

Hepatic, pancreatic and biliary service

Welcome to the Macmillan Hepatobiliary and Pancreatic (HPB) clinical nurse specialists

Who are we?

We are Claire Pearce, Michelle Faupel and Jamie Bradley. We are the Macmillan HPB clinical nurse specialists (CNS). We all have ward experience from either a surgical or oncology background. We will support you in clinic, on the wards and over the telephone to help guide you.

Our service aims to improve the support for patients with hepatic (liver), pancreatic and biliary (including gallbladder) disease at University Hospitals Coventry & Warwickshire NHS Trust (UHCW). We act as advisers and advocates for both patients and their carers. We aim to be involved with all patients with a suspected HPB cancer or with complex, benign HPB cases.

How can we help?

We aim to improve access to information by providing information on your disease, and on the investigations, procedures and treatment options available to you at the different stages of your illness. We can guide you to other areas for further information about your illness where appropriate. We can offer support and give advice to you and your family throughout your treatment and answer any questions you may have.

If surgery is indicated we will explain to you what to expect before and after your operation, support you during your stay in hospital and offer further



Patient Information

information if required when you are discharged.

Other services

We will ensure you are given the opportunity to access any other services you may benefit from. These can include benefits, counselling and input from a dietician. We have a close working relationship with Macmillan Citizen Advice Bureau and therefore please inform us of any financial concerns and we can refer you on for specialist help and support.

The Macmillan office is based in the main foyer at UHCW and if you are being treated for a suspected or confirmed malignancy, you can also go here for information, advice and support.

Information

We have some leaflets available that may help you understand your illness. If you have not received these please ask.

Where will we see you?

We aim to see all patients within the hospital or clinic setting.

How can you contact us?

We are available -

Monday	8:00am – 4.00pm
Tuesday	8:00am – 4:00pm
Wednesday	8.00am – 4.00pm
Thursday	9:30am – 5:00pm
Friday	8:00am – 4:00pm

Please note – we do not work weekends or bank holidays.

Telephone: 024 7696 5618

Patient Information

If we are not in the office please leave a message with your name, telephone number and hospital number (if known). We aim to return any message left before 3pm on the same working day, excluding weekends and bank holidays.

If you need us urgently the hospital switchboard will contact us for you. Please telephone them on 024 7696 4000 and ask for the HPB CNS team.

The Trust has access to interpreting and translation services. If you need this information in another language or format please contact 024 7696 5618 and we will do our best to meet your needs.

The Trust operates a smoke free policy.

To give feedback on this leaflet please email feedback@uhcw.nhs.uk

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