

## Contact details and further information

If you have any questions, please speak to your **clinical nurse specialist / keyworker**.

They can be contacted by telephone on

**0207 288 5252 / 5772**

between the hours of  
**09:00 am and 17:00pm**  
**Monday to Friday**

Admin / Booking  
0207 288 5831 / 3888

## Interpreting services

If you require an interpreter, please ask a member of staff to contact the interpreting service.

## Patient information and leaflets

<http://www.whittington.nhs.uk/PatientLeaflets>

<http://www.nhs.uk>

## Patient advice and liaison service (PALS)

If you have a compliment, complaint or concern please contact our PALS team on 020 7288 5551 or [whh-tr.PALS@nhs.net](mailto:whh-tr.PALS@nhs.net)

If you need a large print, audio or translated copy of this leaflet please email [whh-tr.patient-information@nhs.net](mailto:whh-tr.patient-information@nhs.net). We will try our best to meet your needs.

Twitter.com/WhitHealth  
Facebook.com/WhittingtonHealth

Whittington Health NHS Trust  
Magdala Avenue  
London  
N19 5NF  
Phone: 020 7272 3070  
[www.whittington.nhs.uk](http://www.whittington.nhs.uk)

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# Clinical Nurse Specialist

## URO ONCOLOGY



## What does the clinical nurse specialist (CNS), also known as a keyworker, do?

Whilst you are being cared for at Whittington Health one of the clinical nurse specialists will act as your keyworker.

The clinical nurse specialist / keyworker will be your main point of contact within the hospital. They are responsible for co-ordinating your care.

All patients with cancer have access to a clinical nurse specialist/keyworker. They will be present with the consultant when a diagnosis of cancer is given.

They can offer increased levels of support, advice and guidance to patients with cancer.

The clinical nurse specialist / keyworker works closely with nurses, doctors and other health care professionals to maximise the independence, dignity and quality of life of people suffering from cancer. They also liaise closely with community carers and family doctors (GPs) to ensure the highest quality of care at home.

You may see the clinical nurse specialist / keyworker when you are on the ward, whilst having surgery, chemotherapy treatment or at your outpatient appointments.

If your care is transferred to another department, your clinical nurse specialist / keyworker may change. We will let you know when this happens.

Please be aware that you will still be cared for by other members of the specialist team and you will be able to discuss your care or concerns with them.

## Your Clinical Nurse Specialist is:

**SHEEBA / MOHEENEE**

**DAN**

Contact Number:

**0207 288 5252 / 5772**

Please note our clinic is open between **09:00 am and 17:00pm Monday to Friday** so please do not try to phone outside of these times.

If no one responds, please leave a message with your name, Hospital number and a brief message about your queries. We will aim to get back to you as soon as we can.

## What can the clinical nurse specialist/keyworker offer me:

- a contact point for people with cancer at any stage.
- advice and support for you, your relatives, carers and friends.
- advice about treatments such as radiotherapy and chemotherapy.
- help with physical symptoms such as pain, fatigue and nausea.
- information about your illness. You can also get information about your condition by visiting <http://www.nhs.uk>
- advice on your continued care at home.
- someone to talk to about worries and problems.
- advice on relationships, fertility or sexual problems.
- advice and help on how to manage financial problems.