

For financial support and advice

- The Benefits Agency enquiry line
Tel: **0800 055 6688** or www.gov.uk

- Macmillan Cancer Support (Benefit Helpline)
0808 808 0000 or www.macmillan.org.uk

Maggie's centres

The centre provides a full programme of free practical and emotional support, including psychological support, benefits advice, nutrition and head care workshops, relaxation and stress management.

Maggie's Manchester:

Tel: **0161 641 4848** or email manchester@maggiescentres.org

Maggie's Oldham:

Tel: **0161 989 0550** or email oldham@maggiescentres.org

If you need information in a different format, such as easy read, large print, BSL, braille, email, SMS text or other communication support, please tell your ward or clinic nurse.

The Christie is committed to producing high quality, evidence based information for patients. Our patient information adheres to the principles and quality statements of the Information Standard. If you would like to have details about the sources used please contact the-christie.patient.information@nhs.net

For information and advice visit the cancer information centres at Withington, Oldham or Salford. Opening times can vary, please check before making a special journey.

Contact The Christie Hotline for urgent support and specialist advice
The Christie Hotline: 0161 446 3658
Open 24 hours a day, 7 days a week

The hepato (liver), pancreas and biliary tract (HPB) specialist nursing service

The liver, pancreas and biliary tract (HPB) specialist nursing service

The clinical nurse specialists (CNS) within the HPB team act as key workers for patients, and provide a point of contact for patients who are referred to The Christie for treatment. They provide a link between patients and the oncology team, and also provide a link between the hospital and other health care professionals, such as the GP.

A cancer care co-ordinator supports the clinical nurse specialist to deliver quality cancer care to patients who access the HPB service. The cancer care co-ordinator provides a single point of access for patients with the aim of optimising patient care.

What can the key worker provide?

- Specialist nursing assessment and advice about problems you may be experiencing because of the disease or the treatment.
- Comprehensive information about your type of cancer, treatment options, side-effects and follow-up care.
- Time to talk through the information you have been given and discuss any concerns.
- Support for you and your family or carers.
- A point of contact when you have questions or concerns between hospital visits.

The service is available for as long as you are under the care of the medical oncology team at The Christie.



Who are the key workers in the HPB nursing service?

The HPB clinical nurse specialists are:

Kelly Farrell and Natalie Barratt

Tel: **0161 918 7965** (available Tuesday to Friday, 8:00am - 4:00pm)

For non-urgent enquiries.

The HPB cancer care co-ordinator is:

Manyi Eyong Tel: **0161 918 7965**

(available Monday to Wednesday and Friday 8:30am - 3:30pm)

If you need urgent medical advice please ring The Christie Hotline on 0161 446 3658.

The HPB nurses may not be able to answer your call immediately, so please leave a message with your name, hospital or NHS number and a contact number. We will return your call as soon as possible, although this may not be the same day. If you are feeling unwell, please do not leave a message and contact The Christie Hotline for immediate advice.

To discuss chemotherapy appointments please call:

0161 918 7606, 7610, 7656, 7653 or 7652.

For clinic appointments *only* please call: **0161 446 8370.**

For your consultant's secretary, please call:

Dr McNamara and Professor Valle **0161 446 8106**

Dr Lamarca **0161 446 8370**

Dr Hubner **0161 446 8199**

Please note: Although you will have a named consultant, you will be reviewed by other members of the HPB team, including junior doctors and nurse clinicians.

Useful addresses and contact numbers

Macmillan Cancer Support

Provides a wide range of support to improve the lives of people affected by cancer. This includes up-to-date, expert information as well as practical, medical, emotional and financial support.

Tel: **0800 808 0000** Monday to Friday, 9:00am - 8:00pm

www.macmillan.org.uk

Textphone: **0808 808 0121** for the hard of hearing.

Pancreatic Cancer UK

Pancreatic Cancer UK runs a confidential support and information line for anyone affected by pancreatic cancer. They can provide specialist information about treatment options, managing symptoms and side effects.

Tel: **0808 801 0707** **www.pancreaticcancer.org.uk**

The service is available Monday to Friday, 10:00am - 4:00pm

The British Liver Trust

British Liver Trust campaigns for better prevention, detection and care for liver conditions and provides a range of services for all those affected.

Tel: **0800 652 7330** **www.britishlivertrust.org.uk**

Cancer Research UK

If you have questions about cancer, call the cancer nurses on Freephone **0808 800 4040.**

Cancer information in your language

- If English is not your first language, you can speak to a nurse at Cancer Research UK through a qualified interpreter. The service is free and over 170 languages are available on **0808 800 4040**
- Macmillan Cancer Support have interpreters available for anyone who has questions about cancer or needs support. Freephone **0808 808 0000**

Patient transport

Patient transport services (PTS) are provided for patients whose medical condition means they cannot get to their appointment in any other way.

Tel: **0161 446 8114** (available Monday to Friday 8:00am - 4:00pm) or

Tel: **0161 446 8143** (available Monday to Friday 10:00am - 6:00pm)

The service does not operate over the weekend.