Your key worker is a health professional who, with your consent and agreement, takes a key role in co-ordinating your care. They provide a point of contact when you need to know where to go for help, advice or information. They act as a link to the service, have an understanding of the care you are receiving and are able to support you with any queries you may have. They will also have another role in your care, for example, they may also be your clinical nurse specialist or district nurse.

What you can expect from your key worker

- You can expect to be given details of your key worker soon after your diagnosis, including how to contact them.

- You can expect your key worker to assist you with the help or advice you require. They may not always be able to manage the problem themselves, but will be able to point you in the right direction.

- You can expect your key worker to respond to you when you get in touch, but this may not always be immediately. Key workers are not able to provide a 24 hour service. Additional information will be given to you to help you understand who you should contact if you need help outside normal working hours or urgent medical help.
• The person providing your key worker support may change at times. This makes sure that the most appropriate person is available for you at different points in your care. You will be made aware when this happens and provided with a new name and their contact details.

• A holistic needs assessment will be offered to identify your care and support needs.

Your key workers are a team of Clinical Nurse Specialists (CNS)

Your CNS key worker will be either:

☐ **Roisin Darley**
  Monday - Thursday 07:30-16:30    Alternate Fridays 07:30-14:30
  Email: roisin.darley@nhs.net

☐ **Laura Nor-Mally**
  Monday, Thursday & Fridays 08:00-18:00
  Email: laura.nor-mally@nhs.net

0113 206 7571

What your key worker is not able to offer you

• An immediate answer to your concern. The CNSs work in clinics and visit patients on the wards and are often away from their phone.

• Help with hospital transport issues or clinic appointments. For help with these issues you should call your consultant’s secretary.

*Please do not leave urgent messages on the answerphone. If you need urgent medical advice, please contact your GP.*