

Holistic Needs Assessment and Care Plan

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Holistic Needs Assessment - What is it?

A holistic needs assessment is a discussion between you and your healthcare professional, usually a clinical nurse specialist or another key worker, to discuss your physical, emotional, and social needs.

It is about making time for yourself and your health professional to talk about how you feel and how things are going for you at this time. It focuses on you as a 'whole' and not just your illness. It is a chance to discuss any worries or fears you have at this time, how you feel in yourself or concerns for your family.

Do I have to have a holistic needs assessment?

The team caring for you will offer an assessment to every patient with cancer. You may find an assessment helpful to show you what support is available. However, if you do not wish to have an assessment, you do not have to have one.

Not having an assessment does not mean you cannot access support and information. You can discuss your needs at any time with the health care professionals involved in your care and they will do their best to support and advise you.

Who will do the assessment & where will it be done?

The holistic needs assessment may be carried out at any time, but is usually offered within a few weeks of a patient's diagnosis. You may also be offered one at the start of your treatment and at several other intervals throughout your care. This assessment will as a rule be done by your key worker, and this is usually the specialist nurse or support worker, who is caring for you at this time. You will be given the option to complete the assessment in person, over the telephone or via video call where this service is available.

You can contact your clinical nurse specialist/support worker at any time, if your needs change or you have issues you wish to discuss.

What will be done with the information?

You will complete this assessment together and develop a care plan, which may include information for you to take away, or a referral to other services which may be beneficial to you. You will also receive a copy of the care plan to keep, which may be useful to take with you to any future appointments.

This information will be held with your medical notes, although the nurse may need to share some of this information with other health professionals including your General Practitioner (GP) or Practice Nurse.

You will always be notified of any need to share information regarding this assessment.

What about my family and friends?

If you would like your close family or a friend to accompany you, we are more than happy to accommodate this so that they receive the information and support that they may need also.

Equally, you may wish to have these conversations in confidence which again is perfectly acceptable and something we respect.

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 to 4pm)

The Patient Relations/PALS Manager
Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust
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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 pros and cons 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 take a look at our “how we use your information” leaflet which can be found on the Trust website: <https://www.wwl.nhs.uk>

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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