

**WE ARE
MACMILLAN.
CANCER SUPPORT**

NHS
Forth Valley

One to One Support

**A Pilot Project in NHS Forth Valley
by Macmillan Cancer Support**



supporting
you through
cancer

**Information for patients
and carers**

Macmillan website – www.Macmillan.org.uk

In Forth Valley we are keen to make sure that our patients get the best care and support possible. People are living longer with cancer, thanks to advances in treatments, which is obviously a good thing. We need to find the best way to provide ongoing support for the increasing number of patients, and this project will enable us to do that. A very robust evaluation process is included in the project.

Background

NHS Forth Valley is participating in a UK wide project funded by Macmillan Cancer Support. The main purpose of the project is to evaluate how we support patients living with cancer.

This project will involve assessment of how patients are being supported and you may be asked to complete a questionnaire.

For more information please ask your Macmillan Community Care Nurse (MCCN) or Macmillan Health Care Support Worker (MHCSW).

Who can be referred to the One to One Team?

Patients may be referred to the team at any stage of their cancer journey, even if it has been many years since their diagnosis.

How can you be referred to the One to One Team?

You can be referred to the One to One Team in various ways:

- By your Clinical Nurse Specialist (CNS) at the hospital
- By your GP or District Nurse
- By other professionals or services who are involved in your care
- You may also refer yourself to the Team by contacting them directly

How can you contact the One to One Team?

Base: Airth Health Centre, Miller Place, Airth, FK2 8JY.

Telephone: 01324 832921

Email: FV UHB.maconesupport@nhs.net

Normal working hours are Monday to Friday–8.30 am to 4.30 pm.

Should staff be unavailable to take your call please leave a short message with your contact details and a member of the Team will contact you as soon as possible.

What type of support can be provided by the One to One Team?

Their role is to meet cancer patients (this can be in their own home) and provide a range of support depending on the needs of the patient. They will help by being an ongoing point of contact and a link to the hospital team and will also provide information about self-management to help patients and those close to them live with and beyond a diagnosis of cancer. They will signpost to other services as appropriate.

After initial contact with the team, you may be asked to complete a Concerns Checklist to assist the Team in identifying some of the concerns you may have, and this will be discussed with you at your first meeting with an MCCN.

Others involved in your care

There are a number of people who may be involved in your care, and it may be confusing to know what each person does. Below is a short summary of their roles:

Clinical Nurse Specialist (CNS)

Most patients with cancer have a CNS. His/her role is to provide information and support from diagnosis onwards throughout your journey. Most of this is done at the hospital or by telephone

Clinical Nurse Specialist (CNS) in Palliative Care (from Strathcarron Hospice)

Some patients require specialist palliative care advice about symptoms that may be more complex to manage. The CNS from Strathcarron Hospice can advise the GP and District Nurse as well as provide psychological support for you and your family.

District Nurse (DN)

Your District Nurse may also provide support before, during and after treatment. Some patients may require practical care and this will be provided by your DN.

Carer

Sometimes patients need additional support, and this may be provided by Social Services or other agencies (this type of carer would be seen as a formal carer). However, a close relative or friend often provides care and

this person is an informal carer. Often people do not recognise that they are carers.

The Princess Royal Trust Carers Centre (Falkirk & Clacks) –
<http://www.carers.org/local-service/falkirk>
Stirling Carers Centre – <http://www.carers.org/local-service/stirling>

Psychosocial Oncology Service

It is normal for most people to experience strong emotions in relation to diagnosis or treatment of cancer. These emotions usually subside over time with support from family and friends. However if they are long-lasting, or interfere with the ability to cope with cancer treatment, physical symptoms, work, or family life then a cancer clinical psychologist can offer one to one support.

This service also offers support through Health and Wellbeing events held across Forth Valley.

Marie Curie Nurse

NHS Forth Valley has, for many years, been supported by Marie Curie Nursing Service. This is essential for patients who are near the end of life and require extra support or care. The Marie Curie Nursing team provide “hands on” care to support those who wish to die at home.

Out of Hours Nursing Service

There is a team of nurses who work “out of hours” to provide support required for those patients who may have particular problems. Palliative patients who require support will be given a number to call by their District Nurse.

Useful Contacts

Macmillan website - www.macmillan.org.uk
The Princess Royal Trust Carers Centre (Falkirk & Clackmannan) -
<http://www.carers.org/local-service/falkirk>
Stirling Carers Centre - <http://www.carers.org/local-service/stirling>

We are happy to consider requests for this publication in other languages or formats such as large print. Please call 01324 590886 (9-5) to arrange this or email fv.disabilitydepartment@nhs.scot