Royal Devon
University Healthcare
NHS Foundation Trust

Neuro-oncology and Neuroendocrine (NET) clinical nurse specialist team

(Eastern services)

Other formats

If you need this leaflet in another format such as Braille, large print, high contrast, British Sign Language or translated into another language, contact the Patient Advice and Liaison Service:

- 01392 402093 (for Mid Devon, East Devon and Exeter services)
- 01271 314090 (for North Devon services)
- rduh.pals@nhs.net

Who we are

Amy Latter, Clinical Nurse Specialist

Samantha Sargeant, Clinical Nurse Specialist

Kirsty Smith, Cancer Support Worker

What the service offers

The Neuro-oncology and neuroendocrine clinical nurse specialist (CNS) team provide support, information and education for patients and their family following a diagnosis of either a primary brain tumour or neuroendocrine tumour.

We act as your key worker throughout your oncology treatment pathway and act as a liaison between your care teams and support services.

We are available on site in Exeter Monday – Friday (excluding public holidays) 08:30am-4.30pm.

We will aim to meet you at your first oncology appointment and periodically during your treatment and follow up in outpatient clinics along with your consultant. However, you are always welcome to contact us in between these appointments with queries or concerns.

How to contact us

Patient advice line: **07917 491271** (answer phone)

Email: **rduh.neurooncologynurse@nhs.net**

Calls and emails will be checked periodically throughout the working day.

We always aim to respond as soon as possible. However, sometimes due to clinical workload or the nature of the query we may not be able to respond on the same working day.

If you are on Systemic Anti-Cancer Treatment and experiencing complications or side-effects of treatment, please contact the treatment team on the numbers provided in your treatment record book.

Where we are

We are based in the Exeter Oncology Centre near Oncology Outpatients.

Urgent advice out of hours

IN AN EMERGENCY you should contact 999 or self-present to an Emergency Care Centre.

For any urgent complication of your cancer or treatment, please contact the acute oncology advice line:

Eastern Patients:

Acute Oncology: **07825401059** (Urgent or out of hours)

Or non-urgent: **01392 402876** (Monday – Friday 8am – 5pm)

Northern Patients:

Acute Oncology: **01271 334478** (Monday – Friday 8am—5pm)

Out of hours: **01271 322577** – Speak to the operator and say you are a cancer patient on treatment.

You should continue to contact your GP or 111 for other health matters/long term conditions and repeat prescriptions (except chemotherapy prescriptions).

Further information/support

FORCE Cancer Charity/Support Centre [East]:

Monday – Friday excluding bank holidays (9:30am - 4.30pm)

Call: Information & Advice – **01392 406151**

Email: **support@forcecancercharity.co.uk**

The FERN Centre [North]:

Monday – Friday excluding bank holidays (9am – 4.30pm)
Call: Information & Advice – **01271 311855**
Email: **rduh.theferncentre@nhs.net**

Brain Tumour Support:

www.braintumoursupport.co.uk
Call: Information & Advice – **01454 422701**
Email: **support@braintumoursupport.co.uk**
Monday – Friday (9am – 5pm)

The Brain Tumour Charity:

www.thebraintumourcharity.org
Call: Information & Advice – **0808 800 0004**
Monday – Friday (9am – 5pm)

Neuroendocrine Cancer UK:

www.neuroendocrinecancer.org.uk
Helpline Enquiries – **0800 434 6476**
Tuesday – Thursday (10am-4pm)

Macmillan Cancer Support:

www.macmillan.org.uk
0808 808 00 00

Team Feedback

If you wish to leave us feedback of the service, you can do so via our tagged stories on Care Opinion:

Neuro-oncology patients should use the following QR code:

Neuroendocrine Patients should use the following QR Code:

Care Opinion

NHS
Royal Devon
University Healthcare
NHS Foundation Trust

Neuroendocrine Cancer (NET) Service

Royal Devon and Exeter Hospital (Wonford)

We'd really like your feedback.
Did we do something good that really helped you?
Is there something we could have done better?

Online with text – www.careopinion.org.uk

Online with images – www.careopinion.org.uk

Freephone: 0800 122 3135

Freepost leaflet – write or draw (available on request)

SCAN ME

All feedback submitted to Care Opinion is anonymous and publicly available on their website.

Care Opinion

NHS
Royal Devon
University Healthcare
NHS Foundation Trust

Neuro-Oncology Service for Primary Brain Tumours

Royal Devon and Exeter Hospital (Wonford)

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PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern, please contact PALS:

- 01392 402093 (for Mid Devon, East Devon and Exeter services)
- 01271 314090 (for North Devon services)
- rduh.pals@nhs.net

Have your say

Royal Devon University Healthcare NHS Foundation Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

You can also share your feedback on the Care Opinion website at www.careopinion.org.uk or freephone 0800 122 3135.

Scan the QR code to visit the Care Opinion website →

Royal Devon University Healthcare NHS Foundation Trust
www.royaldevon.nhs.uk

The Trust cannot accept any responsibility for the accuracy of the information given if the leaflet is not used by Royal Devon staff undertaking procedures at the Royal Devon sites or in community settings.

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www.royaldevon.nhs.uk/get-in-touch