

# Upper Gastrointestinal Macmillan Support Worker

## Patient Information

Endoscopy Services



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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|----------------|-------------------------------------------------|
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## What is the role of the Upper Gastrointestinal (GI) Macmillan Support Worker?

The Upper GI Macmillan Support Worker is an integral part of the Upper GI Team, working alongside the Upper GI Clinical Nurse Specialist (key worker) and providing a service of liaison and support to patients and families with an oesophageal or gastric cancer diagnosis.

The Upper GI Macmillan Support Worker can offer you and your family emotional and practical support and advice, which can take place by telephone, email, face to face or via our online, virtual service, Attend Anywhere.

The Macmillan Support Worker works together with patients and families to identify and address concerns which may arise at any part of the cancer journey, from diagnosis, to treatment and beyond. Offering assistance and advice for navigating the health and social care system, and signposting to relevant, existing support in the community.

With your consent a summary of discussions and care plans can be shared with other professionals directly involved in your care, to ensure you receive an efficient and streamlined service.

The Support Worker can offer:

- Direct contact to the Upper GI service
- Referral to other services as needs require
- Support group meetings
- Health and well-being events
- Holistic Needs Assessments
- Comfort calls for emotional support
- Advice and support to help you self-manage your condition.

## How to contact the Upper GI Macmillan Support Worker

The Upper GI Support Worker is based in

The Old Oncology Unit  
Royal Albert Edward Infirmary  
Wigan Lane  
Wigan  
WN1 2NN

Telephone: 01942 773459 (Monday- Friday 9am to 5pm)

Out of these hours, please contact your GP or district nurse

OR

Wigan GP alliance 01942 482848 between 8am to 8pm

OR

Out of Hours, call 111 first (when it is less urgent than an emergency)

## Other Information

### Macmillan Information and Support Centre

This is a fantastic network that offers practical, emotional and financial information for patients and their families.

Cancer Care Centre  
Royal Albert Edward Infirmary  
Wigan lane  
Wigan  
WN1 2NN  
01942 822760

### Macmillan Cancer Support

0808 808 0000

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## 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

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## 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?



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## 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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**Call 111 first when it's less urgent than 999.**



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