

# Macmillan Head and Neck Clinical Nurse Specialist (CNS) Team

## Introduction

This leaflet gives you information about the role of the Macmillan Head and Neck Clinical Nurse Specialist (CNS) Team.

The contact details for the team are included at the end of this leaflet. You are welcome to contact them if you have questions or concerns.

You have been referred to the Macmillan Head and Neck CNS Team following your cancer diagnosis. The CNS team will act as your 'keyworkers' and will be your main point of contact through your diagnosis and treatment.

Your CNS team will provide support, education and information for you and your loved ones throughout your diagnosis and treatment.

## Who does the Clinical Nurse Specialist work with?

The CNS team work alongside the Head and Neck Multidisciplinary team. This includes our surgeons, oncologists, dietitians and speech and language therapists. You may have joint appointments with various members of the multidisciplinary team.

We also liaise with other healthcare workers within the hospital and community, such as GPs and clinical psychologists, if their input is needed with your care.

## What does the Clinical Nurse Specialist do?

A Head and Neck CNS is an experienced nurse in head and neck cancer and works with patients in the hospital.

A member of your CNS team will be present at some of your consultant appointments.

Reference No.

GHPI0388\_06\_24

Department

Head & Neck/  
Oncology

Review due

June 2027

## Patient Information

You may also have separate appointments with your CNS either face to face or by telephone.

The CNS team can be contacted by patients and loved ones who have questions or concerns regarding treatment or its side effects.

The CNS team will be able to help with problems such as:

- The physical effects of cancer and the treatment
- Emotional support needs
- Liaison with other health professionals

## Head and Neck Cancer Support Worker

The Head and Neck Cancer Support Worker (CSW) works alongside the CNS team. They will provide practical advice and guidance with issues such as returning to work, going on holiday, travel insurance, where to obtain finance support etc. They will also contact you to discuss completing a Holistic Needs Assessment (separate information will be provided).

## Contact information

### Macmillan Head and Neck Clinical Nurse Specialists

Tel: 0300 422 6785

Monday to Friday, 8:00am to 4:00pm (excluding Bank Holidays)

Please leave a message on the answer phone and we will aim to get back to you within 48 hours.

You can also email the Clinical Nurse Specialists:

#### **Sarah Reilly**

Email: [s.reilly@nhs.net](mailto:s.reilly@nhs.net)

Mob: 07812 462732

#### **Grace Jones**

Email: [grace.jones3@nhs.net](mailto:grace.jones3@nhs.net)

Mob: 07815 650210

#### **Tara Williams**

Email: [tara.williams1@nhs.net](mailto:tara.williams1@nhs.net)

Mob: 07815 650209

**Patient  
Information**
**Macmillan Head and Neck Cancer Support Worker**
**Michelle Welsh**

 Email: [michelle.welsh3@nhs.net](mailto:michelle.welsh3@nhs.net)

Tel: 0300 422 6555

Content reviewed: June 2024

## Making a choice

### Shared Decision Making

If you are asked to make a choice, you may have lots of questions that you want to ask. You may also want to talk over your options with your family or friends. It can help to write a list of the questions you want answered and take it to your appointment.



### Ask 3 Questions

**To begin with, try to make sure you get the answers to three key questions if you are asked to make a choice about your healthcare.**

1. What are my options?
2. What are the pros and cons of each option for me?
3. How do I get support to help me make a decision that is right for me?

These resources have been adapted with kind permission from the MAGIC Programme, supported by the Health Foundation

\* Ask 3 Questions is based on Shepherd HL, et al. Three questions that patients can ask to improve the quality of information physicians give about treatment options: A cross-over trial. Patient Education and Counselling, 2011;84: 379-85



<https://aqua.nhs.uk/resources/shared-decision-making-case-studies/>