

**Patient  
Information**

# Head and Neck Macmillan Clinical Nurse Specialist

## Introduction

This leaflet provides information about the role of the Head and Neck Macmillan Clinical Nurse Specialist. The contact details are also included.

You have been referred to the Macmillan Head and Neck Clinical Nurse Specialist (CNS) because your doctor suspects or has found that you have a cancer diagnosis. The CNS will act as your 'keyworker' and will be your main point of contact through your diagnosis and treatment. Your keyworker may change as you progress beyond the active phase of your treatment.

The role of the Clinical Nurse Specialist (CNS) is to provide support, education and information to those who may be affected by head and neck cancer and their families and friends.

## Who does the Clinical Nurse Specialist work with?

The CNS works as part of the head and neck team with both the surgeons and oncologists and you will have access to the CNS throughout your treatment for head and neck cancer.

The CNS may liaise with other members of the head and neck team who may be involved in your care such as the speech and language therapists or the dieticians.

The CNS may also liaise with the health and social care workers in the community such as community nurses, GP's or social workers.

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**GHPI0388\_12\_23**

Department

**Head & Neck/  
Oncology**

Review due

**August 2026**

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## What does the Clinical Nurse Specialist do?

The CNS is an experienced nurse in head and neck cancer and works with patients in hospital.

The CNS attends most combined head and neck clinics and head and neck surgical clinics.

In addition, the CNS hold their own clinics in radiotherapy and in ENT outpatients and runs post treatment 'Living Well' courses.

The CNS can be contacted by patients who have questions or concerns regarding their treatment or its side effects.

The CNS may be able to help with such problems as:

- Physical effects of cancer and the treatment
- Emotional support needs
- Practical advice and guidance with issues such as returning to work, going on holiday, travel insurance, free prescriptions, where to obtain finance support etc.

If the CNS thinks it appropriate, they may, with your permission, seek advice or refer you to other professionals who may be able to give more suitable help.

## Contact information

### Head and Neck Macmillan Clinical Nurse Specialist

Tel: 0300 4226 785

Monday to Friday, 9:00am to 4:00pm (excluding Bank Holidays)

Please leave a message on the answer phone.

You can also email the **Clinical Nurse Specialists**:

#### Vicky Poole

Email: [vickypoole@nhs.net](mailto:vickypoole@nhs.net)

#### Sarah Reilly

Email: [s.reilly@nhs.net](mailto:s.reilly@nhs.net)

#### Grace Jones

Email: [grace.jones3@nhs.net](mailto:grace.jones3@nhs.net)

## Patient Information

### Head and Neck Cancer Support Worker

**Michelle Welsh**

Email: [ghn-tr.headandneckhna@nhs.net](mailto:ghn-tr.headandneckhna@nhs.net)

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## Making a choice

### Shared Decision Making

If you are asked to make a choice, you may have lots of questions that you want to ask. You may also want to talk over your options with your family or friends. It can help to write a list of the questions you want answered and take it to your appointment.



### Ask 3 Questions

**To begin with, try to make sure you get the answers to three key questions if you are asked to make a choice about your healthcare.**

1. What are my options?
2. What are the pros and cons of each option for me?
3. How do I get support to help me make a decision that is right for me?

These resources have been adapted with kind permission from the MAGIC Programme, supported by the Health Foundation

\* Ask 3 Questions is based on Shepherd HL, et al. Three questions that patients can ask to improve the quality of information physicians give about treatment options: A cross-over trial. Patient Education and Counselling, 2011;84:379-85



<https://aqua.nhs.uk/resources/shared-decision-making-case-studies/>