

The Head, Neck and Thyroid Cancer Nurse Specialist Service

ENT and Maxillofacial Services

Information for Patients

Produced: November 2022

Review: November 2025

Leaflet number: 653

Version: 2

Introduction

The University Hospitals of Leicester Head, Neck and Thyroid Cancer Nurse Specialist Service is provided by a team of highly qualified and experienced nurses. We have specialist knowledge and skills in the care and support of patients with head and neck cancer.

We are 'key workers' for patients who are referred to the University Hospitals of Leicester NHS Trust (UHL) for investigations and treatment. Key workers are a point of contact for patients and their carers throughout their cancer treatment and follow-up.

We may not always be available at the clinic you attend, but we are available to help on the contact numbers in this leaflet.

What do we provide?

- Information and advice about diagnosis, treatment and treatment options
- An opportunity to talk through any concerns you may have
- A point of contact when questions or problems arise
- Specialist holistic needs assessment and advice about problems you may have due to your illness or treatment.

As key workers, we work very closely with the consultants involved in your care as well as other members of your health care team.

**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

Meet the team

We are experienced, qualified nurses who specialise in the management and care of patients with head, neck and thyroid cancers.

You may see us alongside your consultant in the outpatients department, in nurse-led clinics, in the radiotherapy department or on the ward if you are an inpatient.

If you have difficulty with speech you can contact us via text message on these numbers.



Kelly Bools

Macmillan Clinical Nurse Specialist (CNS) for head, neck and thyroid cancer

Contact number: **07950 967983**

Working hours: Monday - Friday 8am - 4pm



Laura Shields

Macmillan Clinical Nurse Specialist (CNS) for head, neck and thyroid cancer

Contact number: **07960 500043**

Working hours: Monday - Friday 8am– 4pm



Aisha Patel

Macmillan Support Worker for head, neck and thyroid cancer

Aisha works alongside Kelly and Laura providing support to patients. In particular you will see Aisha on the ward if you are an inpatient, on chemotherapy suite or in the radiotherapy department. Aisha will be able to signpost you to other support services and will inform Kelly or Laura if you have a concern that needs their attention.

Contact number: **0116 204 7829**

The team can also be contacted via the following email address:

UHLheadandneckCNS@uhl-tr.nhs.uk

Alternatively contact the office on **0116 204 7829**. There is also an answer phone in operation and messages will be checked at 8am and 2pm daily.

Useful Contacts

For medical help and advice 'out of hours'

- 24 hour oncology emergency phone (for patients receiving chemotherapy or radiotherapy) - **0808 1782212**
- Kinmonth unit (surgical patients) - **0116 258 5327**
- Contact your GP
- Call **111**

For clinic appointments

- Oral and maxillofacial clinic- **0116 258 5301**
- Ear, nose and throat clinic- **0116 258 5242**
- Radiotherapy clinic- **0116 258 6244**
- Oncology clinic coordinators- **0116 258 5615/ 0116 204 7821**
- Booking centre for scans- **0116 258 3178**

The Leicester Head and Neck Cancer Support Group

This group meets on the second Friday of every month (Except July) at various locations throughout Leicester and Leicestershire, speak to your key worker if you are interested in attending or would like further details.

Useful websites

Throat Cancer Foundation: www.throatcancerfoundation.org
Thyroid Cancer Trust www.butterfly.org.uk
Mouth Cancer Foundation: www.mouthcancerfoundation.org

Other useful contacts

Macmillan Information and Support Centre:

Osbourne Building

Leicester Royall Infirmary

Leicester

LE1 5WW

Phone: **0116 258 6189**

Email: cancerinfo@uhl-tr.nhs.uk

Website: www.leicesterhospitals.nhs.uk/cancerinfo

Macmillan Cancer Support

For information and support from cancer support specialists

Freephone: **0808 808 00 00**

Website: www.macmillan.org.uk

Cancer Research UK

Freephone: **0808 800 4040**

Website: www.cancerresearchuk.org

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔
على هذه المعلومات بلغةٍ 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 ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਰਿਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।

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

Previous reference:

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