Macmillan metastatic breast clinical nurse specialist (CNS) and keyworker information

Macmillan metastatic breast care nursing service

It can be very frightening for you and your family/carer to be told your cancer has come back or your breast cancer has spread to other areas of the body, you will be feeling worried and anxious about what this means and how it will affect you. It can be helpful to talk to someone outside of your immediate family.

The 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 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 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 the breast CNS aims to be present at all or most consultations where possible to support you. It is a good idea to bring a relative, friend, carer with whom you feel comfortable to these appointments with you.

Who is your keyworker?

My name is Tracey Simms and I am the Macmillan metastatic breast clinical nurse specialist (CNS) for Surrey and Sussex Healthcare NHS Trust working at East Surrey and Crawley Hospitals. I am a qualified nurse with specialist training and experience in metastatic (secondary) breast cancer.

When I am away from my desk please leave a message on my answerphone and I will ring you back as soon as possible. I will aim to return your call on the same working day however this may not always be possible.
Please note I do not make appointments or carry out home visits. Extra support at home can be arranged through your GP, community nurses or community palliative care team.

Out of hours, weekends and bank holidays please ring either your GP or call NHS 111 for advice.

**In an emergency please call 999.**

**What happens next**

In my role as your keyworker I am here to help provide you with continuity during your treatment and care. I act as a link between the doctors and nurses and others looking after you, both in hospital and the community.

You will be invited for an appointment with me arranged at a mutually convenient time. This will provide you the opportunity to discuss your diagnosis and treatment and discuss any worries or concerns you may have. You may simply want to talk about how you are feeling and I will be happy to see you either on your own or with your partner, relative or friend.

**Other sources of information**

**East Surrey Macmillan Cancer Support Centre**
East Surrey Hospital
Tel: 01737 304 176

**Macmillan support line**
Tel: 0808 808 0000
Mon – Fri 9am – 8pm
[www.macmillan.org.uk](http://www.macmillan.org.uk)

**Breast cancer care**
Tel: 0808 800 6000
[www.breastcancercare.org.uk](http://www.breastcancercare.org.uk)

**The Secondaries Club**
The Olive Tree
Tel: 01293 534465
[office@olivetreecancersupport.org.uk](mailto:office@olivetreecancersupport.org.uk)

**Jigsaw South East**
Hold drop in sessions every first Tuesday of the month. For more information and to book an appointment please contact Shelagh, the centre manager, on 01737 304176 or email [info@jigsawsoutheast.org.uk](mailto:info@jigsawsoutheast.org.uk)
**Spiritual support**
The hospital chaplains hold contact details of all the recognised bodies offering spiritual care across the trust. Patients and their family who feel this input would be helpful can contact John Glasspool, chaplain, via the hospital switchboard.

The small chapel situated at the East Entrance to the hospital welcomes people of all faiths.

**How to contact the Macmillan metastatic breast CNS**
The breast CNS is not in the office all the time so please leave a message on the answerphone and you will be contacted as soon as possible.

**Office hours**
Monday – Friday 08.30am – 4pm (excluding bank holidays)

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<th>East Surrey Hospital</th>
<th>Crawley Hospital</th>
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<td>(Monday - Wednesday and Friday)</td>
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<td>Tel: 01737 768511 x6691</td>
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Email: [tracey.simms@sash.nhs.uk](mailto:tracey.simms@sash.nhs.uk)

[www.surreyandsussex.nhs.uk](http://www.surreyandsussex.nhs.uk)

**Patient Advice and Liaison Service (PALS)**
Telephone: 01737 231958

Email: [pals@sash.nhs.uk](mailto:pals@sash.nhs.uk)

Write to: PALS, East Surrey Hospital, Redhill, Surrey RH1 5RH

You can also ask a member of staff to contact PALS on your behalf.

This information can be made available in other languages and formats, including in larger text. Contact 01737 231 958 for help.

Author: Tracey Simms Macmillan Metastatic Breast Clinical Nurse Specialist
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