

You and Your Key Worker (Skin Cancer)

Cancer Services

Information for patients

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Your key worker is:

Karen Elton

Direct line: 0116 258 6170

Mobile: 07956164379

Email: karen.elton@uhl-tr.nhs.uk

Lucy England

Direct line: 0116 258 6170

Mobile: 07956164363

Email: lucy.england@uhl-tr.nhs.uk

Your support worker is:

Donna Kirby

Direct line: 0116 258 6170

**Health information and support is available at www.nhs.uk
or call 111 for non-emergency medical advice**

Visit www.leicestershospitals.nhs.uk for maps and information about visiting Leicester's Hospitals
To give feedback about this information sheet, contact InformationForPatients@uhl-tr.nhs.uk

Introduction

You have been given this leaflet because you or a close relative or friend has been diagnosed with skin cancer. It explains who is able to offer support, information and advice during his/her care, including when treatment has finished.

In order to ensure that patients with skin cancer and their families are able to access appropriate support and information, all patients should have a known healthcare professional who they can contact. This person is called a key worker. Your key worker will be available from diagnosis, through treatment and beyond.

Because care takes place in a variety of settings, such as in hospital and in the community, your key worker will change at various times. However, it will always be the most appropriate person for your circumstances, and you should always know who they are and how to contact them.

What does my key worker do?

Your key worker should work with you in the following ways:

- They are a central point of contact for support and information for you and your family.
- They will assess your needs and ensure that you receive the care you need, and that you are involved in decisions about your care as much as possible.
- They will ensure that you are referred to, and receive, different services as needed.

Who is your key worker?

This depends on your particular needs. When you are told your diagnosis, you will usually be offered the opportunity to meet with a skin cancer clinical nurse specialist (CNS). The CNS has in-depth knowledge of your illness and its treatment and will be able to discuss any concerns and questions you might have. They will also prepare and support you through your care and treatment. The CNS will be your key worker and you will be given their contact details.

In some circumstances there may not be a CNS available. If this is the case, other healthcare professionals will support you. These include ward nurses, your consultant and the clinic nurses.

Please ask your consultant or a member of the nursing team if you are not told who your key worker is.

If you are at home, or have finished your initial treatment, your GP will be your first point of contact, and may allocate another professional, such as the district nurse or palliative care nurse, to be your key worker.

You should contact your GP initially if you have worries or concerns whilst at home.

If you need any further information, please contact either your consultant or GP, or the Macmillan Information and Support Centre on:

- Leicester 0116 258 6189
- Northampton 01604 544 211

or the Centenary Wing on

- Kettering 01536 493 638

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔
على هذه المعلومات بلغة أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل

જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਸਿ ਹੋਰ ਭਾਸ਼ਾ ਵਲਿ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਰਿਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।

Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email equality@uhl-tr.nhs.uk