



York and Scarborough
Teaching Hospitals
NHS Foundation Trust

Cancer Wellbeing Service

Information, services, and support for
people affected by cancer

① For more information, please contact:

Macmillan Cancer Care Centre
York Hospital, Wigginton Road, York, YO31 8HE
Telephone 01904 721166

Macmillan Cancer Care Centre
Scarborough Hospital
Woodlands Drive, Scarborough, YO12 6QL
Telephone 01723 342606

yhs-tr.cancersupportandinformation@nhs.net

Introduction

This leaflet provides information about the Trust's Cancer Wellbeing Service, how to get in contact with us, and how we can help you. We hope you find this leaflet useful but if you have any further questions, please feel free to ask.

Please note: the Cancer Wellbeing Service is **not** a clinical service. If you have medical questions about your treatment or diagnosis, please contact your clinical team at the Hospital. If you need help urgently, please contact your GP or district nurse.

What is the Cancer Wellbeing Service?

The Cancer Wellbeing Service provides a wide range of free information and support to patients with a cancer diagnosis, their relatives, friends, and carers.

You can talk to a member of the team about your cancer diagnosis and how it is affecting you. This includes emotional, physical, financial, practical, and spiritual concerns, or could be as simple as needing someone to talk to.

We have access to many easy-to-understand information resources to help meet your needs. We can also signpost and/or refer you to local and national specialist organisations who are best placed to support you. We work closely with other clinical teams at the Trust, including your chemotherapy nurses, clinical nurse specialist team (sometimes known as Macmillan nurses or your 'keyworker') and consultants.

How can the Cancer Wellbeing Service help me?

When you speak to one of our Health and Wellbeing Officers, we will take the time to listen and understand your unique situation and your needs. Following this, we will offer guidance on how to access the best support for you, either through our service or by signposting and / or referring to one of our service partners.

The service offers the following support directly:

- Emotional support, either via telephone or face-to-face at one of our Macmillan Cancer Care Centres.
- Support and Wellbeing Courses.
- Complementary therapy (holistic treatments provided alongside your medical care which can help you to cope better with symptoms and side effects) (York only, eligibility requirements apply).
- Support for common impacts of cancer, such as cancer-related fatigue.
- Cancer hairdressing service (Scarborough only).
- Signposting to a range of organisations and support groups (see next page).
- Ongoing support through wellbeing calls.

Alongside this, we are also able to offer signposting and referrals to specialist services through our core service partners, including (but not limited to):

- Benefits and welfare advice for patients with cancer.
- Social Prescribing support (offering referrals to community-based activities, groups, and services through your GP).
- Psychological support.
- Exercise and activity referrals.
- Help to address body image concerns.
- Access to one-to-one and group support sessions and activities.
- Specialist advice and support for people receiving palliative (end-of-life) care or support.
- Access to Macmillan services.

How do I access the service?

You will receive information and contact details for the service from your clinical nurse specialist following diagnosis. We have an open-door approach, so you are always able to access the service by calling, emailing, or dropping in to one of our Cancer Care Centres (open 8:00am-4:00pm, Monday-Friday):

Macmillan Cancer Care Centre
York Hospital, Wigginton Road, YO31 8HE
Telephone 01904 721166

Macmillan Cancer Care Centre
Scarborough Hospital, Woodlands Drive, YO12 6QL
Telephone 01723 342606

Or email: yhs-tr.cancersupportandinformation@nhs.net

If we are not in the office, there is a voicemail facility for you to leave a message and we will get back to you during office hours within two working days.

Alongside this, you may also be referred to the service by your clinical nurse specialist or chemotherapy nurse if they think you will benefit from our support. Your nurse will only refer you to the service with your consent. If you are referred, we will contact you via telephone within five working days, although you can always call yourself or drop in to one of our Cancer Support Centres sooner if you would prefer.

Tell us what you think of this leaflet

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact the Cancer Wellbeing Service via email:

yhs-tr.cancersupportandinformation@nhs.net
or telephone: 01904 721166 (York) / 01723 342606
(Scarborough).

Teaching, training and research

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

Patient Advice and Liaison Service (PALS)

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email
yhs-tr.patientexperienceteam@nhs.net.

An answer phone is available out of hours.

Leaflets in alternative languages or formats

If you would like this information in a different format, including braille or easy read, or translated into a different language, please speak to a member of staff in the ward or department providing your care.

Patient Information Leaflets can be accessed via the Trust's Patient Information Leaflet website:

www.yorkhospitals.nhs.uk/your-visit/patient-information-leaflets/

In partnership with

The logo for Macmillan Cancer Support, featuring the text "MACMILLAN" in a large, bold, white, sans-serif font above the text "CANCER SUPPORT" in a smaller, bold, white, sans-serif font. The text is set against a solid green rectangular background.

Owner	Colm Gough, Macmillan Personalised Cancer Care Lead
Date first issued	May 2024
Review Date	May 2026
Version	1 (issued May 2024)
Approved by	Health & Wellbeing Service Delivery Working Group
Document Reference	PIL1668 v1
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