



Working
Together



NHS

East Kent
Hospitals University
NHS Foundation Trust

Who are you going to call?...

Information for patients with Cancer, their families and carers



If you are worried?
If you are feeling unwell?



Place to add Macmillan CNS
Contact details

What is this leaflet for?

To support cancer patients, their families and carers in understanding who is available for advice and guidance if feeling worried or unwell.

Information will include key aspects of Cancer care such as: Chemotherapy, Biological Therapy, Immunotherapy, Radiotherapy, Acute Oncology Team and The Cancer Care Line.

Details of your Macmillan Clinical Nurse Specialist are on the business card opposite.

People feel
cared for as
individuals

People feel
safe, reassured
and involved

People feel
teamwork, trust
and **respect** sit
at the heart of
everything we do

People feel
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are **making a
difference**

What is the role of the Macmillan Clinical Nurse Specialist?

You may hear the Macmillan Clinical Nurse Specialist be referred to as: Specialist Nurse, Key Worker or CNS.

All these terms refer to your Macmillan Clinical Nurse Specialist. They are hospital based and here to offer you and your family support and information to assist you in coping with your diagnosis. They will also ensure you have enough information to make informed decisions about treatment and investigations. Your Macmillan Clinical Nurse Specialist can help you with Social, Emotional, Physical and Financial issues; as well as recommendations for support groups.

The Cancer Care Line

This is a central helpline for all patients who have come into contact with a **Macmillan Clinical Nurse Specialist** or the **Macmillan Acute Oncology Team**. Not all people that are given this number have cancer, some maybe undergoing investigations to rule it out.

The people that answer your calls are **not** medically trained and in order for them to direct you to correct person/ team, they will ask for some clinical and personal information.

The Macmillan Clinical Nurse Specialists run designated phone clinics, therefore if appropriate you will be booked onto the next available telephone clinic which may not be the same day.

If the Cancer Care Line Co-ordinator's triage indicates you require urgent clinical advice, you will be put through to the specialist nurse of the day.

Contact The Cancer Care Line: 01227 868666 (Monday - Friday 9am - 5pm)
(Saturday - Sunday 8am to 4pm)



Who are my Acute Oncology Team?

The Acute Oncology team consists of a nurse led service and are hospital based. The team works closely with:

- Named Consultant
- Admitting Teams
- Macmillan Clinical Nurse Specialists
- Specialist Cancer Centres
- Surgical teams
- Radiotherapy
- Chemotherapy
- Team Co-ordinator/ Patient support worker
- Palliative care



What is the role of the Acute Oncology Team?

The Acute oncology team are here to advise and manage unwell patients with cancer who have been admitted to hospital with:

- Complications from cancer treatment for example: Chemotherapy, Biological Therapy, Immunotherapy or Radiotherapy.
- Complications from a new or suspected cancer diagnosis.
- Complications from an existing cancer.
- A newly diagnosed cancer of unknown primary (CUP). Where the main site of cancer is unknown.

Chemotherapy, Biological Therapy/Immunotherapy Advice Lines

For all enquiries, or to speak to a member of the nursing team between 7:30am - 7pm, please call your Chemotherapy unit on:

Cathedral Day Unit: 01227 783096

Celia Blakey Unit: 01233 616194

Viking Day Unit: 01843 234488

24 Hour Urgent Advice Line for Patients Receiving Chemotherapy, Biological therapy or Immunotherapy

For **Urgent** Chemotherapy, Biological therapy or Immunotherapy advice out of hours (7pm-7:30am) call 01227 783096

PLEASE DIAL 999 IN A MEDICAL EMERGENCY

This includes Chest pain, difficulty breathing and uncontrolled bleeding

For all enquiries, or to speak to a member of the
Radiotherapy team between **9am-5pm**, please call your Radiotherapy unit,
on:

Kent and Canterbury Hospital: 01227 783010

Maidstone Hospital: 01622 225020

Tunbridge Wells Hospital: 01892 635928

Patients can also contact their named Macmillan Radiographer Site Specialist
directly or via our **Macmillan Support Worker** on:

Kent and Canterbury: 01227 766877 Ext. 722-2711

Maidstone: 01622 225094

Our values



We care for patients and each other by making sure people feel cared for, safe, respected and confident we are making a difference

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People feel
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Our behaviours

Our values mean this is how we behave towards patients and with each other

Compassionate

Calm

Collaborative

Honest

Accountable

Inspiring



This leaflet has been produced with and for patients

If you would like this information in **another language, audio, Braille, Easy Read, or large print** please ask a member of staff.

Any complaints, comments, concerns, or compliments please speak to your doctor or nurse, or contact the Patient Advice and Liaison Service (PALS) on 01227 783145 or 01227 864314, or email ekh-tr.pals@nhs.net

For more Patient leaflets and information go to our website:

www.ekhuft.nhs.uk/cancer

