

Contact East Berkshire Macmillan Cancer One-to-One Support:

**Upton Hospital
Albert Street
Slough
SL1 2BJ**

T: 01753 635682

E: bks-tr.MacmillanOnetoOne@nhs.net

Monday – Friday, 8.30am – 4.30pm

PALS

For further help or information contact the Patient Advice Liaison Service on 0118 9605027

Email: bht@berkshire.nhs.uk

Macmillan Cancer Support (National Helpline)

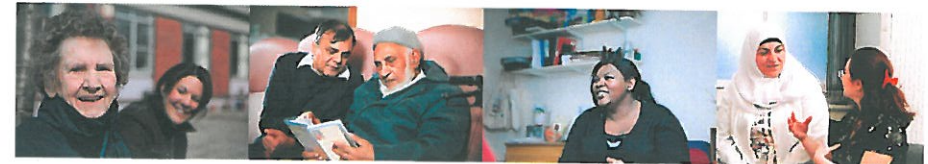
Call free on 0808 808 00 00 (Mon – Fri, 9am-8pm)

www.berkshirehealthcare.nhs.uk

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East Berkshire Macmillan Cancer One to One Support

Information for patients



**WE ARE
MACMILLAN.
CANCER SUPPORT**



The aim of our service is to give you the skills, knowledge and confidence to manage your health through advice, support and letting you know about other services that you can access from local agencies.

We are able to offer you:

- Support at home whilst you are receiving treatment, working in partnership with your cancer team
- Support and advice at the end of your treatment programme
- Support during long-term treatments
- Support and advice about work issues
- Advice about Macmillan grants and government benefits

We are able to offer two levels of advice and support: face-to-face contact in your home for those with more complex needs, and a telephone support service for those who are more able.

You can self-refer to the Macmillan Cancer One to One Support service, as long as your GP is in East Berkshire. We keep your GP and any other health professionals involved in your care informed about you through letters, which you will receive copies of. Your information will not be disclosed to third parties without your permission unless it is in your interest or when the law requires information to be passed on.

In line with other health care providers, Macmillan Cancer One to One Support keeps an electronic database of your details, such as name, date of birth and address, to help us provide the service. This is kept confidential at all time in line with the Data Protection Act 1998.

The Team

The Macmillan One to One Support team is made up of a Macmillan Complex Care Manager/Cancer Matron and a Support Worker.

The Macmillan Complex Care Manager/Cancer Matron is able to support, advise and provide information to people who have a cancer diagnosis with complex needs and require further support in the community – either during or after cancer treatment.

They will carry out a holistic assessment to identify all your needs and advise on your cancer symptom management, and work with you to explore ways to cope with your disease symptoms.

The Macmillan Complex Care Manager/Cancer Matron can also refer you to, or recommend, other services and agencies that can support you in managing any remaining symptoms of your cancer, as well as advising you of other services that you can obtain further information from to enable you to continue living well and maintain your independence.

The Support Worker assists the Macmillan Complex Care Manager/Cancer Matron. They help people with non-complex care needs to self-manage their condition. They can also advise you of other information and education resources that you can access, and help you to navigate the NHS system.

The Support Worker also provides telephone support and may arrange to call you at set periods of time to help you achieve your aims and objectives in getting back to living well.

