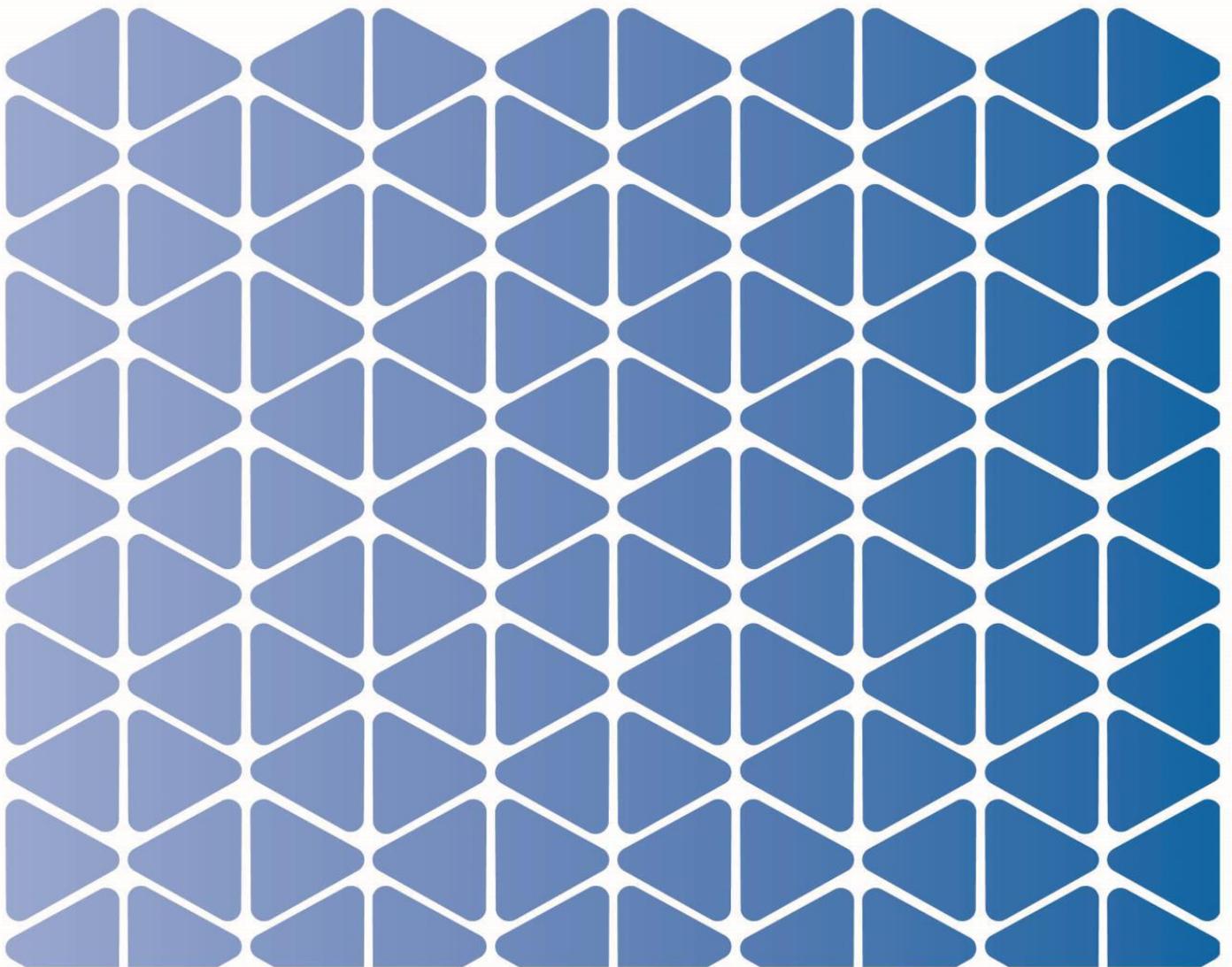




PATIENT INFORMATION

CANCER PSYCHOLOGY SERVICE

SUPPORTING PEOPLE WITH CANCER
THEIR FAMILIES AND CARERS



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This leaflet explains what the Cancer Psychology Service is, what difficulties we can help you with, and what will happen if you are referred.



What does the Cancer Psychology Service offer?

We are a Macmillan service supporting people with cancer, as well as those who have finished treatment, their families, and carers. It is not unusual to find it difficult to cope with a diagnosis of cancer, treatment and life afterwards. Cancer affects the whole person, not just the body, and you may benefit from talking about the emotional effects of your illness.

The types of difficulties we work with are:

- coping with a sense that your future is uncertain;
- coping with how cancer affects your relationships;
- managing the demands of home/ family/ work while caring for yourself;
- feelings of depression, anxiety and anger;
- feeling unhappy about the way you look;
- coping with adjustment, change and loss;
- coping with pain, fatigue and treatment side effects;
- coping with how cancer affects your sexual functioning;
- coping with how cancer affects self-esteem /sense of self.

Cancer also affects the family, so we also offer a service to partners, relatives and carers of those living with and beyond cancer who would benefit from some emotional support.

The service offers an opportunity to talk about a range of concerns with a Clinical Psychologist or Counsellor trained in emotional well being, providing you with:

- time to talk about the physical and emotional impact of living with/ beyond cancer so we can reach a good understanding of your difficulties;
- opportunity to think together about different and perhaps more effective ways of coping with difficult emotions;
- time to think about what is important to you in your life and supporting you to set yourself manageable goals;
- help to access other services which may be of use to you.

What happens once I have been referred?

If you agree to a referral you will usually be contacted by telephone and an appointment will be arranged with you to see a member of the team at an agreed venue- normally the hospital closest to where you live.

The first meeting is an opportunity for the Psychologist/Counsellor to get to know you and an opportunity to talk about your cancer experiences, how you are thinking, feeling and adjusting, and what difficulties you are facing. The appointment will usually last between 30 and 60 minutes and we will also ask you to complete some questionnaires. You can be seen by yourself, with your partner, or even with your whole family– the choice is yours.

What will happen next?

After the first meeting we will agree together whether to meet again, how often and for how many sessions. For some people, a one-off session might be enough, for others more appointments will be arranged, or you might be offered a group, or signposted to other avenues of support. If a referral to our service has not been discussed and you feel it might be helpful, please discuss this with your care team.

What about confidentiality?

The content of your appointments is kept confidential and only shared with other members of the Cancer Psychology Service. We will inform your care team and GP of the basic information, such as how many sessions we have and any plans for sessions ending. The only reasons we would share more detailed information would be if you had agreed to share information with others or if there was a potential risk to yourself or others.

Full details of confidentiality will be discussed with you during your initial appointment.

We're here to help everyone with cancer live life as fully as they can, providing physical, financial and emotional support. So whatever cancer throws your way, we're right there with you. For information, support or just someone to talk to:

Call 0808 808 00 00 or visit macmillan.org.uk.

Macmillan Cancer Information and Support Centres are located on the Ground Floor on each of our three hospital sites as well as within The Worcestershire Oncology Centre.

**MACMILLAN
CANCER SUPPORT**

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PET@nhs.net

Opening times:

The PALS telephone lines are open Monday to Thursday from 8.30am to 4.30pm and Friday: 8.30am to 4.00pm. Please be aware that a voicemail service is in use at busy times, but messages will be returned as quickly as possible.

If you are unable to understand this leaflet, please communicate with a member of staff.