Telephone support from the Urology Cancer Nurse Specialists

Department of Urology
All of the Urology Cancer Nurse Specialists (or ‘Key Workers’) 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 Clinical Nurse Specialist or Key Worker 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 Urology Cancer Nurse Specialist (also known as your Key Worker) either by the nurse themselves when you meet them or by the doctor at the hospital. You will be given a business card which will contain their details and you may also be given a service information leaflet.

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

It is not always possible for the Specialist Nurse 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 also have teaching commitments which may 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.
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. Sometimes they will give you an alternative number to call if you need to contact them urgently: this may be a ‘pager’ or a ‘bleep’ number.

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

The Specialist Nurse will leave a message on their answer phone informing callers of their return to the office. If they are away on holiday, they may leave an alternative number/Specialist Nurse for you to contact who may be able to help you. If they are away for unplanned reasons, they may have asked a colleague to alter their message for them.

What about if telephoning is not convenient for me?

Some Specialist Nurses will provide you with their email address as this can sometimes be a useful way of contacting them at a time that is good for you. 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 Urology Cancer Nurse Specialists at BSUH NHS Trust:

Macmillan Urology Nurse Specialist
Royal Sussex County Hospital: 01273 696955 Ext. 7800
urologymacnurses@bsuh.nhs.uk

Alternative Telephone Numbers:
Macmillan Cancer Support:
0808 808 0000 (Monday – Friday, 9am-8pm. Freephone).

Prostate Cancer UK (formerly The Prostate Cancer Charity):
0800 074 8383.