

# Macmillan Secondary Breast Clinical Support Worker

## Patient Information

Cancer Care Services Wigan



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 Macmillan Secondary Breast Clinical Support Worker?

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 Secondary Breast Macmillan Support Worker interacts directly with people affected by this chronic disease, by 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 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 have your time to discuss any worries or fears you may have at this time. It could be how you feel in yourself or concerns about your family.

### **The support worker can offer:**

- Direct contact to the Secondary Breast 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 Breast Support Worker

Nicola Dawber  
The Macmillan Secondary Breast Clinical Support worker  
Cancer Care unit  
Wrightington, Wigan and Leigh NHS Foundation Trust  
Wigan Lane  
WN1 2NN  
Telephone: 01942 822764

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.

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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