

Support

The following charities are an excellent source of information, and can also provide details about local support groups that may be available.

- Leukaemia Care
www.leukaemiacare.org.uk
0808 801 0444
- Bloodwise
www.bloodwise.org.uk
0808 208 0888
- Lymphoma Action
www.lymphomas.org.uk
0808 808 5555
- Myeloma UK
www.myeloma.org.uk
0800 980 3332
- MPN Voice
www.mpnvoice.org.uk
- Macmillan Cancer Support
www.macmillan.org.uk
0808 808 0000

Further information

The Macmillan Support and Information Centre welcomes all people with cancer and or haematological conditions and their family and friends.

It offers a range of information resources and a programme of support activities. The team offers a drop in service so you do not need to book.

The open times are Monday – Thursday 9am – 4pm and Friday 9am – 2pm. The Centre is located in the Berkshire Cancer centre in North Block of the Royal Berkshire Hospital.

To find out more about our Trust visit
www.royalberkshire.nhs.uk

Please ask if you need this information in another language or format.

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NHS

Royal Berkshire
NHS Foundation Trust

What to expect from your Haematology Clinical Nurse Specialist (CNS)

Information for patients

This leaflet outlines the role of the Haematology Clinical Nurse Specialist, and how they can support you and your family throughout your treatment.

What is a clinical nurse specialist?

Your Clinical Nurse Specialist (CNS) is an expert nurse, who is a consistent point of contact for you, your family and any other health care professionals involved in your care. They will also assist in co-ordinating your care between different services and hospitals. You may also hear the CNS being referred to as your 'key worker'.

How can my CNS help me?

Your CNS will offer support to you and your family throughout diagnosis, treatment and follow up. You can contact them with any questions or concerns you may have regarding your care.

Your CNS works closely with the multi-disciplinary team (MDT). The MDT is the team of healthcare professionals who will be caring for you and supporting you. Your CNS will ensure that any concerns that you have are communicated to all the necessary members of the MDT.

Your CNS can also help by:

- Providing you with, and helping you to understand, any written information.
- Giving advice over the telephone if you become unwell or are concerned about any side-effects of treatment.
- Seeing you in clinics or when you are undergoing treatment in the ward or day care unit, to support your on-going treatment and care.
- Reviewing you in clinics in addition to or instead of seeing a doctor.
- Providing you with the knowledge and support to manage your health at home (where possible) during treatment and to self-manage when you have completed treatment.
- Offering you an assessment to identify any financial, practical and emotional concerns you may have. This is known as a Holistic Needs Assessment (HNA).
- Referring you to relevant support services, such as counselling and welfare benefits advice.
- Explaining any current research related to your condition.

Contacting a CNS

All CNSs have a bleep that they can be contacted on via the hospital switchboard – telephone 0118 322 5111 (then ask for the relevant bleep number). If they do not answer your call then they are probably seeing other patients so wait a short while and try again. Contact our Haematology clinical admin team on 0118 322 8145 (option 2) or email rbb-tr.cat8@nhs.net if you are unable to get hold of your CNS. They will pass on your message to the relevant CNS.

Your CNS is usually only available between 9am to 5pm, Monday to Friday (this may vary between individual nurses; they will let you know the days they work). If you need help or advice at night, weekends or on bank holidays, please call the out of hours' number you have been given.

Contact details and hours of work

CNS name _____

Bleep _____

Phone number _____

Days / hours worked _____