

Ear, Nose and Throat (ENT) Department

Patient Information



Health & care
information
you can trust

The Information Standard  Certified Member

Information

If you need this information in large print, easy read, on audiotape or in another language please call 0800 7838058 or e-mail pals@dchft.nhs.uk

If you wish to obtain a list of the sources used to develop this information leaflet please call 0800 7838058 or e-mail patient.info@dchft.nhs.uk

Author: Jayne Hanson
Role: Head, Neck & Thyroid CNS (DCH)
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Head, Neck and Thyroid Clinical Nurse Specialists (CNS)

- **Jayne Hanson, Head, Neck and Thyroid CNS (DCH) – 01305 253464**
(Jayne is available via her mobile phone, which can be telephoned via the DCH switchboard – 01305 251150)
- **Susan Saxby, Thyroid CNS (PGH) – 01202 448232**
- **Claire Clark, Head and Neck CNS (PGH), 01202 442365**
- **Karen Roberts, Head and Neck CNS (PGH) – 01202 442071**

* DCH = Dorset County Hospital
PGH = Poole General Hospital

The role of the clinical nurse specialist (CNS)/key worker in Head, Neck and Thyroid cancer

We are specialist nurses working alongside a group of professionals (multi-disciplinary team – MDT) at Poole and Dorchester Hospitals who are experts in head, neck and thyroid cancer. We provide support and information to people with a cancer diagnosis, and their families and carers. Our aim is to support you, from the point of diagnosis, throughout your investigations, treatment planning, treatment and ongoing follow-up. This is sometimes known as a “cancer journey”.

Some of the things we do:

- You may 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. You may see one of us more than the other. This person will be your key worker but all of us will be familiar with your case if you have questions.
- Meeting new people when you are under stress can be confusing so, when appropriate, we liaise with other members of the MDT (doctors, consultants, dietitians speech and language therapists, etc.) on your behalf. We act as your advocate and we can explain the other professionals’ roles to you.

- A cancer diagnosis can be very upsetting and frightening for you and those close to you. We will try to help you cope and manage the many thoughts, feelings and emotions you may have following diagnosis. You may be asked to complete a psychological assessment as part of this process. Where appropriate, and with your consent, we may be able to access specialist counselling services, both in the hospital and in the community setting.
- If you feel that you would benefit from talking to a former patient who has had the same or similar treatment as you are expecting, we can put you in contact with a 'buddy'. This person would normally be a member of the HANDS cancer support group.
- Where appropriate we can help with basic benefit advice and Macmillan cancer support grants, and can signpost you to other available services. Please do not feel embarrassed asking us for information.
- You may have a long way to travel to the hospital for appointments and investigations. We are able to provide advice and support over the telephone, even after your treatment is completed, as sometimes patients can find it difficult to get back to living a normal life after treatment.
- We try to visit you on the ward, or in the chemotherapy departments at DCH/PGH and radiotherapy department at PGH. We will liaise with the teams there to provide a smooth pathway of care and discharge plan.

What if I have problems at home or need help?

If you are at home experiencing worrying symptoms you can contact Jayne on 01305 253464 or via the DCH switchboard on 01305 251150. Alternatively you can contact Susan on 01202 448232, Claire on 01202 442365 or Karen on 01202 442071.

Out of hours, if you have been a patient on Ward B2, you can ring 01202 442416 or 442415 (PGH only).

If you have had radiotherapy / radioactive iodine, please ring Sandbanks or Durlston Ward via the hospital switchboard on 01202 665511 or in the event of an emergency you can call the 24hour oncology emergency 07917655889.

What are the working hours of the CNS?

Our working hours are:

DCH

Jayne Hanson – Tuesday, Wednesday, Friday, 9.00 am – 4.00 pm

When Jayne is unavailable, there is an answering machine available.

If you would prefer to contact Jayne via email, her email address is:

Jayne.hanson@dchft.nhs.uk

PGH

The nurses at PGH work:

Monday, Wednesday – Friday, 8.30 am – 4.30 pm
Tuesday 8 am – 4 pm

On Tuesdays the nurses will not be in the office until approximately 1 pm as they are in the clinic until that time. However, if your message is truly urgent, please contact them via the hospital switchboard on 01202 665511 and ask to bleep Susan on 0201, Karen bleep 0967 or 0166 for Claire.

The CNS answerphone is checked regularly throughout the day, so please feel free to leave your name and contact details with them. It is helpful if you are able to leave your hospital number too, as occasionally they have patients with similar or the same name. If you would prefer to contact them by email, it is best to copy your message to the other CNSs as necessary. Their email addresses are:

susan.saxby@poole.nhs.uk

claire.clark@poole.nhs.uk

karen.roberts@poole.nhs.uk

If you would like a copy of the clinic letter which is sent to your GP (regarding any of your consultations in the hospital), please ask the doctor at the end of your consultation or advise Jayne, Claire, Karen or Susan.

Other members of the Thyroid/Head and Neck team

Consultant Thyroid/Head & Neck surgeon

Professor V Ilankovan (DCH)
Mr H Cox (PGH)

Consultant in restorative dentistry and oral rehabilitation

Mr SGS Ellis (PGH)

Consultant ENT Surgeon

Mr R Sim (DCH)

Speech and language therapists

Mrs G Faley (DCH)
Miss V Harris (DCH)
Mrs P Scott (PGH)
Mrs F Hilder (PGH)

Consultant Maxillofacial Surgeon

Professor Ilankovan (PGH)

Consultant Endocrine Surgeon

Miss A Evans (PGH)

Oncology social worker

Mrs M Standage (DCH)
Mrs C Baker (PGH)

Consultant Oncologists

Dr P Crellin (PGH)
Dr A Chakrabati (DCH)

Dietitian

Mr A Davis (DCH)
Mrs E McNicholl (PGH)

Other members of the team may be introduced to you throughout your treatment.

Useful contacts and support

Macmillan Cancer Support

Supporting patients living with and beyond cancer

Tel: 0808 808 00 00 (free phone)

www.macmillan.org.uk

Thyroid Cancer Support Group – Wales

Tel: 0845 0092737

www.thyroidsupportwales.co.uk

Butterfly Thyroid Cancer Trust

Helpline Tel: 01207 545469

www.butterfly.org.uk

Association for Multiple Endocrine Neoplasia Disorders (AMEND)

www.amend.org.uk

Hypopara UK (is the national patient organisation for people with parathyroid conditions, including post-surgical calcium issues and permanent hypoparathyroidism)

www.hypopara.org.uk

British Thyroid Association of Endocrine and Thyroid Surgeons

www.baets.org.uk/guidelines

NHS Alcohol Advice and Information

Tel: 0800 917 8282

Thyroid Cancer Forum UK

www.thyroid-cancer-forum-uk.org

NHS Stop Smoking Service

Bournemouth and Poole area

Tel: 0300 30 38 038

<http://www.bp.nhs.uk/quitwithus/>

Dorset area

Tel: 0800 007 6653

www.dorsetsmokestop.co.uk

Mouth Cancer Foundation

UK Charity, patient support, advocacy

Head and Neck Dorset Support (HANDS)

(DCH & PGH Cancer Support Group)

For more details and meeting dates, contact CNSs.

About Face

Local head and neck cancer support charity

Tel: 01202 721021

www.about-face.info

Changing Faces

National Charity for facial disfigurement

Tel: 0845 4500275

<http://www.changingfaces.org.uk/>

Let's Face It

National Support Network

Tel: 01843 833724

www.lets-face-it.org.uk

Dorchester Citizens Advice Bureau (CAB)

For welfare benefits advice

Tel: 0344 245 1291

Poole Citizens Advice Bureau (CAB)

For welfare benefits advice

Tel: 01202 670716

Macmillan Citizens Advice Bureau (CAB)

Dorset County Hospital (outreach)

Every Wednesday, 10.00 am – 12.00 pm

Macmillan Information Space, Dorset County Hospital NHS Foundation Trust

Offering face-to-face support, helping you to access basic, quality-assured Macmillan cancer information materials and signposting to other local services.

Tel: 01305 253475

information.space@dchft.nhs.uk

Health Information Centre

Poole Hospital NHS Foundation Trust

Tel: 01202 448003

Thyroid Cancer Support Group – Wales

Tel: 0845 0092737

www.thyroidsupportwales.co.uk

SMART (Substance Misuse Assessment and Referral Team)

If you are concerned about your alcohol intake and want help to give up

Tel: 01202 735777

The National Association of Laryngectomee Clubs (NALC)

Lower Ground Floor
152 Buckingham Palace Road
SW1W 9TR

Tel: 0207 730 8585

<http://laryngectomy.org.uk/>

Free prescriptions for patients being treated for cancer

Since April 2009 people being treated for cancer have been eligible for a five-year exemption certificate for free prescriptions (not just those relating to cancer). You can obtain an application form for your exemption certificate from your GP. Ask for an FP92A form.

Transport for appointments

Where possible, we would encourage you to organise your own transport for appointments. This may not always be possible. For example, you may not have friends or family that can help or you may have physical difficulties that prevent you from getting to the hospital. It may be worth enquiring at your GP surgery to see if they can advise on possible voluntary car services. Alternatively, you can call 0300 777 6666, E-ZEC Medical, who provide transport for the hospital. They will advise you and organise your transport if necessary.

Contact Details

ENT Secretaries (Dorchester)

Telephone: 01305 255138 or 01305 254205

Yeovil

To contact the ENT secretaries at Yeovil District Hospital please telephone 01935 384210.

Acknowledgement

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