

Hair Loss Service for cancer patients

Information for patients

This leaflet provides information about our Hair Loss Service. The service is eligible to anyone who receives chemotherapy or is expected to experience hair loss because of their cancer treatment at King's College Hospital NHS Foundation Trust. If you have any questions or concerns, please contact the Macmillan Information and Support Centre (MISC).

What is the Hair Loss Service?

Cancer treatments may cause changes to your normal hair growth, such as thinning or hair loss. You may want to consider wearing a wig or headscarf, or having other hair loss services, such as scalp micropigmentation (a 'hair tattoo') or trichology (includes advice on minimising hair loss and hair regrowth and management).

If you are eligible to access the hair loss service at King's, you will be offered an NHS voucher to the value of £120 (including VAT) to select the product or service of your choice from the suppliers listed below.

Please note:

- products and services will vary in price, and you will need to cover any cost over the £120 value of the voucher
- you are under no obligation to make a purchase, whether you visit one of our supplier offices or are visited on the ward by a supplier
- if you do not use the full value of the voucher in one go, you can use the remaining value of the voucher for hair loss services at a later date, but cannot redeem as a cash payment.

To access the Hair Loss Service:

1. Contact the Macmillan Information and Support Centre (MISC) to get your NHS voucher, see contact details on page 4.
2. Review the list of products and services offered by our suppliers below.
3. Contact your preferred supplier to make an appointment.

4. You can either arrange to see your preferred supplier at the MISC at King's College Hospital, Denmark Hill OR visit them at their salons. When you have completed your appointment and received your hair product or service give the supplier your voucher.
5. Contact MISC to let us know you have received your product or service.
6. Complete the patient survey via the link or QR code on page 3.

Our suppliers

Below are the suppliers who accept NHS vouchers from eligible King's patients. You can find out more information about the services offered on the suppliers' websites or by contacting them directly.

Please note, a number of the services listed exceed the £120 value of the voucher, and you will need to cover any cost over the voucher value.

Aderans TrendCo

Location: 27-28 Eastcastle Street, London, W1W 8DH

Tel: 020 7221 2646

Email: london@trendco.co.uk

Webpage: <https://aderansuk.com/redeeming-your-nhs-voucher>

Services include:

- free face to face or video call consultation
- wigs and hair pieces
- headwear, turbans and scarves
- styling
- maintenance and regroom
- trichology consultation
- scalp treatment – in salon or home treatment

Browns More Hair Now

Location: Guy's Cancer Centre, Great Maze Pond, London SE1 3SS

Tel: 01822 610292

Email: referrals@morehairnow.com

Webpage: <https://www.morehairnow.com/kings-college-trust-referrals>

Services include:

- the supply and repair of synthetic, human hair and custom-made wigs
- headwear, including headwraps, turbans and scarves
- aftercare advice

Additional support

Cancer Hair Care

Cancer Hair Care is a leading UK hair loss support charity. The charity offers free, expert advice and support on all aspects of hair loss, hair loss prevention (scalp cooling) and hair care, before, during and after cancer treatments.

Tel: 01438 311 322

Email: support@cancerhaircare.com

www.cancerhaircare.co.uk/

HeadWrappers

HeadWrappers is a registered charity hosting both one-to-one and group online sessions to people who are losing their hair through cancer treatment. They show that there are alternatives to wigs, by demonstrating scarf tying techniques and providing scalp care advice.

Email: info@headwrappers.org

Look Good Feel Better

Look Good Feel Better is a UK wide specialist cancer support charity focused on helping people to manage the cosmetic and physical impact of their cancer treatment

Tel: 01372 747 500

Email: info@lgfb.co.uk

www.lookgoodfeelbetter.co.uk

Macmillan Cancer Support

Macmillan Cancer Support offers information about the treatments that can cause hair loss and offer information about wigs, hats, scalp care and more to help you deal with hair loss.

Tel: 0808 8080 00 00 (7 days a week, 8am to 8pm)

www.macmillan.org.uk/cancer-information-and-support/impacts-of-cancer/hair-loss

Your feedback

Please take 5 minutes to complete this short anonymous patient survey to provide us with feedback on your experiences of our service. We will use your responses to evaluate and continue to improve our service, to help us to provide quality care for patients.



Accessed via the link or QR code

<https://www.smartsurvey.co.uk/s/32CNR7/>

Contact information

Macmillan Information and Support Centre
Cicely Saunders Institute, King's College Hospital, Denmark Hill, London SE5 9RS

Tel: 020 3299 5228

Email: kch-tr.macmillan1@nhs.net

Opening hours: Monday to Friday, 9am to 4pm (except bank holidays)

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