King's College Hospital
NHS Foundation Trust

Clinical nurse specialist (CNS)

Speciality team:

Names:

Telephone:

Email:

Working hours:

Confirming your identity

Before you have a treatment or procedure, our staff will ask you your name and date of birth and check your ID band. If you don't have an ID band we will also ask you to confirm your address.

If we don't ask these questions, then please ask us to check.
Ensuring your safety is our primary concern.

www.kch.nhs.uk

Your clinical nurse specialist (CNS)

Your clinical nurse specialist (CNS) is an experienced nurse who is able to provide expert advice about your condition or treatment. They will take a key role in supporting your care and will be the central point of contact between yourself and your treating multidisciplinary team (MDT).

The role of the CNS

You will usually meet your CNS at the time of your diagnosis or you may be given their contact details. The role of the CNS is to:

- ensure you and the people close to you have access to information and advice about your diagnosis and treatment
- help you make sense of the large amount of unfamiliar information, and support your decision-making about your care, treatment and follow-up arrangements
- offer you and those close to you practical and emotional support throughout your illness
- offer you access to clinical advice, and discuss any concerns or issues you may have about treatments, investigations, surgery, recovery and life after treatment
- advocate on your behalf at the MDT meeting, where your investigations are discussed and recommendations on treatments are made
- put you in touch with different services, both within the hospital and the community, to address your individual care needs
- guide you through complex systems, and help you get access to benefits, finances, grants and free prescriptions
- support you with family issues

Supporting you and your family

A cancer diagnosis can be a worrying time in a person's life, raising many different emotions and concerns for you, your family and carers. You and your family may need support and someone to talk to. Your CNS will be able to advise on support available.

You may be introduced to a cancer CNS at the diagnosing hospital where you are having tests done, or the treating hospital where surgery, chemotherapy or radiotherapy may take place, depending on your care needs. The CNS where your most recent episode of care is taking place will support you and liaise with other professionals as required. If you are looked after in the community, then your GP practice or district nurse will be your main point of contact.

Your health and wellbeing

In order for your CNS to offer you any practical advice and support, you will be offered an assessment of your physical, emotional, practical, spiritual and financial needs. This is known as an Holistic Needs Assessment (HNA).

You should be offered an HNA at various points throughout your care. This gives you the chance to think about your concerns and discuss possible solutions or support available. This should result in a clear care plan agreed between you and your CNS.

Sometimes your concerns may be of a personal nature, for example, concerns regarding physical wellbeing or sexual health issues. Please be assured that any discussions you have will be handled sensitively.

If you have not been offered an HNA or if your concerns have changed please ask your CNS for one.

You will also have the opportunity to attend health and wellbeing events and workshops. These aim to support you in areas such as finance, dietary advice, exercise, managing fatigue and psychological support.

You may also wish to join a support group. Your CNS will advise you if one is available for you to attend.

If you need more support or information on upcoming events, please contact King's Macmillan Information and Support Centre on **020 3299 5228**.

Patient and public involvement

King's College Hospital NHS Foundation Trust regularly seeks feedback from our patients. We are committed to involving patients and the public in helping to improve the cancer patient experience.

If you are interested in helping us to improve cancer care at King's, please get in touch with us if you:

- have used King's Cancer services at any of our hospital sites in the last five years
- are a family member or carer of a King's patient who has used our Cancer services in the last five years
- are from a voluntary or community group who supports King's Cancer service users

Further information and support:

King's Macmillan Information and Support Centre

The centre can help with the following:

- free prescriptions
- Macmillan grants
- wigs and scarf tying
- wellbeing support
- emotional support
- someone to talk to
- signposting to community services and practical support
- support groups
- benefits advice

Location: King's College Hospital NHS Foundation Trust
Cicely Saunders Institute, Ground Floor
Denmark Hill
London SE5 9RS

Phone: **020 3299 5228**
Email: **kch-tr.macmillan1@nhs.net**
Opening hours: 9am to 4pm

Macmillan Cancer Support

Support Information Line: **0808 808 2020**
Website: **www.macmillan.org.uk**

Cancer Research

For information on diagnosis, treatments and clinical trials.
Website: **www.cancerresearchuk.org**

If you have an urgent medical problem and you are not sure what to do, go to **111.nhs.uk** or call **111**. NHS 111 is available 24 hours a day, 7 days a week.

Sharing your information

King's College Hospital NHS Foundation Trust has partnered with Guy's and St Thomas' NHS Foundation Trust through the King's Health Partners Academic Health Sciences Centre. We are working together to give our patients the best possible care, so you might find we invite you for appointments at Guy's or St Thomas' hospitals. King's College Hospital and Guy's and St Thomas' NHS Foundation Trusts share an electronic patient record system, which means information about your health record can be accessed safely and securely by health and care staff at both Trusts. For more information visit **www.kch.nhs.uk**.

Care provided by students

We provide clinical training where our students get practical experience by treating patients. Please tell your doctor or nurse if you do not want students to be involved in your care. Your treatment will not be affected by your decision.

PALS

The Patient Advice and Liaison Service (PALS) is a service that offers support, information and assistance to patients, relatives and visitors. They can also provide help and advice if you have a concern or complaint that staff have not been able to resolve for you. They can also pass on praise or thanks to our teams.

PALS at King's College Hospital, Denmark Hill, London SE5 9RS
Tel: **020 3299 3601**
Email: **kch-tr.palsdh@nhs.net**

PALS at Princess Royal University Hospital, Farnborough Common, Orpington, Kent BR6 8ND
Tel: **01689 863252**
Email: **kch-tr.palspruh@nhs.net**

If you would like the information in this leaflet in a different language or format, please contact our Communications and Interpreting telephone line on 020 3299 4826 or email kch-tr.accessibility@nhs.net.

Notes