

Northern Gynaecological Oncology Centre, Queen Elizabeth Hospital

The role of the Clinical Nurse Specialist in Gynaecological Oncology

Information for patients

Introduction

This information sheet is provided to inform you about the role of the Clinical Nurse Specialist in Gynae-Oncology at the Queen Elizabeth Hospital in Gateshead. We hope that it may help to answer any questions you may have. It will also provide you with the contact details for the nurse specialist team.

What is a Clinical Nurse Specialist?

The Clinical Nurse Specialist in Gynaecological Oncology is part of the team of health care professionals who will be looking after you during and following your treatment for a suspected or confirmed gynaecological cancer. This nurse has specialist knowledge and experience in gynaecological cancer to support you. The clinical nurse specialist is often what is known as your keyworker.

A Clinical Nurse Specialist/keyworker is available to everyone who has been diagnosed with, or who is suspected to have a gynaecological cancer. There will be many different health care professionals involved in caring for you and your keyworker acts as a link person between them throughout your care.

It is occasionally the case that patients never need to see or contact a Clinical Nurse Specialist/ keyworker as their needs are being met by other health care staff but patients often feel that having a designated contact person is helpful.

What types of support can a Clinical Nurse Specialist provide me with?

Clinical Nurse Specialists are interested in the holistic care of their patients. Holistic care means caring for the person as whole- not just their physical concerns. Clinical Nurse Specialists care for the physical, emotional, social and spiritual needs of their patients. They can help with the following:

- Helping you to understand and clarify things that are discussed during medical consultations.
- Helping you to understand tests, investigations and procedures.
- Performing holistic needs assessments to better understand your needs or concerns.
- Providing emotional support for both you and the people who support you.
- Helping you to understand your options for treatment.
- Advice about how to manage symptoms or side effects that you may be having.

- Advice about financial concerns and referral on to other support services that can help.
- Support with any questions that you may have around fertility, menopause, sexual difficulties and body image.
- Referrals for support at home.
- Referrals to other agencies, for example support groups, complementary therapies, lymphoedema services and counselling services.

How can I contact a Clinical Nurse Specialist?

You may have already been given the contact details for a Clinical Nurse Specialist/keyworker at your local hospital and they will remain available to you for support.

If you are attending appointments and/or having treatment at the Queen Elizabeth Hospital you will also have access to the Clinical Nurse Specialists here. The Clinical Nurse Specialist team at the Queen Elizabeth Hospital are unable to routinely contact all patients who come through our service, therefore if you need to speak with a member of the team you can do so using the details below.

Insert QEH CNS contact details sticker here;

If you have any questions about your appointments please contact your consultants secretary via the hospital switchboard on 0191 4820000.

Who can I contact if I have any concerns or comments about my treatment?

We aim to provide the best possible service and staff will be happy to answer any questions that you may have. However, if your experience of our service does not meet your expectation and you would like to speak to someone other than the staff caring for you please contact the Patient Advice and Liaison Service at the Queen Elizabeth Hospital on 0800 9530667 or by emailing pals@ghnt.nhs.uk.

Data Protection

Any personal information is kept confidential. There may be occasions where your information needs to be shared with other care professionals to ensure you receive the best care possible.

In order to assist us to improve the services available, your information may be used for clinical audit, research, teaching and anonymised for National NHS Reviews and Statistics.

Further information is available via Gateshead Health NHS Foundation Trust website or by contacting the Data Protection Officer by telephone on 0191 445 8418 or by email ghnt.ig.team@nhs.net.

This leaflet can be made available in other languages and formats upon request

NoIL522 Version: 2 First Published: 11/2016 Last reviewed: 02/2019 Review Date: 02/2021
Author: Rachel Mugnai/Robyn Lynch/Julie Dodds