

# Telephone support from the Macmillan Gynaecological Nurse Specialists

## What kind of telephone support can I expect?

The Macmillan Gynaecological Nurse Specialists (also called your 'Key Worker' or Specialist Nurse) provide telephone support to patients and their carers/families which might include discussing issues around diagnosis, treatment options, symptom problems or access to other healthcare services. Your Macmillan Gynaecological Nurse Specialist will explain what they are able to offer to you.

## How will I know who to phone?

You will be given the name and contact details of your Macmillan Gynaecological Nurse Specialist usually by the nurse themselves when you meet them or by the doctor in the clinic. You will be given a service information leaflet and a business card which will contain their contact details.

## Will my Specialist Nurse always pick up the phone when I ring?

It is not always possible for the Macmillan Gynaecological Nurse Specialist to be at their desk to respond to telephone calls immediately. They may be in a clinic or on one of the wards seeing patients or their relatives. They may also have teaching, or other, commitments which mean they are busy elsewhere. Your nurse will advise you of their hours of work. Every Specialist Nurse has an answer phone or 'voicemail' facility and they will encourage you to leave a message for them with your full name, telephone number and sometimes a date of birth is useful for identifying your records quickly. It is useful to have a pen and paper with you when you contact your Specialist

Nurse so that you can write down any information or alternative contact details. Sometimes your telephone call might be answered by our Macmillan Support Worker who will respond to your call and help by answering your query or asking the Specialist Nurse to return your call.

### How will I know when I will be called back?

Your Specialist Nurse will ensure that their answer phone message indicates to you whether they are in the hospital on that day so that you can have an indication of when they will next be able to respond to calls. Once again, your call may be taken by the Macmillan Support Worker in the first instance. The Support Worker will liaise closely with your Specialist Nurse.

### What about when my nurse is on holiday or away for any other reason?

The Specialist Nurse will leave a message informing callers of their return to the office. If they are away on holiday, they may leave an alternative number for you to contact. If they are away for unplanned reasons, they may have asked a colleague to alter their message. The Macmillan Support Worker may also answer your call.

### What about if telephoning is not convenient for me?

Sometimes you may find that you have a question that occurs to you outside of working hours and you want to put it in writing while it is fresh in your mind. Your Specialist Nurse will advise you if email is a good way of contacting them.

# Telephone numbers for the Macmillan Gynaecological Nurse Specialists at BSUH NHS Trust

**Macmillan Gynaecological Nurse Specialists: 01273 664455.**  
**Macmillan Administrator and Support Worker: 01273 664693**

## Alternative telephone numbers and websites:

### Macmillan Cancer Support:

**0808 808 0000** (Monday – Friday, 9am-8pm. Freephone).

Website: [www.macmillan.org.uk](http://www.macmillan.org.uk)

Information Prescriptions: [www.nhs.uk/ips](http://www.nhs.uk/ips)

### Macmillan CAB Welfare Benefits Advice Service:

**West Sussex 01903 532234 East Sussex 01323 635989**

### Ovacom (National support for ovarian cancer patients):

**0845 371 0554.** Website: [www.support@ovacom.org.uk](http://www.support@ovacom.org.uk)

### Jo's Trust, Fighting Cervical Cancer: 0808 802 8000

Website: [www.jostrust.org.uk](http://www.jostrust.org.uk).

### V.A.C.O (Vulval Awareness Charity Organisation):

**0161 747 5911.** Website: [vaco.co.uk](http://vaco.co.uk)

If you do not understand this leaflet, we can arrange for an interpreter.

إذا كنت لا تستطيع فهم محتويات هذه النشرة فبمكثنا عمل الترتيبات لتوفير مترجم شفوي لك.

এই প্রচারপুস্তিকাটি যদি আপনি বুঝতে না পারেন, তবে আপনার জন্য আমরা একজন অনুবাদকের ব্যবস্থা করে দিতে পারি

如你唔明白本單張的內容，我們可安排口譯員服務。

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اگر مندرجات این جزوه را نمیفهمید، ما می‌توانیم مترجم در اختیارتان بگذاریم.

Jeśli masz trudności w zrozumieniu tej ulotki, możemy zorganizować tłumacza.



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#### Disclaimer

The information in this leaflet is for guidance purposes only and is in no way intended to replace professional clinical advice by a qualified practitioner.

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