

Telephone Support from the MacMillan Haematology Clinical Nurse Specialists

What kind of telephone support can I expect?

The MacMillan Haematology Clinical Nurse Specialists (also known as your 'Key Worker' or CNS) provide telephone support for patients and their carers/families. This might include discussing issues around diagnosis, treatment options, symptom management or access to other healthcare services. Your CNS 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 Haematology CNS usually by the nurse themselves when you meet them or by the doctor in clinic. This will come in the form of a service information leaflet and/or a business card.

Will my CNS always pick up the phone when I ring?

It is not always possible for the Haematology CNS' to be at their desk to respond to telephone calls immediately. They may be in a clinic or on the wards seeing patients or their relatives. They may also have teaching or other commitments which means they're busy elsewhere. Your nurse will advise you of their hours of work. The Haematology CNS' 'helpline' has an answer phone or 'voicemail' facility and you should be encouraged to leave a message.

You should clearly state your full name, telephone number and sometimes a date of birth is useful for identifying your records quickly. It is also useful to have a pen and paper to hand when you make the phone call so that you can write down any information or alternative contact details.

How will I know when I will be called back?

Your Haematology CNS' will advise you of their hours and days of work when you meet them. However, if you leave a message you should expect to get a return call from one of the team within twenty four hours.

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

The Haematology CNS' work as a team and so messages left for them while they are on holiday or away for another reason will be dealt with by another member of this team. You will find the names of the other members on the service information leaflet given to you. Your CNS will then be brought up to date on their return.

What about if telephoning is not convenient for me?

The Haematology CNS' will provide you with their email address as this can sometimes be a useful way of contacting them. Again this can be found on the service information leaflet given to you.

Telephone numbers for the Macmillan CNS' at BSUH NHS Trust

MacMillan Haematology CNS' 'Helpline'
01273 696955 extension 3807

Alternative telephone numbers and websites

Haematology Day Unit 01273 696955 extension 7413

Haematology Ward 01273 696955 extension 4771

Howard One Ward 01273 696955 extension 4051

Sussex Cancer Centre Chemotherapy Suite
01273 696955 extension 7950

Macmillan Cancer Support 0808 808 0000
(Freephone Monday to Friday 9am until 8pm)

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

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

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

如你不明白本單張的內容，我們可安排口譯員服務。

如你不明白本传单的内容，我们可安排口译员服务。

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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