

## The Haematology Clinical Nurse Specialist Team

### Haematology Clinical Nurse Specialists (CNS/Key Worker)

The Clinical Nurse Specialist team within haematology are available to offer support and advice to you and your family at any time during your care. You will be introduced to your Clinical Nurse Specialist (CNS), also known as your Key Worker, who will be your first point of contact for any questions or worries you or your family may have about your condition and will provide a link between you and the doctors involved in your care. A CNS will be available in each clinic. Please inform the receptionist in clinic if you need to see your CNS/Key Worker. Your CNS/Key Worker can offer the following services to you and your family.

- Provide information about tests
- Provide information and booklets about your diagnosis
- Provide information regarding treatment choices
- Provide emotional support for you and family members
- Guidance and support in hospital during and after treatment
- Guidance and support at home via telephone during and after treatment
- Help with any side effects or other symptoms relating to your illness
- Refer you to other health care professionals including district nurses, Macmillan nurses, dieticians and counselling services
- Advice on financial support and benefits

Please be aware that your CNS/Key Worker may not always be able to answer the phone if they are on the ward, or with another patient in clinic. However if you leave a message and contact details they will call you back.

**Complications of anti-cancer treatments are potentially life threatening, this includes Neutropenic sepsis, which is a medical emergency and must be treated urgently. If you develop a temperature of 38 degrees or above, or have flu like symptoms, or feel shivery or unwell; sore throat, sore mouth, uncontrolled nausea or vomiting, diarrhoea, constipation, pain or reduced oral intake please call the 24hr emergency helpline 07789 651 543**

### Additional Support Group/information details

[www.leukaemialymphomaresearch.org.uk/patient-information](http://www.leukaemialymphomaresearch.org.uk/patient-information)

[www.lymphoma-action.org.uk](http://www.lymphoma-action.org.uk)

[www.myeloma.org.uk/patient-services](http://www.myeloma.org.uk/patient-services)

[www.leukaemiacare.org.uk](http://www.leukaemiacare.org.uk)

[www.cancerresearchuk.org](http://www.cancerresearchuk.org)

[www.macmillan.org.uk](http://www.macmillan.org.uk)

## Information for Patients

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**www.anthonynolan.org**

**Cancer Centre & Support Services** – Patrick Room **0121 371 3539**

More information can be found **on myhealth@QEHB** including your clinical letters, blood results and appointments. Please ask your key worker/CNS to register you.

### Useful contact telephone numbers

Haematology Ward 625: **0121 371 6291 / 6293 / 6251** (24-hour service)

Haematology Day Unit (Centre for Clinical Haematology): **0121 371 7835**

Haematology Young Persons Unit Ward 623: **0121 371 6288 / 6231**

Apheresis Nurses: **0121 371 7820/7821**

Haematology Day unit Heartlands: **0121 424 3481**

Haematology Day unit Solihull: **0121 424 4500**

Haematology Day unit Good Hope: **0121 424 7459 / 9307 / 7542**

### Haematology secretaries

**To change your clinic appointment at Queen Elizabeth Hospital Birmingham, please contact your consultants secretary on 0121 371...**

Prof. Craddock 4383	Prof. Moss 4380	Dr Mahendra 4383
Prof. Pratt 4381	Dr George 4380	Dr Clarke 4379
Dr Chaganti 4379	Dr Lester 4996	Dr Kinsella 4383
Dr Raghavan 4381	Dr Morton 4379	Dr Percy 4383
Dr Hussein 4381	Dr Lowe 4996	Dr Ferguson 4380
Dr Burns 4379		

**To change your clinic appointment at Heartlands, Good Hope and Solihull Hospital, please contact your consultants secretary on 0121 424...**

Dr Kishore, Dr Kartsios, Dr Lokare 3703	Dr Ewing, Dr Paneesha, Dr Ansari 2704
Dr Lumley, Dr Robinson 9280	Dr Jobanputra, Dr Sinha 9707
Dr Xenou, Dr Murthy 3698	Dr Lovell 3699

**Your Clinical Nurse Specialist (Key Worker) is**

## Information for Patients

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### Contacts details

#### Clinical Nurse Specialists: Monday–Friday, 8am–4pm

<b>Laura Conway</b> (Mon–Fri, Wed Outreach) <a href="mailto:haematologycnsteam@uhb.nhs.uk">haematologycnsteam@uhb.nhs.uk</a>	0121 371 7882	07818 212185
<b>Rebecca Powell</b> (Wed–Fri) <a href="mailto:haematologycnsteam@uhb.nhs.uk">haematologycnsteam@uhb.nhs.uk</a>	0121 371 4355	07765 364985
<b>Jaclyn Everitt</b> (Mon–Fri) <a href="mailto:haematologycnsteam@uhb.nhs.uk">haematologycnsteam@uhb.nhs.uk</a>	0121 371 7831	07789 933030
<b>Gillian Marshall</b> (Mon–Fri) <a href="mailto:haematologycnsteam@uhb.nhs.uk">haematologycnsteam@uhb.nhs.uk</a>	0121 371 4302	07880 021508
<b>Kate Stockton</b> (Mon–Thur) <a href="mailto:haematologycnsteam@uhb.nhs.uk">haematologycnsteam@uhb.nhs.uk</a>	0121 371 4359	07584 642309
<b>Beth Hill</b> (Tue, Thur, Fri) <a href="mailto:haematologycnsteam@uhb.nhs.uk">haematologycnsteam@uhb.nhs.uk</a>	0121 371 7873	07825 903534
<b>Lucy Quirk</b> (Mon–Fri) <a href="mailto:haematologycnsteam@uhb.nhs.uk">haematologycnsteam@uhb.nhs.uk</a>	0121 371 4358	07818 216773
<b>Hayley Gardner</b> (Mon–Fri) <a href="mailto:haematologycnsteam@uhb.nhs.uk">haematologycnsteam@uhb.nhs.uk</a>		07810 657183
<b>Julie Suhr</b> (Mon–Fri) <a href="mailto:haematologycnsteam@uhb.nhs.uk">haematologycnsteam@uhb.nhs.uk</a>		07810 656868
<b>Catherine Chapple</b> (Mon–Thur) <a href="mailto:haematologycnsteam@uhb.nhs.uk">haematologycnsteam@uhb.nhs.uk</a>		07867 353077
<b>Claire Fletcher</b> (Mon–Fri) <a href="mailto:haematologycnsteam@uhb.nhs.uk">haematologycnsteam@uhb.nhs.uk</a>	0121 424 9610	07443 752582
<b>Charlotte Coldrick</b> ( Mon, Tue, Wed, Fri) <a href="mailto:haematologycnsteam@uhb.nhs.uk">haematologycnsteam@uhb.nhs.uk</a>		07920768425
<b>Haematology Outreach Nurses: Monday–Friday, 9am–5pm</b>		
<b>Julie Arrazi</b> (Mon–Fri) <a href="mailto:HaematologyOutreach@uhb.nhs.uk">HaematologyOutreach@uhb.nhs.uk</a>	0121 371 7877	07825 024415
<b>Debbie Palmer</b> (Mon–Thurs) <a href="mailto:HaematologyOutreach@uhb.nhs.uk">HaematologyOutreach@uhb.nhs.uk</a>	0121 371 7878	07824 824675

#### Haematology Outreach Nurses at Heartlands Hospital: Monday–Friday, 9am–5pm, 07976 954189

If you require this information in another format, such as a different language, large print, braille or audio version please ask a member of staff or email [patientexperience@uhb.nhs.uk](mailto:patientexperience@uhb.nhs.uk).

