Wrightington, Wigan and Leigh Teaching Hospitals
NHS Foundation Trust

Urology Macmillan Support Worker

Version number: **4**
Last modified date: **12th November 2026**

Urology Macmillan Support Worker

Patient Information

The Richmond Urology Unit

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- Leaflet title: Urology Macmillan Support Worker
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What is the role of the Urology Macmillan Support Worker?

The Urology Macmillan Support Worker is part of the Urology Team, working alongside the Urology Clinical Nurse Specialist (key worker) and providing a service to patients and their families who have been given the diagnosis of a urological cancer. This includes prostate, bladder, kidney, penile and testicular cancers.

The Support Worker provides support to the team and other relevant healthcare professionals by dealing with simple tasks, to allow the registered practitioners to focus on managing patients complex care needs.

The Urology Macmillan Support Worker interacts directly with people affected by an urological cancer, providing emotional and practical support, either face-to-face, by telephone or email. We realise that this can be a worrying time for patients and a Support Worker can help to ease this worry. The Support Worker can help patients affected by cancer to access existing support within the community.

The Macmillan Support Worker will also complete a Holistic Needs Assessment, which is an assessment that is completed alongside the patient to highlight any worries or concerns.

The support worker can offer:

Direct contact to the Urology service

Referral to other services as needs require

Support group meeting

Health and well-being events

Holistic Needs Assessment

Comfort calls for emotional support

Providing basic advice and support for self-management

How to contact the Urology Support Worker

The Urology Support Worker is based in

Richmond Urology Unit
First Floor, Hanover Diagnostic and Treatment Centre
Leigh Infirmary
The Avenue
Leigh
WN7 1HS

Telephone: **01942 264947**

Out of hours, please contact your GP/District Nurse

OR

Wigan GP Alliance (to book an appointment with a GP, Nurse or Health Care Assistant from 6:30pm until 10:00pm) 01942482848 between 8am-8pm

OR

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

Other Information

Macmillan Information and Support Centre

Cancer Care Centre

Royal Albert Edward Infirmary

Wigan Lane

Wigan

WN4 2NN

01942 822760

We provide a fantastic network, offering practical, emotional and financial support and information for patients and their families.

Macmillan Cancer Support

0808 808 0000





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