



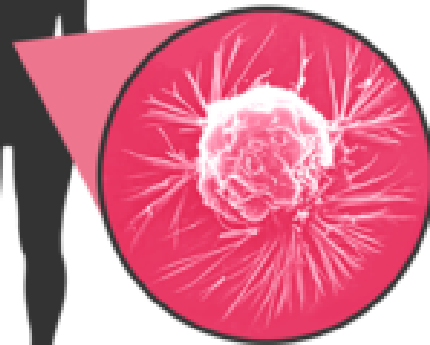
North Central London
Health and Care
Integrated Care System

NHS
North Central London
Cancer Alliance

Your Guide to Personalised Cancer Care



Cancer



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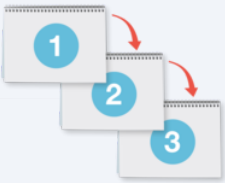
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Introduction



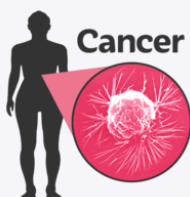
Getting a cancer diagnosis can feel overwhelming and frightening.



You may be worried about how treatment will affect different parts of your life, such as your family, work or money.



The North Central London Cancer Alliance (NCLCA) is working with local hospitals and other care providers to make sure you get the care and support that is right for you.



This is called personalised cancer care.



Introduction



It means that your cancer care will meet your individual needs and will focus on what matters to you.



This booklet tells you about information you will have received from your cancer team about your diagnosis, treatment and helpful contact details.



It explains the help you can expect from NHS and support services to meet your needs.



It can also direct you to useful resources.



What is Personalised Cancer Care?

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There are 5 key aspects to personalised cancer care:



1. Personalised care and support planning



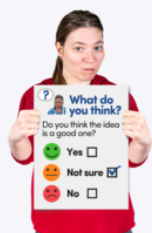
2. End of treatment summary



3. Health and wellbeing information and support



4. Cancer care review



5. Quality of life survey



Personalised care and support planning



As soon as you are diagnosed with cancer you should receive care and treatment that listens to your individual concerns, needs and circumstances.



It should support you to live as well as possible throughout your treatment.



You will work with your medical team and other professionals to make the right choices for you.



We will try to build your knowledge and confidence in managing your care.



Personalised care and support planning



You will be helped to think about what matters most to you and if you have any concerns or worries.



If you have any concerns, a member of the team will talk to you and come up with a care plan to help you feel less worried.



This will include links to information and services, and referrals where appropriate.



Personalised care and support planning



You will also be provided with important contact details, and an allocated key link worker throughout your treatment.



So that your team listens and understands what is important to you, your clinical nurse specialist (or another member of the team) should offer you an assessment of your needs.



This is called a ‘holistic needs assessment’ and it will be offered to you very soon after you receive your diagnosis.



Personalised care and support planning



It will be reviewed at other important points, such as when you have finished treatment or your needs change.



The assessment may be completed face to face, over the telephone, or through a link sent to you online.



It is an ‘holistic needs assessment’ which means it looks at lots of different topics that may be worrying you.



This could include your physical health, emotional, social, financial or other practical concerns.



End of treatment summary



When you reach the end of a period of treatment, you should receive an 'end of treatment summary'.



This will include your diagnosis (including the stage of your cancer) and key test results.



Details of the treatment you received and any follow-up arrangements.



Possible medium and long-term side effects or complications.



End of treatment summary



Signs and symptoms to look out for to check if the cancer may have come back.



Details of who to contact, and how, if you need support or have any concerns.



A copy of your end of treatment summary should also be sent to your GP surgery.

Health & well-being information and support



Information and support is available to provide extra help for you. Including:



- Emotional support



- Managing side effects



- General physical well-being and making healthy lifestyle choices



- Money, finance and benefits advice



- Managing returning to work



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



Cancer care review



Within 3 months of your diagnosis your GP surgery should contact you (by phone or letter) to discuss any support you may need.



A cancer care review should also be offered to you through your GP surgery.



This is usually within 12 months of your diagnosis with a GP or practice nurse.



Cancer care review

This review should include:



- A discussion of your diagnosis, current needs and your concerns



- Extra support you might need



- A review of your medications



- A referral to other services, such as rehabilitation, counselling, or other voluntary or community organisations.

This is known as social prescribing.

Quality of life survey



The cancer 'quality of life survey' is for people in England who have had a cancer diagnosis. They will be invited to complete the survey around 18 months after diagnosis.



The survey is to find out how the quality of life may have changed for people diagnosed with cancer.



We want to see where care is working well or not so well, and if any new services are needed.



This will help us to improve the way we support people to live as long and as well as possible.



Quality of Life Survey



We ask people who have experienced cancer how they are feeling.



We then compare their answers with information about their cancer diagnosis and treatment.



This will help us to improve the way we support people to live as long and as well as possible.



What to expect - timeline



Diagnosis

Contact from GP surgery

Invitation by post or by phone 3 months after your diagnosis.



Personalised care and support plan

An assessment completed by a **clinical nurse specialist**. You and your GP should both be given a copy of this care plan.



Treatment

End of treatment summary

A document created by your **cancer team** and sent to you and your GP after a review of your treatment.

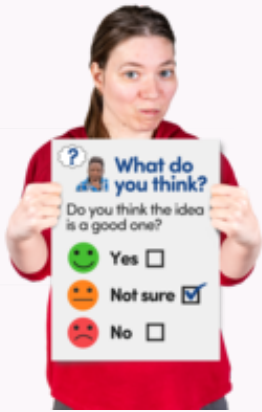


Personalised care and support plan

The plan will be updated at the end of your treatment or as needs change. You and your GP surgery should be given a copy.



What to expect - timeline



Living with and beyond cancer

Health and wellbeing information and support

This is information signposting you to wellbeing meetings and support groups.

It is offered by your **cancer team, GP or cancer information centre.**

Cancer quality of life survey

This is a survey sent to you by email or letter **18 months** after your diagnosis.

At the end of the survey you will see a patient summary of needs which you can share with your GP surgery team.



Please note:

If you haven't received one or more of these items, please contact your GP or the clinical nurse specialist.

Follow-up arrangements



You may be invited to follow-up appointments with a doctor or clinical nurse specialist or someone from the multidisciplinary team.



After your treatment you may be offered different options for follow-up.



This may include one that gives you more control over your ongoing monitoring. This is known as Patient-Initiated Follow-up (PIFU).



This tries to reduce the number of outpatient appointments you need to attend after your treatment has ended.



If this type of follow-up is suitable for you, your clinical team will let you know

Follow-up arrangements



Regular scans and/or tests, with quick and easy access to results. It is important to attend all these scans and tests.



Quick access to your cancer team, including telephone advice and support, if you are worried about any symptoms, side-effects, or treatment.



Information about signs and symptoms that could tell us your cancer may have come back.



Personalised care and support to help you manage and improve your health and well-being yourself.

Support and information

Macmillan Cancer Information Centres.

These provide a relaxed and confidential drop-in service to patients, family and friends affected by cancer.

The teams offer emotional support, financial and practical advice that is right for the individual.



Royal Free Hospital

located inside the Oncology Department on the ground floor



address:
 telephone:
 email:
 opening hours:

Royal Free Hospital, Pond St, London NW3 2QG
0207 794 0500 ext 31337
rf.cancerinfo@nhs.net
Monday to Friday, 10am to 4pm

There is also a Maggie's Centre at the Royal Free Hospital, supporting patients, family and friends through the emotional and practical challenges cancer can bring.



address:
 telephone:
 email:
 opening hours:

Royal Free Hospital, Pond St, London, NW3 2QG
020 3981 4840
royalfree@maggies.org
Monday to Friday, 9am to 5pm

Support and information



University College Hospital
located on the ground floor.

address: Huntley Street, London, WC1E 6AG
 telephone: 020 3456 7890
 email: uclh.supportandinformation@nhs.net
 opening hours: Monday to Friday, 9am to 5pm



Barnet Hospital
located inside the main entrance on level 1.

address: Barnet Hospital, Wellhouse Lane, EN5 3DJ.
 telephone: 0208 216 4142
 email: rf-tr.BCFCancerInfo@nhs.net
 opening hours: Monday to Friday, 10am to 4pm



North Middlesex University Hospital
Main atrium, level 0,
between main reception and outpatients.

address: Sterling Way, London, N18 1QX
 telephone: 0208 887 3992
 email: northmid.cancerinfo@nhs.net
 opening hours: Monday to Friday, 10am to 4pm

Support and information



Chase Farm Hospital
located in between the two entrances of the
ground floor.

- address:** Chase Farm Hospital, The Ridgeway, EN2 8JL
- telephone:** 0208 375 2247
- email:** rf-tr.BCFCancerInfo@nhs.net
- opening hours:** Monday to Friday, 10am to 4pm



Whittington Health NHS Trust
located on the ground floor of hospital,
inside the main entrance.

- address:** Magdala Ave, London, N19 5NF
- telephone:** 020 7288 5305 or 07881 834 433
- email:** whh-tr.cancerinfowhitthealth@nhs.net
- opening hours:** Monday to Friday, 10am to 4pm



North Central London
Cancer Alliance

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

website: <https://www.nclcanceralliance.nhs.uk/>

Support and information



Cancer52

Information, advice, and signposting, to relevant resources and organisations for rare and less common cancers.

telephone: 020 3355 1989

website: www.cancer52.org.uk



Cancer Wellbeing London

Cancer health and wellbeing information, activities and seminars run by the NHS in your area.

There are short videos giving advice on common concerns and links to major cancer charities.

website: www.cancerwellbeinglondon.nhs.uk



Cancer Care Map

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

website: www.cancercaremap.org

Support and information

Questions? Concerns? Information?

Online or printed information and signposting to emotional and practical support, during and after tests or treatment for cancer.



Your Cancer Pathway Support Guide
Your online or printed guide to key questions to ask when you are referred for tests to investigate for cancer, or if you have already been diagnosed with cancer.

website: <https://cancersupportguide.nclcanceralliance.nhs.uk/>

NHS 111

This service offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day.

telephone: 111

website: ww.111.nhs.uk



NHS Live Well

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

website: www.nhs.uk/live-well



How can I share my experience?



Your clinical team



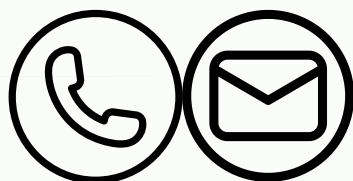
If you need more information about personalised care, talk to your clinical nurse specialist or call the cancer services.



If you would like to help us develop and improve your cancer services across North Central London, we would love to hear from you!



Please get in touch.



telephone: 07929 069134
email: uclh.nclcanceralliance@nhs.net



How can I share my experience?

National Cancer Patient Experience Survey



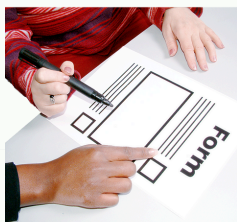
This asks questions about your experiences throughout your cancer treatment which is sent to some people with cancer each year.



The results are used to make improvements to the support you need.



If you get one, please consider giving honest feedback about your experiences of cancer treatment and care.



You can ask someone to help you fill it in if you need to.



Our thanks to Guy's and St Thomas' NHS Foundation Trust and the South East and North East London Cancer Alliances for some of the information in this booklet.