

Head & Neck Oncology Nurse Key Worker

Patient Information

Ear, Nose and Throat Services (ENT)



The Patient Information Leaflets page on the Trust website is available on the link:
<https://www.wwl.nhs.uk/patient-information-leaflets> or scan the QR code.

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Our Values**People at
the Heart****Listen and
Involve****Kind and
Respectful****One
Team**

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
Tel Number: **01942 773144**
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 until 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 positives and negatives of each option for me?
3. How do I get support to help me make a decision that is right for me?



How We Use Your Information

For details on how we collect, use, and store the information we hold about you, please see patient information leaflet, Ref. **Corp 006** How we use your information, this can be found on the Patient Information Leaflets page on the Trust website, see details on the front cover.

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.



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