



**Salisbury**  
NHS Foundation Trust

# Head & Neck Specialist Nursing Service



You are now under the care of a team of hospital professionals. As part of this team, our role is to become your personal point of contact, providing confidential support and advice to you and those closest to you. Our assistance can be of a practical and/or psychological nature.

Working hours: **Monday - Thursday 0800-1600**

**Friday 0730-1530**

Phone number: **01722 336262 ext. 3258**

Email: **sft.hnt-salisbury@nhs.net**

Please leave a message if we cannot answer your call. We will endeavour to return your call within 24 working hours (unless on a weekend or bank holiday in which case we will return your call Monday/Tuesday).

## **THIS IS NOT AN EMERGENCY SERVICE**

If your call is urgent please contact your GP, emergency services or relevant numbers from the leaflet.

**We will not routinely contact you. Please contact us should you need our support; we would be happy to meet face to face.**

## **The role of the Clinical Nurse Specialist**

The role of the Head and Neck Clinical Specialist (**key worker**) is to help support you and your family from your diagnosis of cancer and during your treatment. They will look to:

- Provide practical advice, support and information
- Co-ordinate your care between Salisbury and Southampton Hospitals
- Act as a link between home, your local healthcare team and the hospital
- Act as a point of contact when any questions or problems arise
- No question is silly, please call/email

## Referral to treatment

Your GP referred you to the Head and Neck Team on a suspected cancer pathway if they are worried about your symptoms. Once the hospital has received your referral, a number of things will take place including:

- Diagnostic tests i.e. scans/ultrasound and biopsy. These will help determine if you have cancer or not
- Your pathway will be monitored by the MDT coordinator and the Cancer Pathway Navigator to ensure you are seen quickly
- You will have an appointment and the results discussed with you
- Your diagnosis will be discussed with the Multi Disciplinary Team (MDT) in Salisbury and then in Southampton General Hospital as this is the local specialist centre.
- You may require treatment. This could be either surgery or radiotherapy or both and this will mean that you need to be treated at Southampton General Hospital.
- You will be invited to attend the clinic (Tuesday pm) at Southampton to discuss your treatment options and agree to proceed. This clinic can be very busy and does overrun, so please be patient and bring a drink and something to read. You are able to bring a relative or a friend to your outpatient appointments.

## Follow up care

After you have been treated, we will want to review your progress over a five year period. Regular intervals in the first year, every two months in the second year and less frequently as time passes. Your consultant and key worker will be able to explain this more to you.

**Please contact either your key worker or the hospital if you don't receive your follow up appointments.**

**Today you saw:**

<b>Name</b>	<b>Title</b>

**Clinical consultation - main discussion points:**




# Contact numbers

## URGENT ADVICE

During/following chemotherapy/radiotherapy.

Available 24 hours, 7 days a week.

**07867 973 649**

## Southampton contacts

### Outpatient appointments

Southampton CNS team 0238 120 5788

Head & Neck clinic 0238 120 5755

Oncology department 0238 120 8466

## Admissions/pre-assessment/operation dates

Ears, Nose & Throat (ENT) 0238 120 6099

Maxillo Facial (oral surgery) 0238 120 6729

## Salisbury contacts

### Outpatient appointments

Ears, Nose & Throat (ENT) 01722 336262 (ext.4383)

Maxillo Facial (oral surgery) 01722 336262 (ext.3246)

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[www.salisbury.nhs.uk/wards-departments/departments/cancer-services/](http://www.salisbury.nhs.uk/wards-departments/departments/cancer-services/)