

# Head & Neck Macmillan Support Worker

## Patient Information

Oncology Department

**WE ARE  
MACMILLAN.  
CANCER SUPPORT**



The Patient Information Leaflets page on the Trust website is available on the link:  
<https://www.wwl.nhs.uk/patient-information-leaflets> or scan the QR code.

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**Our Values**

People at  
the Heart

Listen and  
Involve

Kind and  
Respectful

One  
Team

## What is the role of the Head & Neck Macmillan Support Worker?

The Head & Neck Support Worker is part of the Head & Neck Team, working alongside the Head & Neck Clinical Nurse Specialist (key worker) and providing a service to patients and their families who have been given a diagnosis of Head & Neck Cancer.

The Head & Neck Support Worker provides support to the team and other relevant healthcare professionals by dealing with non-complex tasks, to allow the registered practitioners to focus their expertise on managing the complex care needs.

The Head & Neck Support Worker interacts directly with people affected by a Head & Neck cancer, providing emotional and practical support, either face to face or by telephone; also assisting cancer patients navigate the health and social care system, and signposting to existing support in the community.

The Head & Neck Support Worker actively works with patients to identify and address concerns using a Holistic Needs Assessment. Following the assessment, a care plan is implemented to facilitate the self-management of the patient's care.

### **The Support Worker can offer:**

- Direct Contact to the Head & Neck service
- Referral to other services as needs require
- Support group meetings
- Health and Wellbeing events
- Holistic Needs Assessment
- Supportive calls for emotional support
- Providing basic advice and support for self-management

## How to contact the Head & Neck Macmillan Support Worker

### **The Head & Neck Support Worker is based at:**

Top Floor  
Christopher Home  
Royal Albert Edward Infirmary  
Wigan Lane  
Wigan  
WN1 2NN

Telephone: **01942 773144** Monday to Friday 8am until 4pm

Telephone RAEI switchboard **01942 244000**  
(Answer phone service available)

If you require help or advice outside our working hours, you can seek support from your GP or District Nurse.

Wigan GP alliance: **01942 482848** between 8am until 8pm (to book an appointment with a GP, Nurse or other Health Professional from 6:30pm until 10pm).

Out of Hours, call 111 first (when it is less urgent than an emergency)

## **Other Information**

### **Macmillan Information and Support Centre**

Cancer Care Centre  
Royal Albert Edward Infirmary  
Wigan lane  
Wigan  
WN1 2NN  
Telephone **01942 822760**

A fantastic network, offering practical, emotional and financial support and information for patients and their families.

### **Macmillan Cancer Support Line**

The Macmillan Support Line offers confidential support to people living with cancer and their loved ones.

If you need to talk, call free on **0808 808 0000**, 7 days a week, 8am until 8pm.

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## Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends, and carers.

## Contact Us

Tel: 01942 822376 (Monday to Friday 9am to 4pm)

The Patient Relations/PALS Manager  
Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust  
Royal Albert Edward Infirmary  
Wigan Lane  
Wigan WN1 2NN

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## Ask 3 Questions

Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

1. What are my options?
2. What are the pros and cons of each option for me?
3. How do I get support to help me make a decision that is right for me?



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## How We Use Your Information

For details on how we collect, use, and store the information we hold about you, please see patient information leaflet, Ref. **Corp 006** How we use your information, this can be found on the Patient Information Leaflets page on the Trust website, see details on the front cover.

This leaflet is also available in audio, large print, Braille, and other languages upon request. For more information, please ask in the department/ward.

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**Call 111 first when it's less urgent than 999.**



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