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Royal Berkshire   
NHS Foundation Trust

# Your Key Worker (Clinical Nurse Specialist) and you

Information for young people  
and their family

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## Cancer often brings about new feelings and concerns. Your Key Worker can help.

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- Most young people will have a Key Worker in Oxford, which is the Principal Treatment Centre (PTC). The Key Worker is usually a Paediatric Oncology Outreach Nurse Specialist – known as POONS. Your Key Worker will make themselves known to you and your family very soon after you have been told you have cancer.
- Your Key Worker will be your point of contact all through your treatment and, where possible, this will be the same person all the time. This may not always be possible and sometimes, you may have one, two or three Key Workers, depending on how long your treatment lasts and where your treatment is carried out.
- If your treatment moves from Oxford Hospital to Reading Hospital, your Key Worker in Oxford will pass all your information over to your Key Worker in Reading. If you are having treatment in both places, you will have a Key Worker in both places.
- You and your family will be introduced to your Key Worker and they will give you their contact details so you can contact them if you need to.

### What can your Key Worker do?

- They can give you and your family practical and emotional support.
- They can give you information in a way you and your family understand.
- They can deal with other doctors and nurses and therapists, including your family doctor (GP).

- They can talk with your school or nursery and ensure you are ready to go back when you are ready and that you don't miss out on your schoolwork.
- They can help you and your family to understand your medication and also learn new skills like care and management of your Hickman line.

### Contacting your Key Worker

If you wish to talk to your Key Worker, contact them on the telephone number below. If they are not by their phone, please leave a message on their answer machine and they will ring you back as soon as possible.

### Your Key Worker in Reading is:

Kellie O'Hara. Clinical Nurse Specialist Paediatric Oncology.

Telephone: 0118 322 7519

Email: [kellie.o'hara@royalberkshire.nhs.uk](mailto:kellie.o'hara@royalberkshire.nhs.uk)

### Your Co-Key Workers in Reading are:

Julie Hughes. Children's Community Nurse.

Telephone: 0118 322 7532

Email: [julie.hughes@royalberkshire.nhs.uk](mailto:julie.hughes@royalberkshire.nhs.uk)

Dr Abigail Macleod. Associate Specialist

Email: [Abigail.Macleod@royalberkshire.nhs.uk](mailto:Abigail.Macleod@royalberkshire.nhs.uk)