

The Clinical Nurse Specialist will provide care and support for you, your family and carers from the time of diagnosis onwards, using a Key Worker approach.

The Key Worker is a person who is a point of contact for you and your family and is able to co-ordinate your care.

Your Key Worker is Lisa Parton. Her telephone number is 0121 472 1377, Extension 4110. There is also an answer machine on this number so that you may leave her any messages.

You may also contact Lisa Parton via her e-mail address which is Lisa.parton@bwhct.nhs.uk

Key Workers provide:

- Support for patients, her family and carers with a new diagnosis of cancer or if there is a recurrence.
- Advice, information and support relating to treatment options and symptom management.
- Information for patients and carers on practical and financial aspects relating to their care.
- Support in helping with difficult decisions.

- Time with patients, families and carers for important psychological and emotional support.
- Support for patients, family and carers in discharge planning and care in the community.
- Co-ordination of continuing care.
- Access and referral to other members of the multi-disciplinary team.

Member of the team who may be able to help you are:

Physiotherapist
Occupational Therapist
Dietitian
Social Worker
Chaplain
Pharmacist
Psychologist

The Key Worker is also able to liaise with health care professionals in the community to ensure that you have the support you need at home.

They may be:

District Nurse
Community Palliative Care Nurse
Home Care team members from the local hospice.

Useful telephone numbers are:

Birmingham Women's Hospital
0121 472 1377

Health Information Centre for additional information
0121 627 2608

Macmillan Cancer Support UK
0808 808 00 00

Patrick Information Centre at the University Hospital Birmingham
0121 697 8417

University Hospital Birmingham
0121 462 1311

Sandwell and West Birmingham Hospital (Dudley Road)
0121 554 3801



Birmingham Women's **NHS**
NHS Foundation Trust

**The role of the Clinical Nurse
Specialist and Key Worker**

**Supporting the patient
and her family**

**If you require this information
in larger print please contact
the Health Information Centre
0121 627 2608**

Author: Lisa Parton
Macmillan Gynae. Oncology
Clinical Nurse Specialist

Ref. 181 03/2010
Review: 03/2013

Birmingham Women's NHS
Foundation Trust
Edgbaston, Birmingham B15 2TG
Telephone: 0121 472 1377

Patient Information



