

1



2



3



4



**4 elements you should
receive during your
cancer journey**

Contents

Introduction	3
What are the 4 elements?	3
1. A Holistic Needs Assessment	4
2. A Treatment Summary	5
3. Health and wellbeing information and support	6
4. A Cancer Care Review with your GP surgery	7
Cancer charities	8
Macmillan Cancer Support Centres	10
Support and information	12
How can I share my experience?	13
Notes	14
More information	16

Introduction

From the moment you are diagnosed with cancer, you should receive care and support which meets your personal needs and focuses on **what matters to you**. Getting a cancer diagnosis can feel overwhelming and frightening. You may be worried about how treatment will affect different parts of your life, such as your family, loved ones, work, or money.

You should receive 4 elements which will help to shape your care and support so that you can live as well as possible. These 4 elements may be called **personalised cancer care** by your care team and are in addition to any diagnostic tests and treatments you will need, which will be explained to you by your hospital team.

This leaflet explains each of 4 elements you should receive. If you have not received some of these steps, please speak to your Clinical Nurse Specialist.

What are the 4 elements?

There are 4 elements to your personalised cancer care, each of which take place at a different point on your cancer journey:



1
**A Holistic
Needs
Assessment
(HNA)**



2
**A Treatment
Summary**



3
**Health and
wellbeing
information
and support**



4
**A Cancer
Care Review
with your GP
surgery**

1



A Holistic Needs Assessment (HNA)

When? after your diagnosis and at other significant times, such as at the end of a period of treatment.

How? during a face to face assessment with a healthcare professional, over the phone, or at home via an online link.

You will be offered an assessment of your needs, called a **Holistic Needs Assessment (HNA)** which gives you the opportunity to discuss your physical, practical, emotional or social needs. It helps both you and your care team understand what matters most to you and direct you to any support you might need.

The assessment will likely be completed with your Clinical Nurse Specialist (CNS) or support worker but can be completed with any healthcare professional.

Once completed, your care team will talk through the assessment and create a care plan with you. This plan will include the information and support you need and advice on how to access support services in your area.

Your Clinical Nurse Specialist will be your main point of contact during your treatment. You should receive a phone number and an email address to contact them.



A Treatment Summary

When? at the end of a period of treatment.

How? you should receive this in the post.

Your GP will also get a copy.

You should receive a **Treatment Summary** when you reach the end of a period of treatment. The summary should help you to discuss your results and understand your treatment plan.

Your Treatment Summary will include:

- your diagnosis including all key test results and stage of cancer if available
- the treatment you received
- follow-up arrangements
- possible long-term effects or complications
- signs and symptoms to look out for
- details of who to contact if you need support or are worried about anything.





Health and wellbeing information and support

When? available to you any time.

How? through your Clinical Nurse Specialist, Support Worker or Cancer Information Centre.

It is important that you get the support and help you need to live as well as possible during and after your treatment.

Your care team may direct you to the Cancer Care Map, which is a helpful website for anybody affected by cancer:

www.cancercaresmap.org

Information and support might include:

- emotional support
- coping with side effects
- physical wellbeing
- advice about money
- getting back to work
- making healthy lifestyle choices

There are some more helpful resources at the end of this leaflet.



A Cancer Care Review with your GP surgery

When? within the first 6 to 12 months after your diagnosis.

How? at your GP practice with either your GP or practice nurse.

Within the first 3 months of being diagnosed you should receive a call from your GP to offer help with any needs that you have. In addition, you will be offered a **Cancer Care Review** within the first 6 to 12 months after your diagnosis. This will take place at your GP practice either with the GP or practice nurse.

Your review should include:

- talking about your diagnosis and current needs and any worries you may have
- any extra support you might need
- a review of your medication
- giving you access to other services you may need, such as counsellors, rehabilitation specialists, or social prescribers

If you have concerns at any point during or after your cancer treatment you can always contact your GP or practice nurse.

Cancer charities

There are lots of different charities for people affected by cancer. Some charities offer people general support and information, and others offer support for specific cancers, locations, identities, and life circumstances. We have listed some useful charities below, but please speak to your care team or visit the online Cancer Care Map to find support which is the right fit for you www.cancercaremap.org



Macmillan Cancer Support helps anyone affected by cancer. There are several Support Centres in north east London hospitals which offer information, support, and advice from friendly advisors (see page 9). Their support line has over 200 languages.

tel: 0808 808 00 00

www.macmillan.org.uk



Maggies provides support and information online and in their centres across the UK. Maggie's has a centre at St Bartholomew's Hospital, EC1A 7BE

tel: 0300 123 1801

www.maggies.org



Mission Remission has a wide range of useful tips to manage your diagnosis and your mental health, as well as information about local support groups.

www.mission-remission.com



Shine Cancer Support offers support for people in their 20s, 30s, or 40s who are affected by cancer through workshops, retreats, and Facebook groups.

tel: 07804 479413

www.shinecancersupport.org



Live Through This supports and advocates for LGBTIQ+ people who are affected by cancer. They offer peer support, education and useful resources.

www.livethroughthis.co.uk



Cancer 52 has lots of information for people with rare and less common cancers, including a list of charities able to provide support for different types of cancers.

www.cancer52.org.uk



Bromley by Bow Centre is for residents of Tower Hamlets offering information, support and advice on issues, including benefits, housing and debt.

tel: 020 8709 9700

email: connect@bbbc.org.uk

www.bbbc.org.uk

For information about other charities and support services, please speak to your care team or visit the Cancer Care Map at

www.cancercaremap.org

Homerton Hospital

Homerton Health Shop, Homerton Hospital, Homerton Row,
London E9 6SR

opening times: Monday, Tuesday, Thursday, and Friday 8am to 4pm

tel: 020 85105191

www.homerton.nhs.uk/cancer-service

Macmillan support workers can help with any queries you may have and are available Monday to Friday between 9am to 5pm on
0208510 8968/8969

Newham University Hospital

St Andrews Wing (Zone 1) Glen Road, London, E13 8SL

opening times: Monday to Friday 10am to 4pm

tel: 0207 363 8758

email: Bartshealth.macmillannuh@nhs.net

Queens Hospital, Romford

Haematology and Oncology Outpatient Department, Orange Zone,
Ground floor, Queen's Hospital. Rom Valley Way, Romford RM7
OAG

opening times: Monday to Friday, 9am to 5pm

tel: 01708 435 174

email: bhrut.cancerinfoandsupport@nhs.net

www.bhrhospitals.nhs.uk/macmillan

Royal London Hospital

9th floor, The Royal London Hospital, Urology Outpatients
Reception, London E1 1BB

opening times: Monday to Friday, 9am to 4pm

tel: 0203 594 0508

St Bartholomew's Hospital

St Bartholomew's Hospital, Ground Floor, West Wing

opening times: Monday to Friday, 10am to 4.30pm

tel: 02034656611 / 07523933542

email: bartshealth.macmillansbh@nhs.net

Whipps Cross Hospital

Junction 4, Main Corridor, Whipps Cross Hospital,
Leytonstone, E11 1NR

opening times: Monday to Friday, 10am to 4pm

tel: 0208 5356790 / 07731 591328



Support and information



Cancer Wellbeing London

NHS local cancer health and wellbeing information, activities and events. There are short videos with advice on common concerns and links to charities.

www.cancerwellbeinglondon.nhs.uk



Cancer Care Map

An online directory that helps people find cancer care and support services in their local area.

www.cancercaremap.org

NHS 111

Medical help and advice from fully trained advisers supported by experienced nurses and paramedics. It is available over the phone 24 hours a day.

tel: 111

www.111.nhs.uk

NHS Live Well

Advice, tips and tools to help you make the best choices about your health and wellbeing.

www.nhs.uk/live-well

North East London Cancer Alliance

Details of how cancer services are being joined up across north east London, plus links to information and support, and ways you can get involved as a patient.

www.nelcanceralliance.nhs.uk

How can I share my experience?

Tell your clinical team

If you want more information about personalised care or if you have not received something described in this leaflet, speak to your Clinical Nurse Specialist or call the Cancer Information Centre at your hospital for support.

Volunteer as a patient or carer representative

If you would like to help to develop and improve cancer services across north east London, we would love to hear from you!

tel: 07503 373 533

email: nelondonicb.pcvc@nhs.net

www.nelcanceralliance.nhs.uk/patient-and-carer-information/patient-and-carer-voice-in-cancer

Complete national surveys

Quality of Life NHS England survey (QoL)

You will receive a survey from NHS England either online or by post 18 months after your diagnosis. The survey will ask about your quality of life, such as your emotions, social life, money, or physical wellbeing. Please complete this if you can. It can also help you to discuss your quality of life with your care team.

tel: 0800 783 1775 (Quality of Life helpline)

email: helpline@quality-health.co.uk

National Cancer Patient Experience Survey

Some people will receive a National Cancer Patient Experience Survey which asks detailed questions about your experiences throughout your cancer treatment. If you receive this survey, please consider completing it with honest feedback as the results are used to make improvements to cancer services.



More information

There are some other parts to personalising your cancer care which you may be offered on your cancer journey. This includes a type of follow-up appointment called personalised stratified follow-up (PSFU), which helps to reduce the number of outpatient appointments you need to attend when your treatment is finished.

For more information about this, you can visit the North East London Cancer Alliance website:

www.nelcanceralliance.nhs.uk/personalised-cancer-care

SCAN ME to find out more



Open the camera on your smartphone, point it at the code and then tap the link that appears.
Or visit:

www.nelcanceralliance.nhs.uk

Follow us on social media

Twitter: @CancerNEL

Facebook: @NELCancerAlliance

Instagram: @CancerNEL

YouTube: youtube.com/@nelcanceralliance

LinkedIn: linkedin.com/company/north-east-london-cancer-alliance