



King's College Hospital  
NHS Foundation Trust

# King's Macmillan Cancer Support Workers Service

Your first point of contact

This leaflet explains how our Cancer Support Workers Service can help you, your family and your carers.

In partnership with

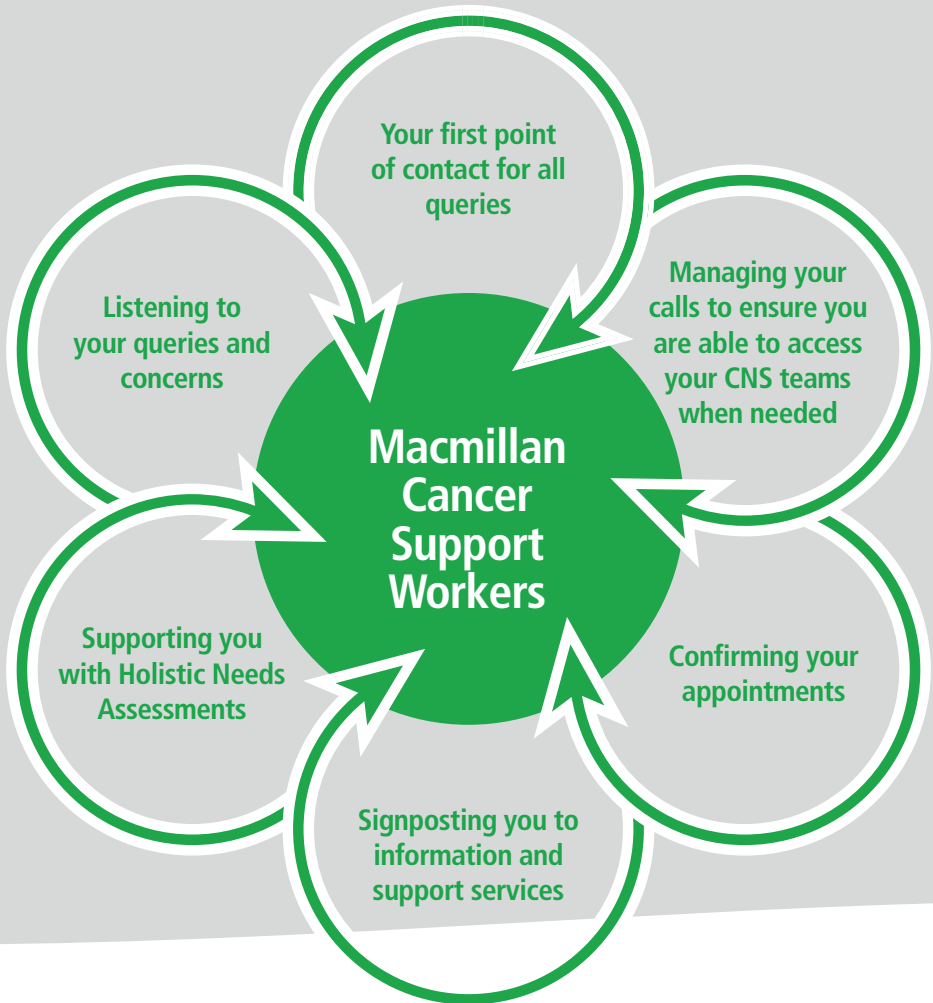
**MACMILLAN**  
**CANCER SUPPORT**

## Who are we?

We are a team of non-clinical staff who work alongside King's healthcare professionals to improve care for people with – and beyond – cancer.

## Your first point of contact for all queries

We aim to ensure that you, your family and your carers feel fully supported, and that there is always someone here to answer your calls and to help you navigate the system. We also provide clinical nurse specialists (CNSs) with admin support so they have more time for direct patient care and we are a point of contact for other healthcare professionals such as GPs.



## Managing your calls to ensure you can access your CNS teams

We ensure your concerns are dealt with in a timely way and that you, your family and your carers can speak to a CNS when you need clinical advice. If needed, we can book you a call-back or a face-to-face appointment with a CNS.

## Signposting you to information and support services

We can point you towards information and support services such as the Macmillan Information and Support Centre. This provides access to financial support, cancer psychologists, dietitians, wig-fitting services, health and well-being events and more. For more information about the centre, tel **020 3299 5228** or email **kch-tr.macmillan1@nhs.net**

## Supporting you with Personalised Care & Support Planning – based on Holistic Needs Assessments

We can help you to complete the Holistic Needs Assessment questionnaire, which aims to identify any concerns and challenges you may have. It will help you to work out and prioritise your practical, emotional and clinical needs and to design a personalised care plan with your CNSs to support your cancer care.

## Listening to your queries and concerns

We want to ensure that you are fully supported and will make sure there is someone here to answer your calls and help you to find your way around the system.

## Appointments and travel

We can help you get ready for an appointment and advise you how to get to the hospital and where to park.

## Patients who have finished treatment

We can support you when you have finished treatment and are living with your diagnosis but have concerns about your cancer.

## How to contact us

The Cancer Support Workers Service team is available 9am – 5pm, Monday to Friday (not bank holidays).

Tel: **020 3299 5959** Email: **kch-tr.kingscancersupport@nhs.net**

If you contact us outside of these hours we aim to get back to you by the end of the next working day.

## Urgent medical problems

If you have an urgent medical problem and you are not sure what to do about it, go to <https://111.nhs.uk/> or tel **111**, 24 hours a day, seven days a week.

## Chemotherapy and oncology contacts

### Chemotherapy patients being cared for at King's College Hospital

Nursing team (daytime): 9am – 5pm, Monday to Friday  
(not bank holidays) **020 3299 4539**

Appointments: **020 3299 8285**

### Chemotherapy patients being cared for at the Princess Royal University Hospital

Tel: **01689 863154** or **01689 863155**

Monday to Friday 9am – 5pm

### King's College Hospital Acute Oncology Service CNS team

Tel: **020 3299 5467**

Monday to Friday 9am – 5pm

### Princess Royal University Hospital Acute Oncology Service CNS team

Tel: **01689 863000 (bleep # 340)**, Monday to Friday 9am – 5pm,

Out of hours (evenings and weekends), tel: **020 7188 3754**

(Guy's & St Thomas' Hospital).



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