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You are entitled to a copy of any letter we write about you. Please ask if you want one when you come to the hospital.

If you are unhappy with the advice you have been given by your GP, consultant, or another healthcare professional, you may ask for a second (or further) opinion.

The evidence used in the preparation of this leaflet is available on request. Please email: [patient.information@salisbury.nhs.uk](mailto:patient.information@salisbury.nhs.uk) if you would like a reference list.

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# **Colorectal Clinical Nurse Specialist and Key Worker Information** (page 1 of 2)

This leaflet has been written to explain the role of the Clinical Nurse Specialist (CNS) and that of the key worker.

These roles may vary slightly from Trust to Trust. The explanation given in this leaflet is of the way the role works in Salisbury District Hospital.

## **What is a Clinical Nurse Specialist?**

The CNS is a trained nurse who is a specialist in dealing with a particular type of illness, including bowel cancer.

In Salisbury District Hospital most of the cancer tumour sites have a CNS.

## **What can they offer me?**

The CNS will be able to offer support to you and your family during your treatment for cancer. Some CNS have their own clinics where they will examine patients and some have been specially trained to do some types of investigations.

They will work very closely with the rest of their team, which is made up of doctors, nurses and other health professionals.

They can offer you emotional and psychological support and advice about your health problem, give you information about your treatment and associated topics, including dealing with financial problems.

They will do their best to visit you if you are on one of the wards or having chemotherapy treatment. They will keep in contact with you whether you are having treatment as an in-patient or an outpatient.

They will also be available for telephone advice.

## **What hours will they be available?**

All the CNSs have a bleep. They work from Monday to Friday. If they are on holiday or away for other reasons, another CNS will help with your problem.

They do not work weekends or bank holidays. A message left on their answer phone will make sure they contact you as soon as they are back in the office, or it will give you another number to ring.

Your Clinical Nurse Specialists are Gemma Denny (bleep 1037) or Sara Dear (bleep 1239).

Direct Telephone Line: **01722 425194**

or through the switchboard: **01722 336262 and ask for appropriate bleep number**

Hours of work are: Monday – Friday 08.00 – 17.00

## What is a key worker?

A key worker is someone who, with your consent and agreement takes a key role in co-ordinating your care and making sure that you know who to contact for help, advice and information.

## Who will be my key worker?

For most patients, while having care and treatment in the hospital the key worker will be the CNS. This may change if you need chemotherapy or need to go to another hospital for treatment but we try hard to keep any changes in your key worker to a minimum. If a change might benefit you, this will be discussed with you by your CNS or consultant.

Once you are discharged from hospital care, your key worker will normally be your GP who will be in charge of your care at home, though you will still be able to contact the CNS if you need to.

Your Key workers are: Gemma Denny / Sara Dear. Direct line **01722 425194**

or through the switchboard: **01722 336262 and ask for appropriate bleep number**

Date: \_\_\_\_\_