shine Cancer Support

Information and support for young adults living with cancer (20s, 30s and 40s)
www.shinecancersupport.org

Local Support Groups

Cancer Support Group facilitated by our Macmillan Information Centre for all the people affected by cancer in the area. Croxley Green, Rickmansworth, WD3 3HJ

For enquiries: 01923 436326

Other Local Support and Wellbeing Services

Grove House

St Albans Hospital

Cancer Information & Support Service

01727 731000

The Spring Day Centre

St Francis Hospice

Berkhamsted

01442 869550

The Starlight Day Centre

Peace Hospice

Watford

01923 330330

Macmillan Cancer Information and Support Centre situated by the main entrance of Watford Hospital. Please ask for further details if required.

Open: Monday to Friday 10.00am to 4.00pm.

Tel: 01923 436 326

Carers in Herts

Provide support and information to unpaid family and friends who look after someone.

01992 586 969

www.carersinherts.org.uk

Adult Care Services Hertfordshire

Provide support and information on organising adult care, blue badge, equipment and many more. 0300 123 4042 www.hertfordshire.gov.uk/adults

PALS

If you need this leaflet in another **language, large print, Braille or audio version**, please call **01923 217198** or email westherts.pals@nhs.net.



Language



Large Print



Braille



Audio

Concerns, complaints or suggestions

If you are unhappy with your experience or would like to give feedback, please contact our Patient Advice and Liaison Service (PALS). PALS is available to patients, relatives, carers and friends to raise concerns.

For more information, please scan the QR code or visit our [website](#).

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