

Breast Care Nursing Key Worker Service

Patient Information

Breast Care Service



The Patient Information Leaflets page on the Trust website is available on the link:
<https://www.wwl.nhs.uk/patient-information-leaflets> or scan the QR code.

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Introduction

This leaflet aims to give you information about the breast care nursing service. If you wish to speak to someone by phone, please ring one of the breast care nurses who are based at:

Suite 5
Thomas Linacre Centre
Parsons Walk
Wigan
WN1 1RU
Tel No 01942 774720

Who is the Breast Care Nurse Key Worker?

Your breast care nurse key worker is a highly qualified and experienced nurse who has specialised in the care and support of patients with breast problems.

- She works closely with the doctor involved in your care
- The service she provides for you is confidential
- She is individually assigned to you to support you through your treatment journey

What does your Breast Care Nurse Key Worker offer you?

- Information
- Support and a listening ear
- Counselling
- Discussion of treatment options
- Help with physical problems such as arm swelling or pain
- Practical advice regarding bras, clothing and breast forms
- Information about breast reconstruction
- Support for carers

Where can you talk with Breast Care Nurse Key Worker?

- At the outpatient clinic
- In her office
- In hospital if you are an in-patient

Remember

The breast care nurse service is available to patients from the time they first attend with a breast problem.

It is an open ended service which you can continue to use for as long as you need it.

Please use this space to write notes or reminders.

Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends, and carers.

Contact Us

Tel: 01942 822376 (Monday to Friday 9am until 4pm)

The Patient Relations/PALS Manager
Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust
Royal Albert Edward Infirmary
Wigan Lane
Wigan
WN1 2NN

Ask 3 Questions

Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

1. What are my options?
2. What are the positives and negatives of each option for me?
3. How do I get support to help me make a decision that is right for me?



How We Use Your Information

For details on how we collect, use, and store the information we hold about you, please see patient information leaflet, Ref. **Corp 006** How we use your information, this can be found on the Patient Information Leaflets page on the Trust website, see details on the front cover.

This leaflet is also available in audio, large print, Braille, and other languages upon request. For more information, please ask in the department/ward.

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