



## Frequently Asked Questions

### 1. Are you Macmillan nurses?

No. Severn Hospice is a local charity specifically for the people of Shropshire and Mid Wales and is not connected to the national charity called Macmillan. In 2011, all of Macmillan's former community nurses in Shropshire joined our team of Clinical Nurse Specialists (CNS) meaning Severn Hospice is now the sole provider of this important community cancer service in Shropshire.

### 2. Do you provide hands-on care?

A member of our CNS team will visit you at home to provide advice and guidance on a number of issues you may be experiencing as a result of your illness but they don't dress wounds or administer medication.

### 3. Can I call Severn Hospice myself to arrange a first appointment?

You can only be referred to our CNS service by your GP, hospital consultant, hospital CNS, district nurse or another healthcare professional involved in your care.

### 4. How quickly will I hear from you once I've been referred?

We always aim to contact new patients within one week of receiving a written referral.

## How we are funded

Severn Hospice is part of health services offered to people living in Shropshire, Telford and Wrekin and North Powys but we are not part of the NHS. We are a completely independent charity and have to raise over two-thirds of our running costs.

Our care and emotional support is totally free for both patients and their families; but not without cost.

Our services are funded through a combination of kind donations from local people, fundraising activities, our lottery and retail departments, gifts in people's wills and grants from the NHS. For every £1 invested through NHS grants, we provide £3 worth of service to local people.

If you would like to find out more about the various ways you can help our cause, please contact our Appeals team:

- by calling 01743 354450 or 01952 221351
- by visiting our website [www.severnospice.org.uk](http://www.severnospice.org.uk)

When cure is no longer possible;  
care is...



Registered charity no. 512394

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Shrewsbury  
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01743 236565

**Telford**  
Apley Castle  
Telford  
TF1 6RH

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**Newtown**  
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[www.severnospice.org.uk](http://www.severnospice.org.uk)



## Information about

## Clinical Nurse Specialist Service



Leaflet produced by  
Severn Hospice





## An introduction to our Clinical Nurse Specialist service

We understand that for you and your family, having the choice to remain in your own home whilst receiving care for your illness may be very important.

More of our patients than ever before are choosing to receive our specialist support in the comfort of their own home. Because of this, we have developed a number of community teams who work together to provide care in the community.

Our Clinical Nurse Specialists (CNS) are an important part of the care Severn Hospice provides to people at home, in towns and villages across Shropshire and Telford.

Our CNS team is here to support you, your family and other healthcare workers involved in your care. They are trained to a very high level to give you specialist advice at any stage of your illness.

Our CNS team is based in the following locations:

- Severn Hospice Shrewsbury, Bicton Heath
- Severn Hospice Telford, Apley Castle



## How our Clinical Nurse Specialists could help you

Members of our Clinical Nurse Specialist (CNS) team visit patients at home to give specialist advice on the complex physical and psychological effects of living with cancer. In addition they support and advise professionals caring for patients with other life limiting illnesses.

With their extensive training, skills and experience, our CNS team can assess your physical, social, spiritual and psychological needs to help you continue making the most of every day.

Our CNS team can help control the complex symptoms you may be experiencing, as well as giving you emotional support and helping you find other help to make sure you maintain your quality of life.

We work closely with your GP and district nurse, who have ultimate responsibility for your care, and we will also keep in touch with your hospital team if you are admitted to hospital at any point or if you are having active treatment.



## How to get referred to one of our Clinical Nurse Specialists

If you think you would benefit from speaking to a member of our CNS team, all you need to do is talk to either your GP, hospital consultant or hospital CNS. All of these people are able to refer you to our CNS service if they feel it is appropriate.

Once you have been referred, your Severn Hospice CNS will telephone you to have a chat about your needs. Sometimes advice over the phone may be all that you require but in most cases your CNS will work with you to arrange a home visit.

At your first home visit, your CNS will make a full assessment of your care needs and plan any ongoing support you may need in the future.

There will be times when you need regular contact with your CNS and times when you may not need their help at all. Your CNS will give you an information pack during their first visit which includes a phone number so you can make contact as and when you need to.