

# Urology Macmillan Support Worker

## Patient Information

The Richmond Urology Unit

**MACMILLAN**  
**CANCER SUPPORT**  
RIGHT THERE WITH YOU



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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## **What is the role of the Urology Macmillan Support Worker?**

The Urology Macmillan Support Worker is part of the Urology Team, working alongside the Urology Clinical Nurse Specialist (key worker) and providing a service to patients and their families who have been given the diagnosis of a urological cancer. This includes prostate, bladder, kidney, penile and testicular cancers.

The Support Worker provides support to the team and other relevant healthcare professionals by dealing with simple tasks, to allow the registered practitioners to focus on managing patients complex care needs.

The Urology Macmillan Support Worker interacts directly with people affected by an urological cancer, providing emotional and practical support, either face-to-face, by telephone or email. We realise that this can be a worrying time for patients and a Support Worker can help to ease this worry. The Support Worker can help patients affected by cancer to access existing support within the community.

The Macmillan Support Worker will also complete a Holistic Needs Assessment, which is an assessment that is completed alongside the patient to highlight any worries or concerns. From this assessment a care plan is created to address these concerns.

The support worker can offer:

Direct contact to the Urology service

Referral to other services as needs require

Support group meeting

Health and well-being events

Holistic Needs Assessment

Comfort calls for emotional support

Providing basic advice and support for self-management

## **How to contact the Urology Support Worker**

The Urology Support Worker is based in

Richmond Urology Unit  
First Floor, Hanover Diagnostic and Treatment Centre  
Leigh Infirmary  
The Avenue  
Leigh  
WN7 1HS

Telephone: 01942 264947

Out of hours, please contact your GP/District Nurse

OR

Wigan GP Alliance (to book an appointment with a GP, Nurse or Health Care Assistant from 6:30pm until 10:00pm) 01942482848 between 8am-8pm

OR

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

## **Other Information**

Macmillan Information and Support Centre  
Cancer Care Centre  
Royal Albert Edward Infirmary  
Wigan Lane  
Wigan  
WN4 2NN  
01942 822760

We provide a fantastic network, offering practical, emotional and financial support and information for patients and their families.

## **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.

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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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