

Upper Gastrointestinal Macmillan Support Worker

Patient Information

Endoscopy Services

Author ID: LM
Leaflet Ref: End 023
Version: 2
Leaflet title: Upper Gastrointestinal Macmillan Support Worker
Last review: March 2021
Expiry date: March 2023



What is the role of the Upper Gastrointestinal (GI) Macmillan Support Worker?

The Upper GI Macmillan Support Worker is an integral part of the Upper GI Team, working alongside the Upper GI Clinical Nurse Specialist (key worker) and providing a service of liaison and support to patients and families with an oesophageal or gastric cancer diagnosis.

The Upper GI Macmillan Support Worker can offer you and your family emotional and practical support and advice, which can take place by telephone, email, face to face or via our online, virtual service, Attend Anywhere.

The Macmillan Support Worker works together with patients and families to identify and address concerns which may arise at any part of the cancer journey, from diagnosis, to treatment and beyond. Offering assistance and advice for navigating the health and social care system, and signposting to relevant, existing support in the community.

With your consent a summary of discussions and care plans can be shared with other professionals directly involved in your care, to ensure you receive an efficient and streamlined service.

The Support Worker can offer:

- Direct contact to the Upper GI service
- Referral to other services as needs require
- Support group meetings
- Health and well-being events
- Holistic Needs Assessments
- Comfort calls for emotional support
- Advice and support to help you self-manage your condition.

How to contact the Upper GI Macmillan Support Worker

The Upper GI Support Worker is based in

The Old Oncology Unit
Royal Albert Edward Infirmary
Wigan Lane
Wigan
WN1 2NN

Telephone: 01942 773459 (Monday- Friday 9am to 5pm)

Out of these hours, please contact your GP or district nurse

OR

Wigan GP alliance 01942 482848 between 8am to 8pm

OR

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

Other Information

Macmillan Information and Support Centre

This is a fantastic network that offers practical, emotional and financial information for patients and their families.

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

Macmillan Cancer Support

0808 808 0000

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

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?



How We Use Your Information

For details on how we collect, use and store the information we hold about you, please take a look at our “how we use your information” leaflet which can be found on the Trust website: https://www.wwl.nhs.uk/patient_information/leaflets/

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

© Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust
All rights reserved. Not to be reproduced in whole or in part without the permission of the copyright owner.

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



EMPLOYER RECOGNITION SCHEME

SILVER AWARD

Proudly supporting those who serve.

Phone: 0808 802 1212
Text: 81212
www.veteransgateway.org.uk

