

The Hepatopancreatobiliary Clinical Nurse Specialist Team

Information for patients

Hello! We are the Hepatopancreatobiliary (HPB) Clinical Nurse Specialist (CNS) team. There are five specialist nurses in the team, a care co-ordinator and a secretary. You will be allocated a keyworker when we first meet, but you will be supported by the other HPB specialist nurses at times.

Our primary role is to support patients and families while you are under the care of the surgical and oncology doctors at St James' Hospital in Leeds. We support patients in various ways, including support in clinics, ward visits and telephone conversations. We do not attend every clinic appointment and so we do encourage our patients to phone the HPB CNS team if you have any questions, worries or concerns, or if you need to talk.



Should you phone us, the phone may go to answerphone. Please do leave a message and we will get back to you. If our secretary is available to answer the call she will speak to you about the reason for your call and leave us a message to phone you back.

You can contact us between 9:00am - 4.30pm Monday to Friday.

In order to reduce the call back time to patients, one of the CNS team acts as a duty specialist nurse every day. The duty nurse will cover all phone calls, messages and emails. This means that you will likely get a return phone call from the duty nurse rather than your allocated keyworker.

If you want to speak to your keyworker specifically then please mention this when you phone and we can arrange this, but this may not be the same day and so if your call is urgent, or you feel unwell, please speak to the duty nurse for advice.

Best wishes,

The HPB CNS team

Tel: 0113 206 8601