

The Macmillan Urology Clinical Nurse Specialists

Information for patients, relatives and carers

ⓘ For more information, please contact:
The Urology Department on telephone 01904 721735
York Hospital, Wigginton Road, York, YO31 8HE

Contents	Page
Who are the Macmillan Urology Clinical Nurse Specialists and what is their role?	3
How can my CNS help me?.....	4
What can my CNS offer me help with?	5
Who is my Clinical Nurse Specialist and how do I contact them?.....	6
Further Information and Support.....	7
Please use this space to note down any questions you may have.....	9
Tell us what you think of this leaflet	11
Teaching, training and research.....	11
Patient Advice and Liaison Service (PALS).....	11
Leaflets in alternative languages or formats	12

Who are the Macmillan Urology Clinical Nurse Specialists and what is their role?

These are nurses who specialise in the care and support of people with a suspected or proven urological cancer. They may also be referred to as your Key Worker.

A Clinical Nurse Specialist (CNS) is available to every patient diagnosed with a urological cancer. Many people will be involved in your care, and they form the Multi-Disciplinary Team (MDT). Your Key Worker is the link between you and the MDT throughout your treatment.

The Key Worker is there to support you at every stage of your disease including:

- Diagnosis
- During treatment
- After treatment
- Recurrence of your cancer

How can my CNS help me?

Your CNS can support you, your relatives and carers by providing information about tests and investigations, current illness and possible treatments. They can offer advice and support about side-effects related to your treatment and how best to manage them.

Your Clinical Nurse Specialist can also undertake a 'Holistic Needs Assessment' to better understand your individual needs and help to create a 'Care Plan' for you.

If you have any concerns relating to your diagnosis, treatment and aftercare please contact your Clinical Nurse Specialist.

Some of your treatment may be in another hospital, for example at Leeds or in Hull. Once you have been discharged from there, you can still contact your clinical Nurse Specialist at York if you require advice or support.

What can my CNS offer me help with?

Your nurse specialist can offer advice on:

- Psychological and emotional issues
- Changes in body image
- Sexual issues and relationships
- Social care and community support

Management of the symptoms of your illness and side-effects caused by your treatments; including surgery, radiotherapy, hormone treatments, chemotherapy and bladder washouts.

They can also refer to other services including:

- Benefits and financial support
- Cancer Psychology
- Complementary Therapies
- Lymphoedema Service
- District Nurses
- Community Macmillan Nurses
- Support Groups.

Who is my Clinical Nurse Specialist and how do I contact them?

Name(s)

.....
.....

Telephone Number 01904 721735

Email, yhs-tr.urologycancernursespecialist@nhs.net

Working Hours 8am till 4pm Monday to Friday
(excluding bank holidays)

The Urology Care Co-ordinator will answer the telephone and take a message if they are unable to help you. There is a voicemail facility if you wish to leave a message or alternatively email the team on the above email address. The team aims to return your call or email within 24 hours.

Your Clinical Nurse Specialist may be available when you attend clinic appointments to see the Urology Consultant. If you wish to speak with them please just ask the outpatient nurse or doctor.

Further Information and Support

We hope that this leaflet answers most of your questions but, if you have any further queries or concerns, do not hesitate to contact us.

Urology Specialist Nurses

Urology Care Co-ordinator / Specialist Nurses
Telephone 01904 721735

The Cancer Care Centre, York Hospital

Telephone Number 01904 721166

Offering support and information for anyone affected by cancer.

Macmillan Cancer Support

Helpline 0808 808 00 00 weekdays 9am to 8pm.
Website www.macmillan.org.uk

Macmillan provides information on all aspects of cancer via their helpline and website.

The Prostate Cancer Charity

Helpline 0800 074 8383

Website www.prostatecanceruk.org

Information and support for anyone affected by cancer of the prostate gland.

Kidney Cancer UK

Helpline 0844 870 7054

Website www.kcuk.org.uk

Information and support for anyone affected by cancer of the kidney.

Please use this space to note down any questions you may have

Tell us what you think of this leaflet

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact:

Fiona Ayre, Urology Clinical Nurse Specialist
York Hospital, Wigginton Road, York, YO31 8HE,
telephone 01904 725848.

Teaching, training and research

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

Patient Advice and Liaison Service (PALS)

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email yhs-tr.patientexperienceteam@nhs.net.

An answer phone is available out of hours.

Leaflets in alternative languages or formats

If you would like this information in a different format, including braille or easy read, or translated into a different language, please speak to a member of staff in the ward or department providing your care.

Patient Information Leaflets can be accessed via the Trust's Patient Information Leaflet website:

www.yorkhospitals.nhs.uk/your-visit/patient-information-leaflets/

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