Wrightington, Wigan and Leigh Teaching Hospitals
NHS Foundation Trust

Head and Neck Macmillan Support Worker

Version number: **2**
Last modified date: **12th November 2026**

Head & Neck Macmillan Support Worker

Patient Information

Oncology Department

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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- Version: 2
- Leaflet title: Head & Neck Macmillan Support Worker
- Last review: March 2025
- Expiry Date: March 2027

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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