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/](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).