

## Notes

## Contact details

### Clinical Nurse Specialist

Monday–Friday, 08:00–18:00

**Direct line:** 01483 402779

**Fax:** 01483 402656

### PALS and Advocacy contact details

Contact details of independent advocacy services can be provided by our Patient Advice and Liaison Service (PALS) who are located on the right hand side as you enter the main reception area. PALS are also your first point of contact for health related issues, questions or concerns surrounding RSCH patient services.

**Telephone:** 01483 402757

**Email:** [rsc-tr.pals@nhs.net](mailto:rsc-tr.pals@nhs.net)

**Opening hours:** 9.00am–3.00pm  
Monday to Friday

If you would like information documents in large print, on tape or in another language or form please contact PALS.

Past review date: October 2018

Future review date: October 2021

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**PIN181011–1586**



## Clinical Nurse Specialist Hepatopancreatobiliary (HPB)

### Regional HPB Unit



### Patient information leaflet

## What is a Clinical Nurse Specialist (CNS)?

We are senior nurses working as a core member of a multidisciplinary team (MDT) looking after patients with diseases of the parts of your body known as 'hepatopancreatobiliary'.

## Hepatopancreatobiliary (HPB)

This is a collective term and refers to your liver, pancreas and biliary system. The biliary system creates, transports, stores, and releases bile into the duodenum to help in digestion.

## Multidisciplinary Team (MDT)

We are a group of healthcare professionals all with a specialist interest, training, knowledge and expertise in the care and treatment of patients with HPB diseases. The group is made up of consultants and senior doctors including surgeons, oncologists, radiologists, gastroenterologists and histopathologists along with senior nurses and dietitians. The MDT meet every Monday. Every patient's case is discussed and reviewed. Their case history, scans, results and any other relevant information is presented. The most effective and appropriate treatment plan is formulated for each and every individual.

## What is the role of a CNS?

We take a prominent role in coordinating your care, as a link or point of contact between you and the MDT as well as all the different people, specialties, departments and hospitals involved in your care. You will be allocated a CNS as your 'key worker', although we will all be available to you.

We will look after you throughout or at any stage of your investigations, diagnosis, treatment and follow up, both in and out of hospital. We want to listen to you and your concerns and provide support or guidance on emotional, social, medical, physical, financial or practical issues. Our aim is to give you as much information as you, your family, carers and friends need. You will be supported in whatever way suits you. We are here to help you and those around you to cope with the disease, treatment and effects of this.

## How do I contact you?

### **We are available**

Monday–Friday, 08:00–18:00.

Always willing to speak on the phone, attend appointments, and see you before or after procedures or meet with you.

**Direct line:** 01483 402779

**Fax:** 01483 402656

Please leave us a message with your name and contact number and we will return your call as soon as we can.

## Who is my Key Worker?

You may have a lot of information to remember and questions to ask.

Please make a note.

## Local/national support groups

### **The Fountain Centre**

Supportive therapy and information in a relaxed environment.

**Telephone:** 01483 406618

**Websites:**

■ [www.fountaincentre.org](http://www.fountaincentre.org)

### **Macmillan Cancer Support**

A good source of information, written booklets and counselling services.

**Free phone:** 0808 808 0000

**Website:** [www.macmillan.org.uk](http://www.macmillan.org.uk)

### **Pancreatic Cancer UK**

■ [www.pancreaticcancer.org.uk](http://www.pancreaticcancer.org.uk)

**[www.livercancer.co.uk](http://www.livercancer.co.uk)**