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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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# ***Gastroenterology Clinical Nurse Specialist and Key Worker Information (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 cancers.

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

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

The CNS can 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 support, advice about your health problems, give you information about your treatment and other information you may find helpful, including dealing with financial problems or needing psychological support.

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 CNS 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: Sister Lynne Constable and Sister Paula Taylor  
Telephone and bleep number 01722 336262 ask for bleep number 1457 or 1881  
or direct line 01722 425194

Hours of work are: Monday to Friday 8am – 3pm. We do not work weekends or Bank holidays.

## **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 Lynne Constable and Paula Taylor