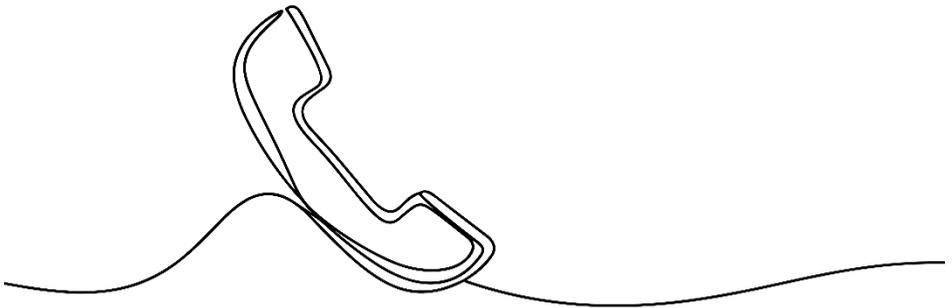


# King's Macmillan Cancer Support Workers Service

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Information for patients



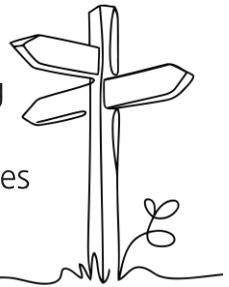
## What is the King's Macmillan Cancer Support Workers Service?

Our team of non-clinical staff work alongside some of our cancer clinical nurse specialist teams at King's College Hospital and Princess Royal University Hospital. The service aims to improve access to support and personalised care for people affected by cancer.

### Improving access to support

Our team can assist you with a wide range of non-clinical queries, such as:

- helping you to find and use hospital services, such as Pharmacy, Phlebotomy (bloods) or Transport
- confirming appointment details (and requesting appointment changes if needed)
- signposting to support and information resources



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### Improving access to your clinical team

Our service acts as a first point of contact for you to ensure there is someone available to answer your call and arrange appropriate assistance.

If your query needs input from a clinical team, we will make sure it reaches the most appropriate team. In most cases, this will be your CNS.

For more information on how your CNS can support you, please read our leaflet: [Clinical nurse specialist \(CNS\)](#).

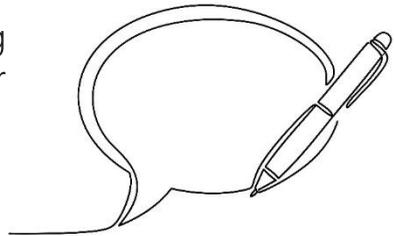
## Supporting personalised care

Our team supports the delivery of holistic needs assessments (HNAs). These are dedicated conversations about what matters most to you.

You will be offered an HNA appointment shortly after you are first diagnosed, but 'what matters most to you' might change over time, so you are able to request additional HNA appointments throughout your care.

These conversations help your clinical team to personalise your care to you as an individual.

Our team can support the booking of these appointments and answer any queries you may have about this process.



## Contact us

Our support service is open **9am to 4:30pm**, Monday to Friday (excluding bank holidays).

Tel: **020 3299 5959**

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

During busy times, the waiting time on our phone line can be more than 5 minutes. You can leave us a voicemail instead of waiting by pressing the hash key (#) when prompted.

**If you have an urgent medical problem, go to 111.nhs.uk or call 111. NHS 111 is available 24 hours a day, 7 days a week.**

## **MyChart**

Our MyChart app and website lets you securely access parts of your health record with us, giving you more control over your care. To sign up or for help, call us on **020 3299 4618** or email **kings.mychart@nhs.net**. Visit **www.kch.nhs.uk/mychart** to find out more.

## **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. They can also pass on praise or thanks to our teams.

Tel: **020 3299 4618**

Email: **kings.pals@nhs.net**

**If you would like the information in this leaflet in a different language or format, please contact our Interpreting and Accessible Communication Support on 020 3299 4618 or email kings.access@nhs.net.**