

## Macmillan Breast Clinical Nurse Specialist (CNS) and Key worker information



### Macmillan Breast Nursing Service

It can be very frightening for you and your family/carer to be told that you have breast cancer so it can be helpful to talk to someone outside of your immediate family.

The Macmillan Breast CNS is available to listen to your concerns and provide support and information for both you and your family/carer. This service is available from your initial diagnosis, throughout your treatment and follow-up, until no longer wanted or required.

It is not unusual to be unable to think of any questions at the time of the clinic appointment. If you think of **any** questions when you have left the hospital **write them down** as they come to mind and bring them with you when you next come to the hospital.

The Macmillan Breast CNS also provides information and support to enable you to make informed decisions regarding your treatment options.

When attending clinic appointments for results or to make treatment decisions a Macmillan Breast CNS will be present. It is a good idea to bring a relative, friend, carer with whom you feel comfortable to these appointments with you.

Whilst you are in hospital a Macmillan Breast CNS will visit you on the ward and once you have been discharged the breast CNS team is only a telephone call away. As the nurses may be out of the office there is a voicemail service, and it is important that you do leave a message and your call will be answered as soon as possible.

When attending subsequent follow up appointments the Macmillan Breast CNS can be contacted via the clinic nursing staff if required.

### What is a Key Worker?

Whilst you are being cared for one of the Macmillan Breast CNS will act as your key worker. If your CNS is not available, one of the other CNSs will be able to speak to you.

If your care is transferred to another department your key worker may change. We will let you know if this happens.

### Appointments

The Macmillan Breast CNS can see you and your family/carer outside of the clinic setting for any reason and this can be arranged directly with their breast care nurse.

### Prosthetics (Breast forms)

#### At Conquest Hospital

The Orthotic Department have trained staff who will provide breast prosthesis and give advice on suitable bras. They also stock a small number of bras. A fortnightly clinic is held on a Friday. Appointments can be arranged with Orthotic Department by calling 0300 131 4500 Ex 770679

## **At Eastbourne District General Hospital**

A prosthetics fitting clinic is held once a month on a Friday in a private room in Paget House where trained staff will provide breast prosthesis and advice on appropriate bras.

**Appointments are always required for prosthetic fittings.** Each appointment lasts for 20 minutes. Occasionally more than one appointment is necessary to get a correct fitting.

Appointments can be made by leaving a message on the answer machine of the Macmillan Breast CNS– Tel: 0300 131 4604. If you have been discharged from the clinic your GP will need to send a referral letter.

## **Useful contacts (Local support)**

**Bossom Buddies:** “for ladies who need to talk”. This is a patient led support group. Meetings are held on the 2nd Tuesday of each month at 19.00 at Eastbourne Working Men’s Club, Firle Road. If you would like to know more, please contact Janet on 07976282901 or Deborah on 07811306860.

**Hastings and Bexhill Breast Cancer Support Group:** This local group was set up in 1981 by breast cancer patients who formed an informal social group. Meetings aim to provide support in a social setting and often have guest speakers attending. They cover a wide range of topics including local and national issues around breast cancer. Meetings are held once a month alternating between Hastings and Bexhill. Please visit their website [www.1066pinkladies.org.uk](http://www.1066pinkladies.org.uk) or for further information please contact:

Pat: (01424) 220665

Pam: 07557341752

## **National Support**

### **Breast Cancer Now - [www.breastcancernow.org.uk](http://www.breastcancernow.org.uk)**

Is a national organisation offering support to those affected by breast cancer? Free confidential services provided by health care professionals and trained volunteers including a helpline, publications and practical and emotional support on a one to one or group basis. Breast Cancer Now Helpline: 0808 800 6000 - Textphone: 0808 800 6001

### **Macmillan Cancer Support – [www.macmillan.org.uk](http://www.macmillan.org.uk)**

Macmillan Cancer Support provides practical, medical, emotional, and financial support.

Helpline 0808 808 00 00 (08.00-20.00)

## **How to contact the Macmillan Breast CNSs**

### **Conquest Hospital**

The service is covered Monday to Friday (excluding bank holidays) 09.00-17.00

#### **Lead Macmillan Breast CNS**

Louise Henham: **email [louise.henham@nhs.net](mailto:louise.henham@nhs.net)**

Telephone: 0300 131 4834

Juliette Twyman: **email [Juliette.twyman@nhs.net](mailto:Juliette.twyman@nhs.net)**

Telephone: 0300 131 4833

Shana Elphick: **email [shana.elphick@nhs.net](mailto:shana.elphick@nhs.net)**

## Eastbourne District General Hospital

The service is covers Monday to Friday (excluding Bank holidays) – 09.00am to 17.00

Telephone: 0300 131 4604

Heather Driver: **email [heather.driver@nhs.net](mailto:heather.driver@nhs.net)**

Emma Robb: **email [emma.robb@nhs.net](mailto:emma.robb@nhs.net)**

Katy Hollobon: **email [katy.hollobon@nhs.net](mailto:katy.hollobon@nhs.net)**

The Breast CNSs are not in the office all the time so please leave a message on the answer phone and you will be contacted as soon as possible. Please note his may not be on the same day

## Important information

The information in this leaflet is for guidance purposes only and is not provided to replace professional clinical advice from a qualified practitioner.

## Your comments

We are always interested to hear your views about our leaflets. If you have any comments, please contact the patient experience team on 0300 131 4784 or [esh-tr.patientexperience@nhs.net](mailto:esh-tr.patientexperience@nhs.net).

## Hand Hygiene

We are committed to maintaining a clean, safe environment. Hand hygiene is very important in controlling infection. Alcohol gel is widely available at the patient bedside for staff use and at the entrance of each clinical area for visitors to clean their hands before and after entering.

## Other Formats

**If you require any of our leaflets in alternative formats, such as large print or alternative languages, please contact the Equality and Human Rights Department on 0300 131 4434 or [esh-tr.AccessibleInformation@nhs.net](mailto:esh-tr.AccessibleInformation@nhs.net)**

After reading this information are there any questions you would like to ask? Please list below and ask your nurse or doctor.

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## Reference

The Conquest and Eastbourne Multidisciplinary Breast Teams and the patients support groups have been consulted and agreed this patient information:

Review date: April 2025

Responsible clinicians: Juliette Twyman and Heather Driver, Macmillan Breast CNS

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