

Please also use this number if you are not receiving chemotherapy but are experiencing problems which your doctor or nurse previously advised you to make urgent contact about.

If you have any problems obtaining a reply on this number please call ward 24 on 01623 672414.

**Other useful contacts**

- **Benefits advice (at King’s Mill Hospital via the Cancer Information Centre)**  
Telephone: 01623 622525, extension 6499
- **Macmillan Support Line**  
Freephone: 0808 808 0000  
Website: [www.macmillan.org.uk](http://www.macmillan.org.uk)
- **Myeloma UK**  
Freephone: 0800 980 3332  
Website: [www.myeloma.org.uk](http://www.myeloma.org.uk)
- **Lymphoma Association**  
Freephone: 0808 808 5555  
Website: [www.lymomas.org.uk](http://www.lymomas.org.uk)
- **CLL Support Association**  
Freephone: 0800 977 4396  
Website: [www.clisupport.org.uk](http://www.clisupport.org.uk)

**Further sources of information**

NHS Choices: [www.nhs.uk/conditions](http://www.nhs.uk/conditions)  
Our website: [www.sfh-tr.nhs.uk](http://www.sfh-tr.nhs.uk)

**Patient Experience Team (PET)**

PET is available to help with any of your compliments, concerns or complaints, and will ensure a prompt and efficient service.

**King’s Mill Hospital:** 01623 672222  
**Newark Hospital:** 01636 685692  
**Email:** [sfh-tr.PET@nhs.net](mailto:sfh-tr.PET@nhs.net)

If you need this information in a different language or format, please contact the PET (as above). This document is intended for information purposes only and should not replace advice that your relevant health professional would give you. External websites may be referred to in specific cases. Any external websites are provided for your information and convenience. We cannot accept responsibility for the information found on them.

If you require a full list of references for this leaflet, please email [sfh-tr.patientinformation@nhs.net](mailto:sfh-tr.patientinformation@nhs.net) or telephone 01623 622515, extension 6927.

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**INFORMATION FOR PATIENTS**



Haematology  
specialist  
nurse service

## Haematology Specialist Nurse (key worker)

This service provides support to all patients and their families with a suspected or confirmed diagnosis of haematological malignancy, and patients with various other haematological conditions.

The specialist nurse works very closely with the consultant haematologists – Dr Steve Jones, Dr Tim Moorby and Dr Rumana Rashid – and other healthcare professionals. Regular multidisciplinary team meetings are also held with the haematology and radiotherapy services at Nottingham University Hospitals NHS Trust.

The aim of the service is to provide support and continuity throughout treatment and care to achieve the best quality of life. Information is available to enable patients to make informed decisions about their treatment and care. It also involves close working with the Welcome Treatment Centre staff at King's Mill Hospital.

Your haematology specialist nurse is:

Denise Bircumshaw

Lara Hardy

Your nurse's primary aim is to support you, your family and carers, monitoring your progress and ensuring effective communications throughout all aspects of your care. This includes:

- Contact and support for you and your family (face to face and on the telephone)
- Assessment of your needs and planning care and support accordingly
- Information and advice regarding your diagnosis and treatment, including the provision of information prescriptions and written information
- Liaison with other professionals in the hospital and community
- Advice/referral for benefits
- Information about other sources of information and support groups.

If you require complex psychological, social, spiritual or cultural support you will be referred to other agencies, sometimes via your own GP.

## Contacts

The specialist nurses are available between Monday and Friday from 8.30am to 4.30pm (excluding bank holidays) on telephone 01623 622515, extension 3081. Alternatively call switchboard on 01623 622515 and ask to contact them by the bleep system.

If the nurses are unable to take your call please leave a message and they will call you back as soon as possible.

If you require more **urgent advice** there is a mobile phone held by a relevant member of staff, which is manned 24 hours a day, seven days a week. Please dial **01623 672434**.

Please also call this number if you are receiving (or have recently received) chemotherapy and any of the following apply:

- You feel unwell, have a temperature of 38° or higher, or feel cold, shivery or shaky
- You have any pain or redness where your treatment was given (if it was given by injection or infusion)
- You are experiencing any other treatment side effects which are giving you concern.