

Hair Loss Service for cancer patients

Information for patients

This leaflet provides information about our Hair Loss Service. The service is available to anyone who receives Systemic Anti-Cancer Therapy (SACT) treatment for cancer at King's College Hospital NHS Foundation Trust. SACT includes chemotherapy, immunotherapy, targeted therapy and hormone therapy.

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 headwear, such as a headscarf or turban.

If you are eligible to access our hair loss service, you will be offered the opportunity to select a product to the value of £120 from our supplier Browns (see more details on page 2).

Please note:

- products will vary in price, and you will need to cover any cost over £120
- 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

How to access the Hair Loss Service

1. Contact the Macmillan Information and Support Centre (MISC). The team will share your contact details with our supplier Browns.
2. Someone from Browns' customer experience team will contact you either by email or phone to make an appointment.
3. All appointments with Browns will take place at the Macmillan Information and Support Centre at King's College Hospital or the Chartwell Unit at the Princess Royal University Hospital. Alternatively, you can meet with Browns at the Cancer Centre at Guy's or online, if you prefer.

4. You will be given your product either on the day of the appointment or, if the product needs to be ordered, Browns will arrange for this to be sent to you.

After you have accessed the service, we would appreciate it if you could complete the patient feedback survey via the link or QR code on page 3.

Our supplier

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

Browns

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/

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/t/GTWEWN/>

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

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