

How to contact us

The best way to contact us is by telephone:

020 3826 2089

07825 025499

If we are not available, please leave a message. Messages will be answered from 8.00am–4.30pm, Monday–Friday only.

These are not emergency numbers.

If you are an inpatient and require advice or support, please ask one of the ward nurses to call us and we will aim to see you.

If you require information about appointments or swabs, call the Hub on **0333 332 5470**.

Please note: If you need emergency medical advice at night, weekends or public holidays, contact the **24 hr Acute Oncology Service** on **07825 028855**.

Please note: When you start your treatment, potential side effects will be explained to you. If you are having chemotherapy and show signs of an infection, ie, serious cough, breathlessness and/or raised temperature, you should call the 24 hr Acute Oncology Service directly.

Getting more support and information

Visit or call the Lynda Jackson Macmillan Centre at Mount Vernon Cancer Centre.

The centre is staffed by healthcare professionals and specially trained volunteers who are able to provide support and information on all aspects of cancer and its treatments.

- Drop-in centre
- Telephone Helpline
- Benefits advice
- Pre-treatment visits
- Complementary therapies
- Relaxation classes
- Counselling

Opening hours

Monday - Friday: 9.30am–4.30pm

The Lynda Jackson Macmillan Centre is situated between the Cancer Centre and Gate 3 (White Hill)

Telephone Helpline: **020 3826 2555**

Website: www.ljmc.org

Introducing your Macmillan Head & Neck Nursing Team:

Hannah Millar
Sue Romeril
Audrey Scott
Xiaoying Wang

As you are starting treatment at Mount Vernon Cancer Centre, we would like to introduce ourselves to you and explain how we may be able to help you throughout your time in our care.

We are the Clinical Nurse Specialist Nursing Team with responsibility for patients with head and neck cancers.

Our role is to be a key point of contact for you here at the Cancer Centre. We will be involved in the co-ordination and organisation of your individual treatment programme and work closely with other members of your treatment team.

We will meet you during your initial consultation. We will also telephone you prior to starting treatment to carry out a pre-treatment consultation. You will also be reviewed by us at various points of your treatment.

Starting treatment for cancer can be a confusing and worrying time for you and your family and it is my role to help reduce the stress and anxiety that you may be experiencing.

If you are staying in the hospital overnight for treatment or symptom management, we will aim to see you on the ward so please ask one of the ward nurses to contact us.

Some of the ways in which we may help you include:

- Explain your diagnosis
- Explain your test results and treatment options
- Provide you with written information
- Assess and advise you if you are concerned about any side effects of treatment
- Advise you and your family to manage your health at home both during and after your treatment
- Explain current research and information from websites and the media
- Offer support and signpost you to appropriate services, eg, counselling
- Advise you on how to apply for financial welfare benefits
- Liaise with the multi-disciplinary team (MDT) treating you
- Liaise with your GP and/or local hospital as appropriate

Support Groups

We run a support group for patients with head and neck cancers in the Postgraduate Medical Centre at Mount Vernon Cancer Centre on the second Tuesday of each month. The group meets from 4.00-5.30pm.

You do not need to book - just turn up. Carers are also welcome.

We encourage you to attend a meeting of the support group before you start treatment. It is an excellent way of meeting other patients and getting tips and advice on managing side effects.

The Swallows is a national organisation. They run a monthly online support group via Zoom:
www.theswallows.org.uk
07504 725029

Head and Neck Cancer 'What can I tell you?'

This is a series of short videos developed by the head and neck patient group at Mount Vernon Cancer Centre. They give an insight into some concerns you may have before, during and after treatment.

There are links to these videos in the Information section of www.ljmc.org.