

Information Governance Department

Wrightington Hospital
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Ref: FOI2021/7299

Date Received: 1st February 2021

Response Due: 1st March 2021

Date: 10th February 2021

Dear Sir/Madam

INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

You asked:

I would like to request information under the Freedom of Information Act. Please could you provide the following information:

- 1) What support do you offer for the family members of patients being treated for cancer within your NHS Trust? (Support can include anything that would contribute to the emotional well-being of an individual, such as support groups, counselling, or advice).**

To support family members patients diagnosed with cancer have access to a Clinical Nurse Specialist (CNS) and some tumour sites have access to a Macmillan Support Worker. Most support now is done via telephone rather than face to face due to Covid.

Prior to Covid most tumour sites ran tumour specific support groups which were attended by the CNS, support worker and Information Assistant from the Macmillan Information & Support Service. Family members and friends are encouraged to attend.

The Macmillan Information and Support Service is available to offer emotional support, practical advice and benefit advice to patients and their families. This is again generally offered currently via telephone and some face to face appointments rather than the drop-in service previously available prior to Covid.

The service also ran a 'Walk & Talk' support group for patients and their families and 'Feel More Like You' sessions for patients undergoing chemotherapy prior to Covid. The Information Centres are operational within the Thomas Linacre Centre, The Christie at Wigan RAEI, with outreach services currently on hold which were previously held at Leigh Infirmary, Wrightington Hospital and Community venues.

2) Does your NHS Trust provide any tailored support specifically for young people (under 25s) who have family members being treated for cancer?

We do not have services specifically for under 25's however we are able to signpost to Wigan and Leigh Carers centre who operate a 'Young Carers' service and Maggie's centre who offer a 'Friends and Family' support group.

3) If so, please could you provide details.

Please see response (above)

4) Are services actively offered to patients' family members, or do they have to approach the Trust themselves to request support?

These services will be generally be offered at diagnosis or following an Holistic Needs Assessment but can be accessed at any time during the pathway and living with and beyond cancer

I trust that this information is helpful to you, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 488271. If we do not hear from you within 28 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Rebecca Lyon
Director of Operations – Surgery Division

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Wrightington Hospital, Hall Lane, Appley Bridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Helpline number: 0303 123 1113