



The Dudley Group
NHS Foundation Trust

Living with and Beyond Cancer (LWBC) team – best supportive care sessions

Oncology

Patient Information Leaflet

Introduction

You have been invited to attend a two week programme to help support you and your family through your cancer diagnosis. These sessions are face to face and aim to provide information and support. Patients are welcome to bring someone with them as support.

This leaflet has been designed to provide information about these sessions. These sessions are specifically designed for patients who have been informed by their clinical team that they have a palliative cancer diagnosis.

Palliative care is treatment, care and support for people with a life-limiting illness. It is sometimes called 'supportive care'.

The aim of palliative care is to help you to have a good quality of life – this includes being as well and as active as possible for as long as possible. It can involve:

- Managing physical symptoms, such as pain.
- Emotional, spiritual, psychological, financial and practical support.
- Social care, including help with things like washing, dressing or eating.
- Support for your family and friends.

The LWBC team

We will be coordinating these supportive sessions and are here to support you and your family at these sessions. The team can also support you beyond these sessions, alongside your clinical team or GP.

Our team comprises of two clinical nurse specialists and a cancer care coordinator. You can contact the team at any stage of your cancer pathway on 01384 456111 extension 5315 or via email at dgft.lwbcteam@nhs.net.

Holistic Needs Assessment (HNA)

A Holistic Needs Assessment (HNA) is a tool used to consider what matters to you as an individual, your priorities and your life choices. It can help health professionals identify any issues or concerns you may have, and ensure that you are provided with the appropriate information or signposted / referred to appropriate support and agencies.

You should be offered a HNA within the first ten days of your diagnosis. The process may be completed with your clinical nurse specialist (CNS) or key worker, or with a member of the LWBC team. A HNA can be done at any point during your treatment as circumstances can change. It is also useful to complete a HNA once hospital-based treatments end, to establish whether any community support is needed.

People who are living with cancer, and those who have had cancer, often have specific support needs. If these needs are not addressed, it can damage their long-term prognosis and their ability to lead an active and healthy life. These needs can include information about treatment and care options, psychological support, advice about financial assistance and support in managing their condition themselves.

Carers also play a vital role in supporting people with cancer, and it is important that their needs for information, advice and support are addressed.

Addressing all of these needs is central to the National Cancer Survivorship Initiative (NCSI), also known as person-centred care interventions, which is coordinating efforts to improve the quality of services available to people affected by cancer to enable them to lead as normal a life as possible.

What will be discussed?

Providing information at these sessions helps support people living with cancer, and their families, to manage the effects of their illness by giving them necessary information, lifestyle advice and guidance on how to plan ahead.

Each session is delivered by a professional with expertise in that field. Topics being covered include:

- An introduction to the Holistic Needs Assessment (HNA) – you will have the opportunity to complete one of these at the end of the session, and if required, you will be offered a follow-up phonecall to discuss any concerns.
- Eating well, managing fatigue and physical activity.
- Support services and The White House Cancer Support (WHCS).
- Financial support, benefits and legal aspects.
- Planning ahead, advance care planning and decision making.
- Faith, spirituality and Mary Stevens Hospice.
- Clinical psychology and emotional wellbeing.
- What support is available.

Where are they held?

The venue will be confirmed at point of booking.

Extra support and information

There is information available on The Dudley Group NHS Foundation Trust website, on the Living with and Beyond Cancer (LWBC) page:

<http://www.dgft.nhs.uk/services-and-wards/living-with-and-beyond-cancer-lwbc/>

There are also some useful short videos available for more information.

Should you wish to speak with someone about any of the subjects covered in our health and wellbeing sessions, or if you have any other queries about living with cancer, please contact our LWBC team.

They will be happy to discuss any concerns with you, send out information or signpost / refer you to other services as appropriate.

They can be contacted on 01384 456111 extension 5315 or by email at dgft.lwbcteam@nhs.net.

Useful information

Free prescriptions

There are charges for prescriptions in England. However, if you have cancer, you can apply for a certificate to allow you to get free prescriptions. This is called an exemption certificate.

You qualify for an exemption certificate if you are receiving treatment for:

- Cancer.
- The effects of cancer.
- The effects of current or previous cancer treatment.

You can get a form to apply for the certificate from your GP, pharmacy or cancer clinic. Your GP or hospital doctor will need to sign the form.

You might not need an exemption certificate if you are already entitled to free prescriptions. For example, if you are over 60 years old or under 16 years of age, or if you are receiving certain benefits.

Speak to your doctor, pharmacist or specialist nurse if you are not sure whether you are entitled to free prescriptions. They can refer you to a benefits adviser if needed.

Who is your clinical nurse specialist (CNS)?

As part of your care, you will be assigned a clinical nurse specialist (CNS). A CNS is a nurse who has a more specialist knowledge in your type of cancer. They will often meet you at your early appointments or follow up with a telephone call. Sometimes referred to as a specialist sister or key worker, they are your first point of contact with any clinical questions.

Your clinical nurse specialist is:

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Can I find out more?

If you have any clinical questions, you can contact your clinical nurse specialist on one of the following numbers:
Dial **01384 456111** plus one of the following extension numbers:

	Extension number	
Bowel cancer	2286	
Breast cancer	2065	
Chemotherapy	2028	
Gynaecological cancer	3355	
Haematology	2453	
Head and neck cancer	2655	(8.30am to 4.30pm, not available on Thursdays)
Lung cancer	2752	
Prostate cancer	2873	
Skin cancer	3088	

Upper GI cancer 2443 (8am to 4pm)

Urology cancer 2873

9am to 5pm, Monday to Friday, unless otherwise stated. All are based at Russells Hall Hospital.

References

Office for Public Management (2011) Evaluation of Health and Wellbeing Clinics. Final Report. Macmillan Cancer Support.

This leaflet can be downloaded or printed from:

<http://dgft.nhs.uk/services-and-wards/oncology/>

If you have any feedback on this patient information leaflet, please email dgft.patient.information@nhs.net

This leaflet can be made available in large print, audio version and in other languages, please call 0800 073 0510.

للحصول على هذه النشرة بحجم أكبر، وعلى شكل إصدار صوتي و بلغات أخرى، الرجاء الاتصال بالرقم 08000730510.

此宣传单可提供大字版本、音频版本和其它语言版本，请拨打电话：0800 073 0510。

Ulotka dostępna jest również w dużym druku, wersji audio lub w innym języku. W tym celu zadzwoń pod numer 0800 073 0510.

ਇਹ ਪਰਚਾ ਵੱਡੇ ਅੱਖਰਾਂ, ਬੋਲ ਕੇ ਰੀਕਾਰਡ ਕੀਤਾ ਹੋਇਆ ਅਤੇ ਦੂਸਰੀਆਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਵੀ ਪ੍ਰਾਪਤ ਹੋ ਸਕਦਾ ਹੈ, 0800 073 0510 ਤੇ ਫੋਨ ਕਰੋ ਜੀ।

Aceasta broșura poate fi pusă la dispoziție tipărită cu caractere mari, versiune audio sau în alte limbi, pentru acest lucru vă rugăm să sunați la 0800 073 0510.

یہ کتابچہ آپ کو بڑے حروف کی لکھائی، سمعی صورت اور دیگر زبانوں میں مہیا کیا جا سکتا ہے۔ برائے مہربانی فون نمبر 08000730510 پر رابطہ کریں۔