



**University
Hospitals Sussex**
NHS Foundation Trust

Telephone support Neuro-oncology nurse specialist

Patient information

What kind of telephone support can I expect?

The Specialist Nurses provide telephone support for patients and their carers/families during normal working hours 9am-4pm.

How will I know who to phone?

You will be given the name and contact details of your Specialist Nurse (also known as your Key Worker) either by the nurse themselves when you meet them or by the doctor at the hospital. You will be given an information leaflet and a business card which will contain their details.

Will my specialist nurse always pick up the phone when I ring?

It is not always possible for your Specialist Nurse to be at their desk to respond to telephone calls immediately. They may be in a clinic or on one of the wards seeing patients or their relatives. They also have teaching commitments which may mean they are busy elsewhere. Your nurse will advise you of their hours of work. In some cases the Specialist Nurse may only work part time. Every Specialist Nurse has an answer phone or 'voicemail' facility and they will encourage you to leave a message for them with your full name, telephone number and sometimes a date of birth which is useful for identifying your records quickly.

How will I know when I will be called back?

Your Specialist Nurse will ensure that their answer phone message informs you whether they are in the hospital on that day.

You will then have an indication of when they will next be able to respond to calls. Calls will be returned as soon as possible, but this may NOT necessarily be the same day.

FOR EMERGENCIES PLEASE DIAL 999. ANY URGENT CONCERNS SHOULD BE DISCUSSED WITH YOUR GP.

What about when my nurse is on holiday or away for any other reason?

Your Specialist Nurse will leave a message on their answer phone informing callers of their return to the office. If they are away on holiday, they may leave an alternative number for you to contact. If they are away for unplanned reasons, they may ask a colleague to alter their message for them.

What about if telephoning is not convenient for me?

The Specialist Nurses will provide you with their email address as this can sometimes be a useful way of contacting them at a time that is good for you. This is useful if you find you have a question that occurs to you outside of working hours and you want to put it in writing while it is fresh in your mind.

Contact details

Neuro Clinical Nurse Specialists

Ruth Smith & Katie Wright

Telephone: 01444 441881 Ext. 68466

Email: uhsussex.neuro.oncology.nurses@nhs.net

Kim Bateup, Skull Base Clinical Nurse Specialist

Work mobile: 07788 398227

This phone is only switched on during working hours.

Email address: kim.bateup@nhs.net

**This leaflet is intended for patients receiving care
in Brighton & Hove or Haywards Heath**

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