

# Your guide to personalised cancer care

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## Information for patients

You have been given this leaflet because you have been diagnosed with cancer. It explains what personalised cancer care is and the help you can expect to receive. It also has information on local support available to you during and after your treatment. If you have any questions or concerns, please do not hesitate to speak to any member of the team caring for you.

### Confirming your identity

Before you have a treatment or procedure, our staff will ask you your **name** and **date of birth** and check your **ID band**. If you don't have an ID band we will also ask you to confirm your address.

**If we don't ask these questions, then please ask us to check.**

Ensuring your safety is our primary concern.

## What is personalised cancer care?

It is care that is tailored to your needs and which focuses on what matters to you, based on assessment of your specific needs and requirements.

We want to ensure that you have access to this personalised care, which includes an assessment of your care needs, a care plan, and health and wellbeing information and support.

You should have access to personalised care from the time of your diagnosis so you can live as well as possible both during and after your treatment.

## What will I be offered?

There are four parts to personalised cancer care:

### 1. Personalised care and support planning

To help find out what matters to you, your clinical nurse specialist (CNS) or support worker will offer you a **holistic needs assessment** (HNA) to assess your needs.

You should be offered an HNA soon after your diagnosis. You may also be offered one at other important times such as at the end of a phase of treatment. If you feel that your circumstances or concerns have changed, you should also be able to request another HNA with your CNS.

The assessment looks at your physical, practical, emotional and social needs and helps you to identify and prioritise what matters most to you and what you might need support with. These assessments are usually done over the phone.

Once you have completed the assessment, your CNS or support worker will talk through it with you and create a care plan with you which provides you with the information and support you need.

## 2. Treatment summary

When you reach the end of a period of treatment, you should be given a **treatment summary**, which has the following important information:

- your diagnosis
- the treatment you have had
- any follow-up arrangements
- possible long-term effects or complications to be aware of
- signs and symptoms to look out for
- details of who to contact if you are worried or concerned about anything.

Your GP will also receive a copy of your treatment summary.

## 3. Health and wellbeing information and support

There are lots of resources to help you manage during and beyond your cancer treatment, covering issues such as:

- emotional support
- coping with side effects
- your physical wellbeing
- your finances
- getting back to work
- making healthy lifestyle choices.

It is important that you are given the information you need to support you to live as well as possible after treatment. Your CNS, support worker or cancer information centre will be able to help you with this. There are also details of more information and support on pages 5 and 6.

## 4. Cancer care review

You have the right to a **cancer care review** at your GP practice – either with your GP with or practice nurse – between six and twelve months after your diagnosis. The review will vary depending on your

GP but should involve:

- a discussion about your diagnosis, needs and any concerns you may have
- any additional support you may need
- a review of your medication
- referral to other services you may need such as counsellors, rehabilitation specialists or social prescribers

If you don't believe you've reviewed your cancer care with your GP within 12 months of your acute treatment ending, our advice is to contact them to request this.

If you have concerns **at any point** during or after your cancer treatment you can always contact your GP or practice nurse.

## Is there anything else I should know about?

### 1. Follow-up appointments after treatment

Depending on which type of cancer you have had, you may be offered a new type of follow-up which will mean you need to come to fewer outpatient appointments when your treatment is finished. If you are suitable for this new type of follow-up – known as personalised-stratified follow-up (PSFU) or patient-initiated follow-up (PIFU) – your clinical team will discuss this with you, and you will be offered:

- regular monitoring scans or tests (depending on the type of cancer you have had), with quicker and easier access to results
- rapid access to your cancer team, including phone advice and support if you are worried about any symptoms, including possible side effects of treatment
- information about the signs and symptoms to look out for which could suggest your cancer may have come back
- personalised care and support planning (as described in this leaflet) and assistance with helping you to improve your health and wellbeing in the long-term.

## 2. Quality of Life Survey

We want to understand the affect cancer is having on you and how well you are living after your diagnosis.

NHS England will email or post you a **Quality of life survey** 18 months after your diagnosis. Please fill this in so you can tell us how cancer has changed your quality of life. It will enable you to tell us about a wide range of concerns, such as your emotional and social wellbeing, your finances, and any ongoing physical problems, such as tiredness and pain.

This information will help us to improve the way we support people to live their lives as well as possible. It can also help you to identify and discuss your quality of life with your health and social care team.

### More information and support: Cancer information centres

#### **Guy's and St Thomas' Hospital NHS Foundation Trust**

**Dimbleby Cancer Care** is a support and information service based at Guy's Cancer Centre for patients and their carers from south east London and west Kent. Our staff work closely with the clinical teams to ensure that you have all the information and support you need while having cancer treatment at Guy's and St Thomas'.

Open 9am to 5pm, Monday to Friday

Tel: 020 7188 5918 Email: [dimblebycancercare@gstt.nhs.uk](mailto:dimblebycancercare@gstt.nhs.uk)

<https://www.guysandstthomas.nhs.uk/our-services/dimbleby-cancer-care>

#### **King's College Hospital NHS Foundation Trust**

The **King's Macmillan Information and Support drop-in centre** provides help and support if you are living with – or have survived – cancer or any other long-term condition. We're also here to assist your carers, your relatives and your friends.

Open 9am to 4pm, Monday to Friday

Tel: 020 3299 5228 Email: [kch-tr.macmillan1@nhs.net](mailto:kch-tr.macmillan1@nhs.net)

For patients visiting Princess Royal Hospital, staff at the Chartwell Unit will be able to signpost to information and options for support for living with and beyond cancer.

[www.kch.nhs.uk/services/cancer/help-and-support](http://www.kch.nhs.uk/services/cancer/help-and-support)

### **Lewisham and Greenwich NHS Trust**

The Macmillan Advice and Guidance Service (MAGS) at University Hospital Lewisham works with clinical nurse specialists to provide holistic care to our cancer patients. We offer phone help and information and access to cancer support resources and services. We support patients with cancer and their loved ones through diagnosis, treatment and recovery.

Open 9am to 5pm, Monday to Friday

Tel: 020 8333 3336 Email: [lg.mags@nhs.net](mailto:lg.mags@nhs.net)

[www.lewishamandgreenwich.nhs.uk/macmillan-advice-and-guidance-service-mags](http://www.lewishamandgreenwich.nhs.uk/macmillan-advice-and-guidance-service-mags)

### **More information and support: Online resources**

**Cancer Wellbeing London** – [cancerwellbeinglondon.nhs.uk/](http://cancerwellbeinglondon.nhs.uk/)

Cancer Wellbeing London has health and wellbeing information and details of activities and seminars run by the NHS in your area. There are also videos with advice on common concerns and links to the major cancer charities.

**Cancer Care Map** – [www.cancercaremap.org/](http://www.cancercaremap.org/)

This online directory helps you to find cancer care and support services in your local area.

## Who can I contact with queries or concerns?

If you want more information about personalised cancer care or you have not received a part of the care and support described in the leaflet, please talk to your CNS. If you do not feel comfortable doing this, call your hospital's cancer information centre for support. See pages 5 and 6 for contact details.

## Tell us how we are doing

### National Cancer Patient Experience Survey

This national survey is carried out every year. It asks detailed questions about your experiences of cancer treatment and the results are used to help us to improve our services. If you are picked to take part in the survey, please consider filling it in. It is anonymous and a way of giving us honest feedback about your experiences.

### Get involved

If you would like to help us develop and improve cancer services across South East London we would love to hear from you. Please get in touch by emailing: [kch-tr.macmillan1@nhs.net](mailto:kch-tr.macmillan1@nhs.net)

## How personalised cancer care works / Your personalised cancer care

Graphic: NHS England



## **PALS**

The Patient Advice and Liaison Service (PALS) is a service that offers support, information and assistance to patients, relatives and visitors. They can also provide help and advice if you have a concern or complaint that staff have not been able to resolve for you.

PALS at King's College Hospital, Denmark Hill, London SE5 9RS:

Tel: **020 3299 3601**

Email: **[kch-tr.palsdh@nhs.net](mailto:kch-tr.palsdh@nhs.net)**

PALS at Princess Royal University Hospital, Farnborough Common, Orpington, Kent BR6 8ND

Tel: **01689 863252**

Email: **[kch-tr.palspruh@nhs.net](mailto:kch-tr.palspruh@nhs.net)**

**If you would like the information in this leaflet in a different language or format, please contact our Communications and Interpreting telephone line on 020 3299 4826 or email [kch-tr.accessibility@nhs.net](mailto:kch-tr.accessibility@nhs.net)**