

Information for patients and carers

Urology Cancer Clinical Nurse Specialist Team

Our roles and contact information.



Introduction

The Urology Cancer Clinical Nurse Specialist (CNS) team provide a point of contact for patients and carers from diagnosis onwards. This can be a very uncertain time in your life. By providing clear information we hope to reduce some of the fears and anxieties you may be facing.

We can provide an opportunity to discuss your diagnosis, disease and treatment plan, including a chance to talk through information you have been given. We can explain what investigations are for and what they involve, making sure you understand what is happening at each stage of your treatment.

Your CNS is a registered nurse who is very experienced in Urology cancer care. Another name for a CNS is a keyworker. They have the skills, knowledge and training to support you with your diagnosis. They are a member of the Urology multidisciplinary team (MDT) and can provide a link between you and your consultant.

The team also includes two Cancer Support Workers (CSW) who are there to support you and your family with any additional support.

What does the service provide?

The CNS team provide information, education, advice and support for patients, their families and carers. They can provide information about any aspect of Urology cancer including:

- Different types of Urology cancers
- Investigation and treatment options
- Written information on planned procedures
- Nurse led cancer follow up clinics

- Holistic needs assessment (HNA)
- Referrals to specialist services
- Referrals for support in your local area such as counselling, complimentary therapies, support groups, benefits advisors and palliative care teams.

Who can access the service?

- Any patient who has been diagnosed with a urological cancer
- Family and carers of any diagnosed urology cancer patients
- Other health professionals to access information and to provide a seamless pathway of care for the patient.

Holistic Needs Assessment (HNA) and emotional support

A cancer diagnosis can affect you in many ways. Your specialist nurse and support worker can help you cope with your diagnosis. A holistic needs assessment is a discussion to talk about your physical, emotional, practical, spiritual and social needs. This will help them to understand any concerns and feelings you may have, and it will also help identify any information and support you, your family or carer may need in the future.

If you feel you require any extra support, please contact your CNS or Support worker.

Contact details

If you have any questions, require further advice or information please contact your Clinical Nurse Specialist team on 01772 528155

If we are unable to answer your call straight away this is because we are in a clinic and unable to get to the phone. A voicemail service is available.

Please leave a message with your name, patient ID or NHS number, a reason for your call and a contact telephone number. The team will return your call as soon as possible although this may not be the same day.

Please note, we are not an emergency service and do not operate out of office hours (Monday to Friday 8am – 5pm). If you need urgent medical care please contact your GP, 111 or attend A&E.

Sources of further information

www.lancsteachinghospitals.nhs.uk

www.nhs.uk

www.accessable.co.uk

www.patient.co.uk

www.lancsteachinghospitals.nhs.uk/veteran-aware

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All our patient information leaflets are available on our website for patients to access and download:

www.lancsteachinghospitals.nhs.uk/patient-information-leaflets

Lancashire Teaching Hospitals is a smoke-free site. Smoking is not permitted anywhere on any of our premises, either inside or outside the buildings. Our staff will ask you about your smoking status when you come to hospital and will offer you support and

advice about stopping smoking this will include Nicotine Replacement Therapy to help manage your symptoms of withdrawal and the opportunity to speak to a nurse or advisor from the specialist Tobacco and Alcohol Care Team.

If you want to stop smoking, you can also contact Smokefree Lancashire on Freephone **08081962638**

Please ask a member of staff if you would like help in understanding this information.

This information can be made available in large print, audio, Braille and in other languages.

Our patient information group review our leaflets regularly, if you feel you would like to feedback on this information or join our reading group please contact on email address:

patientexperienceandinvolve@LTHTR.nhs.uk

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