

You and your key worker

Cancer Services
Information for patients

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Your key worker is:

Contact details:

Hours of work:

If you are receiving, or have recently completed chemotherapy or radiotherapy and are feeling unwell, please call the oncology helpline on **0808 178 2212**. This is a 24 hour service, 7 days a week.

You have been given this leaflet because you or a close relative or friend has been diagnosed with cancer. It explains who can offer support, information and advice during care, including when treatment has finished.

In order to ensure that patients with cancer and their families are able to access appropriate support and information, all patients have a healthcare professional they can contact. This person is called a **key worker**. Your key worker will be available from diagnosis, through treatment and beyond.

Because care takes place in a variety of settings, such as in hospital and in the community, your key worker will change at various times. However, it will always be the most appropriate person for your circumstances, and you should always know who they are and how to contact them.

**Health information and support is available at www.nhs.uk
or call 111 for non-emergency medical advice**

Visit www.uhleicester.nhs.uk for maps and information about visiting Leicester's Hospitals
To give feedback about this information sheet, contact uhl-tr.informationforpatients@nhs.net

Your key worker

Your key worker will work with you in the following ways:

- They are a central point of contact for support and information for you and your family.
- They will assess your needs and ensure that you receive the care you need, and that you are involved in decisions about your care as much as possible.
- They will ensure that you are referred to, and receive, different services as needed.

What is a Holistic Needs Assessment (HNA)?

This is a chance for you to think about your concerns and discuss possible solutions with your key worker. It gives you the time to explore what resources, help and support are available.

Please ask your key worker for a Holistic Needs Assessment if you think that this would be helpful for you.

Who is my key worker?

This depends on your particular needs. When you are told your diagnosis, you will usually be offered the opportunity to speak to a Cancer Clinical Nurse Specialist (CNS). The CNS has in-depth knowledge of your illness and its treatment and will be able to discuss any concerns and questions you might have.

The CNS will initially be your key worker and you will be given contact details on how to contact them or a member of the team. The CNS may work as part of a team who are there to help with any information and advice if your keyworker is not available.

In some circumstances there may not be a CNS available. If this is the case, other healthcare professionals will support you. These include ward nurses, your consultant or the clinic nurses.

Further information and support

If you are at home, or have finished your initial treatment, your GP will be your first point of contact, and may allocate another professional, such as the district nurse or palliative care nurse, to be your key worker.

Please contact the Macmillan Information and Support Centre if you are unsure who your UHL keyworker is.

Macmillan Information and Support Services

Contact:

- Leicester: 0116 258 6189
Email: uhl-tr.cancerinformationcentre@nhs.net
- Northampton: 01604 544 211
Email: ngh-tr.macmillaninformationandsupportngh@nhs.net
- Kettering: 01536 493 888
Email: kgh-tr.cancerinfo@nhs.net

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔
على هذه المعلومات بلغة أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل
જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।
Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email equality@uhl-tr.nhs.uk