

The Macmillan Breast Reconstruction Clinical Nurse Specialists (CNS) are based at Queen Victoria Hospital (QVH) and we are recognised as the keyworkers for patients undergoing breast reconstruction surgery and some other breast related surgeries.

You may contact us for information, advice and support at any stage before, during and after your treatment at QVH, should you need to do so.

We work mainly at QVH, which is the 'hub'; within the outpatient department. However, we sometimes support the Consultant Plastic Surgeons specialising in breast reconstruction at their 'spoke' clinics. The 'hub and spoke' model allows us to take the specialist services of QVH to other hospital locations in the South East of England.

The CNS / keyworker role involves:

- supporting patients and their family / carers within their treatment pathway, both emotionally and practically
- acting as a link between the patient, family, carer and members of the multidisciplinary team (MDT)
- liaising with other healthcare professionals on behalf of the patient
- offering advice and information / explanation of treatments
- ensuring a high standard of care is delivered to patients undergoing breast related surgery at QVH

- accessing advice from other healthcare professionals as required
- assisting with financial information, claims and grants, and onward referral to appropriate specialists
- providing psychological support and referral to psychological therapies as required
- acting as keyworker and transferring over care to appropriate healthcare professionals when necessary
- educating patients and staff about breast reconstruction and other breast related surgery
- attending local and national meetings
- continued professional development

#### What is a multidisciplinary team (MDT)?

Each centre has its own multidisciplinary team (MDT) of healthcare professionals across different specialities. Effective communication between different team members is key to ensuring a quality service is delivered to you. The MDT consists of breast surgeons, oncoplastic surgeons, plastic surgeons, oncologists, radiologists, pathologists, nurses and other healthcare professionals, who all have specialist training and experience in the diagnosis, care and treatment of patients with breast cancer / genetic mutations who are wanting to access reconstructive breast surgery.

We believe in a multidisciplinary approach to your care, remembering that you are the central person in the team.

We work closely with all members of the MDT.

#### How to contact us:

**Pam Golton, Rebecca Spencer & Sophie Kirk  
Macmillan Breast Reconstruction CNS'**



Tel: 01342 414302 / 414306 / 414163  
Email: [Qvh.breastcare@nhs.net](mailto:Qvh.breastcare@nhs.net)

If we are unavailable, our  
**Cancer Support Worker – Liz Mahon**  
may answer your call or email.



Tel: 01342 4144793  
Email: [e.mahon@nhs.net](mailto:e.mahon@nhs.net)

#### Further contacts and support

If you would like any further information, you may find these contacts useful:

**QVH Macmillan Information & Support Centre**

Provides support and information to QVH patients and local residents.

Tel: 01342 414369

<https://www.qvh.nhs.uk/beyond-cancer/>

**Restore**

Breast reconstruction information and support group.

Past patients share experiences and show results of breast reconstruction “in the flesh” at regular show-and-tell events.

Events are held at Queen Victoria Hospital in East Grinstead, Darent Valley Hospital in Dartford, Royal Surrey Hospital in Guildford, St Thomas’ Hospital in London, Future Dreams House in London & Sara Lee Trust in Bexhill-on-Sea.

Please visit [www.restore-bcr.co.uk](http://www.restore-bcr.co.uk) or email [info@restore-bcr.co.uk](mailto:info@restore-bcr.co.uk) for further information.

**Macmillan Cancer Support**

Provides practical, medical, emotional and financial support.

Website: [www.macmillan.org.uk](http://www.macmillan.org.uk)

Freephone: Tel: 0808 800 0000

Text phone: Tel: 0808 808 0121

**Cancer Research UK Tel: 0300 123 1022**

Website: [www.cancerresearchuk.org](http://www.cancerresearchuk.org)

**Breast Cancer Now**

Tel: 0808 800 6000

Website: [www.breastcancer.org](http://www.breastcancer.org)

**British Association of Plastic Reconstructive and Aesthetic Surgeons (BAPRAS)**

Tel: 02078 315 161

Website: [www.bapras.org.uk](http://www.bapras.org.uk)



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Nurse Specialists (CNS)

