

Information for patients and carers

Upper Gastrointestinal
(Upper GI) Macmillan Cancer
Support Worker

A decorative graphic at the bottom of the page consisting of three overlapping, wavy bands of blue. The top band is a light blue, the middle is a medium blue, and the bottom is a dark blue.

Introduction

The aim of the Macmillan Support Worker service is to give you the skills, knowledge and confidence to manage your lifestyle through advice, support and letting you know about other services you can access.

Who is the Macmillan Upper Gastro Support Worker?

The Upper GI Support Worker is a healthcare support worker who has had additional training to help support patients and carers living with cancer. The co-ordinator works with your specialist nurse team, who will help co-ordinate your care. You are likely to meet a care co-ordinator at your clinic appointment.

Who is my Macmillan Upper GI Support Worker?

Name _____

What can my Support Worker offer?

The care co-ordinator can offer telephone support or face to face appointments following your clinic consultation with your specialist nurse or consultant.

This may include:

- Undertaking a holistic needs assessment with you. This can help to identify your individual needs and concerns and plan care specifically for you across all aspects of your life.
- Offering support and advice to help you manage your own health needs (supported self- management).

- Offering simple benefits advice
- The co-ordination of appointments and tests to help you navigate the NHS system
- Offering support and advice at the end of your treatment programme.
- Signposting to other services

Contact details

Telephone: 01772 524788 – If no-one is available to talk to please specify that you wish to speak with the Support Worker when you leave your name and number.

Telephone messages will be returned whenever possible within 24 hours (except at weekend or bank holidays when it will be the next working day).

If you need urgent attention, please contact your GP or District Nurse, or in an emergency please attend the emergency department or dial 999 for ambulance services.

Questions about cancer?

We're here to help, the Macmillan Cancer Information & Support Service at Lancashire Teaching Hospitals is open to anyone affected by cancer and is situated at both Chorley Hospital & Royal Preston Hospital. Contact us on 01772 523709 or cancerinfocentre@lthtr.nhs.uk

Sources of further information

www.lancsteachinghospitals.nhs.uk

www.nhs.uk

www.accessable.co.uk

www.patient.co.uk

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All our patient information leaflets are available on our website for patients to access and download:

www.lancsteachinghospitals.nhs.uk/patient-information-leaflets

Lancashire Teaching Hospitals is a smoke-free site. Smoking is not permitted anywhere on any of our premises, either inside or outside the buildings. Our staff will ask you about your smoking status when you come to hospital and will offer you support and advice about stopping smoking this will include Nicotine Replacement Therapy to help manage your symptoms of withdrawal and the opportunity to speak to a nurse or advisor from the specialist Tobacco and Alcohol Care Team.

If you want to stop smoking, you can also contact Smokefree Lancashire on Freephone **08081962638**

Please ask a member of staff if you would like help in understanding this information.

This information can be made available in large print, audio, Braille and in other languages.

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Division: Surgery

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