

NHS
York and Scarborough Teaching Hospitals
NHS Foundation Trust

# The Cancer Wellbeing Service

Information, services and support for people affected by cancer

**Working in partnership with:** MACMILLAN CANCER SUPPORT

## Introduction

This leaflet provides information about the Trust's Cancer Wellbeing Service, how to get in contact with us, and how we can help you.

We hope you find this leaflet useful but if you have any further questions, please feel free to ask.

Please note: the Cancer Wellbeing Service is not a clinical service. If you have medical questions about your treatment or diagnosis, please contact your clinical team at the Hospital.

If you need help urgently, please contact your relevant medical team.

## What is the Cancer Wellbeing Service?

The Cancer Wellbeing Service provides a wide range of free information and support to anyone affected by cancer. This includes patients with a cancer diagnosis, their relatives, friends, and carers.

You can talk to a member of the team about your cancer diagnosis and how it is affecting you. This includes emotional, physical, financial, practical, and spiritual concerns, or could be as simple as needing someone to talk to.

We have access to many easy-to-understand information resources to help meet your needs. We can also signpost and/or refer you to local and national specialist organisations who are best placed to support you.

We work closely with other clinical teams at the Trust, including your oncology nurses, clinical nurse specialist team (sometimes known as Macmillan nurses), and consultants.

## How can the Cancer Wellbeing Service help me?

When you speak to one of our Health and Wellbeing Officers, they will take the time to listen and understand your needs and concerns.

Following this, we will offer guidance on how to access the best support for you, either through our service or through one of our service partners.

We can offer the following support directly:

- Emotional support, either via telephone or face-to-face at one of our information and support centres.
- Dedicated Wellbeing courses for patients completing treatment.
- Complementary therapy- holistic treatments provided alongside your medical care which can help you to cope better with symptoms and side effects (eligibility requirements apply).
- Support for common impacts of cancer, through our Supportive Oncology service.
- Hair loss support.

Alongside the support we provide ourselves, we are also able to offer signposting and referrals to specialist services through our core service partners, including (but not limited to):

- Benefits and welfare advice for patients with cancer.
- Social Prescribing support (offering referrals to community-based activities, groups, and services through your GP).
- Specialist psychological support.
- Exercise and activity referrals.
- Support with changes to your appearance arising from cancer treatment.
- Specialist advice and support for people receiving end-of-life care, as well as their relatives and carers.
- Access to Macmillan services.

# Our Support Centres





**Sir Robert Ogden Macmillan Cancer Care Centre, York Hospital**

## How do I access the service?

You will receive information and contact details for the service from your clinical nurse specialist following diagnosis.



Cancer Support Office, Scarborough Hospital

We have an open-door approach, so you are always able to access the service by calling, emailing, or dropping in to one of our support centres:

**York:**
**8:00am - 4:00pm**
**Monday - Friday**

**Scarborough:**
**8:00am - 4:00pm**
**Monday - Friday**

Hours may be subject to change. You can call us to check before travel.

If we are not in the office, there is a voicemail facility for you to leave a message, and we will get back to you during office hours as soon as possible.

You may also be referred to the service by your clinical nurse specialist if they think you will benefit from our support. Your nurse will only refer you to the service with your consent.

If you are referred, we will contact you via telephone within five working days, although you can always call yourself or drop in to one of our support centres sooner if you would prefer.

## How to contact us:

**Sir Robert Ogden Macmillan Cancer Care Centre**
York Hospital, Wigginton Road
York, YO31 8HE
Phone: 01904 721166
email: yhs-tr.cancerwellbeingyork@nhs.net

**Cancer Support Office**
Scarborough Hospital, Woodlands Drive
Scarborough, YO12 6QL
Phone: 01723 342606
email: yhs-tr.cancerwellbeingscarborough@nhs.net

## Tell us what you think of this leaflet

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact the Cancer Wellbeing Service via email or telephone, found on page 9 of this leaflet.

## Teaching, training and research

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

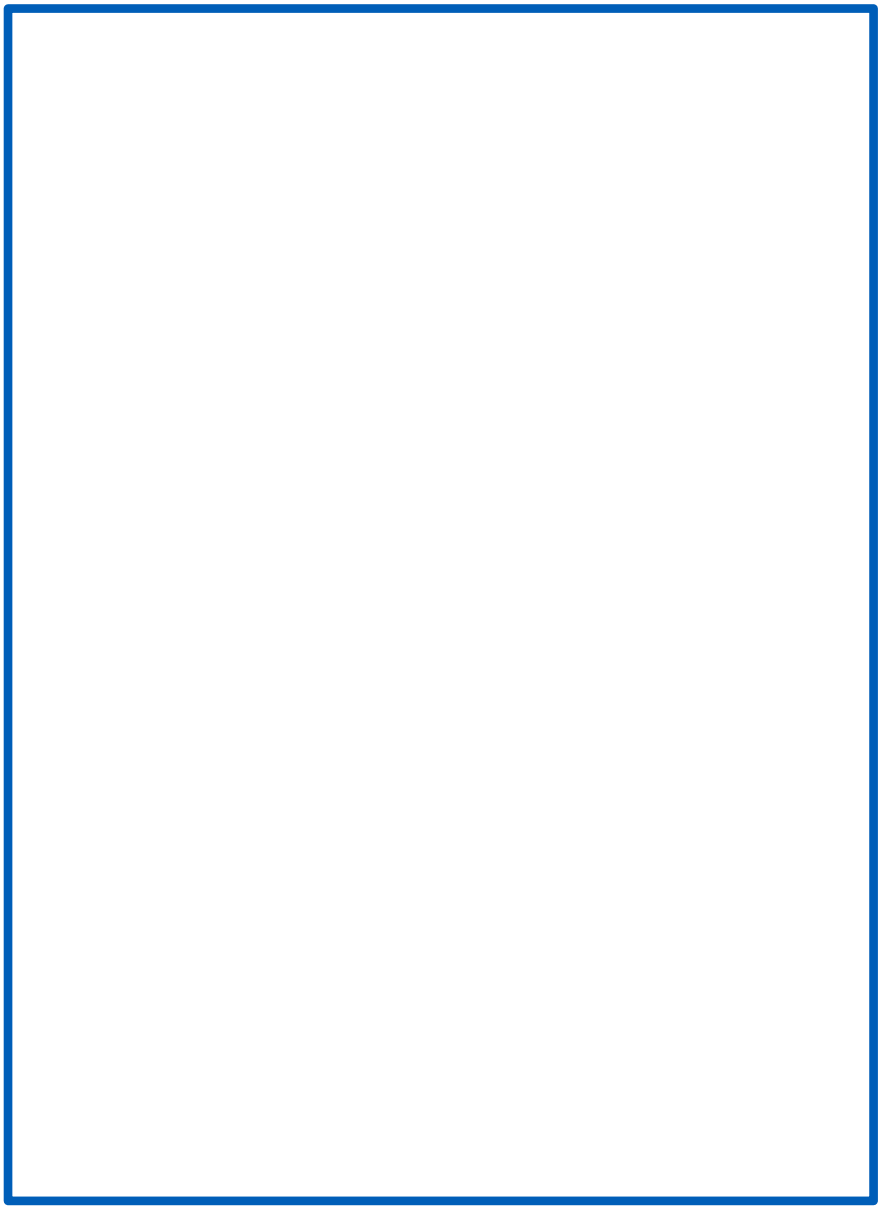
## Patient Advice and Liaison Service (PALS)

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email yhs-tr.patientexperienceteam@nhs.net

An answer phone is available out of hours.

## A space to write notes and questions:



## Leaflets in alternative languages or formats

If you would like this information in a different format, including braille or easy read, or translated into a different language, please speak to a member of staff in the ward or department providing your care.

Patient Information Leaflets can be accessed via the Trust's Patient Information Leaflet website: www.yorkhospitals.nhs.uk/your-visit/patient-information-leaflets/


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