

Skin - Macmillan Support Worker

Patient Information

Dermatology Department



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 Skin Macmillan Support Worker?

The Skin Macmillan Support Worker is part of the skin team, working alongside the Skin Cancer Nurse Specialists (keyworkers) and providing a service to patients and their families who have been given a diagnosis of a skin cancer.

The Support Worker provides support to the team and other healthcare professionals by dealing with non-complex tasks, to allow the registered practitioners to focus their expertise on managing the complex needs.

The Skin Macmillan Support Worker interacts directly with people affected by skin cancer, providing emotional and practical support, either face to face, by telephone or email; also assisting cancer patients to navigate the health and social care system, and signposting to existing support in the community.

The Macmillan Support Worker actively works with patients to identify and address concerns using a Holistic Needs Assessment. Following the assessment, a care plan is implemented to facilitate the self-management of the patient's care.

The Support Worker can offer:

- Direct contact to the Skin Cancer Services
- Referral to other services as needs require
- Support group meetings
- Health and wellbeing events
- Holistic Needs Assessments
- Comfort calls for emotional support
- Providing basic advice and support for self-management

How to contact the Skin Macmillan Support Worker

The Skin Macmillan Support Worker is based in:

The Prosser White Centre
Dermatology Department
Leigh Infirmary
The Avenue
Leigh
WN7 1HS

Telephone: **01942 264079** or **01942 264748** Monday to Friday 9am until 5pm.

Out of these hours, please contact **your General Practitioner (GP)**

OR

Wigan GP Alliance - to book an appointment with a GP, Nurse or Health Care Assistant 6:30pm until 10pm. Telephone **01942 482848** between 8am and 8pm

OR

Out of hours call 111 when it is less urgent than an emergency.

For Support

Macmillan Information and Support Centre
Cancer Care Centre
Royal Albert Edward Infirmary
Wigan Lane
Wigan
WN1 2NN

Telephone: 01942 822760

A fantastic network, offering practical, emotional and financial support and information for patients and their families.

Get support when you need it

Macmillan Cancer Support

Telephone 0808 808 0000 7 days a week 8am to 8pm

<https://www.macmillan.org.uk/cancer-information-and-support/skin-cancer>

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



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