

Your Questions Answered Introducing you to your Keyworker / Clinical Nurse Specialist for Gynaecological Cancer

What Is a Keyworker Clinical Nurse Specialist (CNS')?

Your keyworker is the person who helps to co-ordinate your care throughout your illness and recovery. At Liverpool Women's NHS Foundation Trust this is a Clinical Nurse Specialist (CNS).

The CNS' you may be linked to are fully trained nurses who now specialise in the area of Gynaecological Oncology and the associated issues related to Women's Health. Some CNS' are also known as Macmillan Nurses and are closely associated with the national organisation MacMillan Cancer Support.

This organisation is devoted to helping patients and their families cope with the diagnosis, treatment and effects of cancer. At the Liverpool Women's NHS Foundation Trust, the role of this CNS includes support for the patient / family when a cancer is suspected but not confirmed.

Our specialist skills can also help when there is not a cancer.

How Can Your Keyworker (CNS) Help You?

They can help meet your needs by:

- Providing you with information about cancer, treatment and support
- Access to local and national organisations for further information and support
- Ensuring you can access information to your local support groups as well as a specific gynaecological support group such as EVOG
- Supporting you with issues or concerns regarding re-adjustment following treatment ie: altered body image / sexual health, anxiety or emotional concerns, physical symptoms
- Pointing you in the right direction for financial or family issues

- Liaising with other health care professionals in the hospital or in the community ie: lymphoedema nurse, dietician, district nurse, outreach teams and hospice organisations who may also be able to help you.

Will I Have to See A Keyworker CNS?

No – All patients and their families are given information about the CNS service and this is why we have produced this leaflet. We hope very much that you will feel that you would like us to be involved in your care.

If I Want to See a CNS How Can I Be Referred?

You can be referred to us by any of the following people and at any time:

The nurses or doctors in the Outpatient Department or on the ward

- Pre-Operative clinic
- Your GP
- The Community Care Team

You or any member of your family can make a self-referral by phoning the number in the “Our Contact Details” section of this leaflet. If you have met your Keyworker (CNS) in a different hospital, they will liaise with our team to ensure that you have shared care at each step of your pathway of care.

Will the Hospital CNS Visit Me at Home?

No – We work very closely with the Community nurses who work in your local area and we will refer you to their care. This means that all your needs will be met by the team closest to your home. This will only be done with your consent and only if you wish it.

Is Confidentiality Maintained?

Yes – Confidentiality is maintained at all times. We recognise that each patient and their family will have their own personal needs and that these will be different from one person to another. All your contacts with us will be treated with the strictest confidentiality and will only be discussed with another member of the team if you agree.

What If I Have a Problem Out Of Hours?

A non-urgent message may be left on the answerphone. If you are concerned about pain or symptoms, please contact your GP or district nurse. If you have been in the ward recently, please contact the ward.

Our Contact Details

The telephone number for our team is **0151 702 4186**.

Other Useful Contact Information

MacMillan Cancer Support
89 Albert Embankment
London SE1 7UQ
Cancerline: 0808 8080000
Mon-Fri 9am-8pm
Website: www.MacMillan.org.uk

Details: The Macmillan Cancerline Team is there to listen to your concerns and put you in touch with the right support for you – whether it's Macmillan services, another organisation offering information and guidance, or your local cancer self help and support group or one-to-one support. Our database gives you access to support and practical help in your area. Many people affected by cancer find it helpful to talk to someone who has gone through the same thing.

Wherever possible they will help you to talk to someone with experience similar to yours – someone with the “inside knowledge” you need.

Women's Health Information and Support Centre Limited (WHISC)
120 Bold Street
Liverpool,
L1 4JA.
Tel: Margie Hughes on 0151 707 1826
Website: www.whisc.org.uk

Details: A chance to talk about women's health and related issues in a friendly, information atmosphere.

Cheshire and Merseyside Clinical Network
Website: www.cmcns.nhs.uk

Details: Contains valuable information on local and national support groups and information booklets.

This leaflet can be made available in different formats on request. If you would like to make any suggestions or comments about the content of this leaflet, then please contact the Patient Experience Team on 0151 702 4353 or by email at pals@lwh.nhs.uk

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Tel: 0151 708 9988

Issue Date: 2018

Reference: Mac_2023-148-v2

Review Date: 02/03/2026

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