

Feedback from our patients:

- “ Even though my friends were supportive, they just didn't get it! But you (my cancer support worker) understood me completely and helped reassure me at my worst.”
- “ It really helps knowing that I can call my support worker if I have any questions or concerns and they are always happy to listen to my needs.”
- “ Thank you so much for the support you and you team have given me over the last year. I have been blessed now with a clear bill of health from my consultant, so therefore I do not require any further follow ups. Thank you for everything, words are not enough.”
- “ Thank you for the call yesterday and thank you for listening and the advice.”

To read this leaflet in a different language, please visit our website: www.uhd.nhs.uk/visit/patient-information-leaflets and use the language and accessibility function available along the top of the site.

To ask for this leaflet in larger print, please contact the patient experience team on 0300 019 8499 or email uhd.patientexperienceteam@nhs.net.

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Some of our hospital services are moving.
Visit www.uhd.nhs.uk/future to find out more.

Have you been diagnosed with cancer?

Cancer support workers

We're here to help you with any concerns that you might have after receiving your cancer diagnosis.

If you have a smart phone, please use your camera to scan the QR code below. Follow the link to find support and information on the Macmillan Cancer Support webpage.



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Cancer support workers

We are cancer support workers based at University Hospitals Dorset. We work alongside your specialist cancer teams.

Our role is to ensure you get the opportunity to discuss your concerns and what is important to you, so we can provide the right support.

To help us do this we will offer you a holistic needs assessment.

We offer practical support and links with other services to help you find the best way through your cancer care and treatment.

This includes:

- directing to local well-being centres and support groups
- referrals to other healthcare professionals
- access to high-quality, reliable information
- referrals to other support including complementary therapies and financial support.

Your cancer support worker:

Contact details:

What is a holistic needs assessment (HNA)?

All patients with a diagnosis of cancer are offered the opportunity to complete a HNA, either at home or during an appointment with their clinical nurse specialist (CNS) or cancer support worker (CSW). The HNA is offered to ensure that from diagnosis your concerns are identified and appropriate help and advice is given.

It is a valuable assessment tool that focuses on your physical, practical, emotional, financial, spiritual, and social needs during your cancer journey. You will be asked to complete a concerns checklist that was developed by Macmillan Cancer Support, either online (on the Macmillan Mycareplan platform) or on paper. This is a tool that we use to enable you to identify your concerns and will guide your CSW to provide you with relevant information and support.

Once you have completed the concerns checklist, your CSW will have a one-to-one telephone or face-to-face appointment with you to address any concerns or questions you may have. A personalised care and support plan (PCSP) is then completed and a copy will be sent to you and your GP (if requested by you). A copy will also be stored in your hospital notes. This is a useful record for the healthcare team as it summarises your concerns and what advice/support has already been offered.