

Head & Neck Oncology Nurse Key Worker

Patient Information

Ear, Nose and Throat Services (ENT)

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What is the role of the Head and Neck Nurse Key Worker?

The Head and Neck Nurse Key Worker provide a service for patients diagnosed with a cancer. The Head and Neck Nurse works closely with the Head and Neck team who are involved with your care.

The Head and Neck nurse is available to provide you with a point of contact from diagnosis through investigations and treatment for patient and their families whose life has been affected by a life changing diagnosis.

We can offer:

- Advice and support to you and your family.
- A link with other services and treatment centres.
- Point of contact.
- Referral to other services as required.
- Support group meeting.

How to access the Service

The Head and Neck Nurse is based at:

Top Floor
Christopher Home
Royal Albert Edward Infirmary
Wigan Lane
Wigan
WN1 2NN

Monday to Friday 8am to 4pm
Mobile 07825 722353
Telephone RAEI switchboard 01942 244000
(Answer phone service available)

If you require help or advice outside of our working hours you can seek support from your GP or District Nurse.

We welcome any comments you would like to make about the service.

Other information

Cancer Backup: www.cancerbackup.org.uk

Macmillan Cancer Relief: www.macmillan.org.uk

Please use this space to write notes or reminders.

Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends and carers.

Contact Us

Tel: 01942 822376 (Monday to Friday 9am to 4pm)

The Patient Relations/PALS Manager
Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust
Royal Albert Edward Infirmary
Wigan Lane
Wigan WN1 2NN

Ask 3 Questions

Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

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?



https://www.wrightingtonhospital.org.uk/media/downloads/sdm_information_leaflet.pdf

How We Use Your Information

For details on how we collect, use and store the information we hold about you, please take a look at our “how we use your information” leaflet which can be found on the Trust website: wwl.nhs.uk

This leaflet is also available in audio, large print, Braille and other languages upon request. For more information please ask in the department/ward.

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Call 111 first when it's less urgent than 999.



Phone: 0808 802 1212
Text: 81212
www.veteransgateway.org.uk

