

## How to contact us

The best way to contact us is by telephone on:

**020 3826 2088** or **07825 934210**

If we are not available, please leave a message on our voicemail and we will return your call as soon as we are able. Please note: this is not an emergency number.

Our normal working hours are:

**Monday–Friday: 8.00am–4.00pm**

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

For general enquiries and appointments, call the MVCC Contact Centre tel: 0333 332 5470

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 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 Centre is situated between the Cancer Centre and Gate 3 (White Hill)

Telephone Helpline: **020 3826 2555**

Website: **[www.ljmc.org](http://www.ljmc.org)**

# Introducing your Clinical Nurse Specialists:

**Karen Henderson**  
Macmillan Clinical Nurse Specialist  
for Lung cancers

**Dee O'Sullivan**  
Specialist  
Lung cancer nurse

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.

Our names are **Karen Henderson** and **Dee O'Sullivan**. We are the Clinical Nurse Specialists with responsibility for patients with lung 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.

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

We will usually try to meet you at one of your first appointments at the Mount Vernon Cancer Centre. If you are staying in the hospital overnight, please ask one of the nurses to contact us and we will try to visit you on the ward.

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
- Assist 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

Support groups are self-help groups for people affected by cancer to share feelings and gain mutual support.

They offer a range of services, such as meetings, telephone helplines, drop-in centres, home visiting, information and practical help. Some have complementary therapists or provide information about therapies.

You can obtain a list of local groups from the Lynda Jackson Centre (see overleaf for details).

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**We have a number of activities at MVCC** designed to support our patient's health and wellbeing before, during and after treatment.

Some run on site, some are offered virtually or by phone and some are available to friends and family members.

The programme is published each month and is available to view using this QR code or at:-



[https://ljmc.org/health\\_wellbeing](https://ljmc.org/health_wellbeing)