

WE ARE  
MACMILLAN.  
CANCER SUPPORT

# YOUR CANCER CARE IN WALES

Helping you  
understand  
the care and  
support you  
can ask for  
in Wales.



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This leaflet has been written to help you, and the people who care for you, understand what information and support is available and how you can get it.

Please note that some support may not be available in your area. The leaflet includes questions you can ask your healthcare team, and spaces for you to make notes.

There is also a space for you to write down any other questions you have for your healthcare team.

### **Using the glossary**

Some of the words used to talk about care and support may be unfamiliar to you. In this leaflet we have put some of these words in bold and explained them in the glossary at the back of the leaflet.

### **Thanks**

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*Braille and large print versions of this leaflet are available on request.*

## What type of support can I ask for?

You can ask your healthcare team for the following support during and after your cancer treatment.

### Key worker

You can ask for the name and contact details of somebody, usually a cancer nurse, who can help you understand what is going to happen and when. This person is often called your **key worker**. You can contact this person if you have any questions or want something explained.

### Holistic Needs Assessment

You may be asked to answer questions about your needs and what is important to you. The questions will be about all areas of your life: physical, emotional, practical, financial and spiritual. This is to make sure that your wider needs are met. This may be called a **Holistic Needs Assessment (HNA)**. You will discuss your needs with a member of your healthcare team and work together to create a plan of your care.

### Carer's Assessment

The people who care for you can also ask to speak to someone about their needs and what is important to them. This may be called a **Carer's Assessment**.

### Health and Wellbeing Event

You may ask to attend an event where you can find out more information about healthy living or support in your local community. This is sometimes called a **Health and Wellbeing Event**.

### Cancer Care Review

You may have a discussion with your GP or practice nurse approximately 6 months after your cancer diagnosis. This is sometimes called a Cancer Care Review. You can ask for an appointment to see your GP at any time during or after your cancer treatment, if you have any concerns.



## What type of information can I ask for?

### Care plan

You may work with your healthcare team to create a plan of your care. This will be based on your needs and the things that matter most to you. It will include actions to support you. You can ask for a copy of your **care plan** to take away with you.

### Benefits and financial information

Financial issues can cause worry when you or someone you care for becomes ill. You may be able to claim benefits to help you in your situation. You may also be able to get financial assistance from other organisations. You can ask to speak to a Macmillan Welfare Benefits Advisor about benefits or financial information.

If there isn't an Advisor in your area, you can contact the Macmillan Support Line free on  **0808 808 00 00**.

### Information about your cancer and treatments

You can ask for information about your cancer and treatment options, to help you understand what is happening, and help you make decisions.

### Side effects of treatment

You can ask for information about the common side effects and long-term consequences of cancer treatments.

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## Treatment Summary

At the end of your treatment, your healthcare team should produce a summary describing the treatment you have had. They will send this to your GP, and you can ask for a copy to be sent to you too. This is sometimes referred to as a **treatment summary**. The summary will also tell you about possible side effects and what to look out for in the longer term.

## After treatment ends

You may worry about the cancer coming back or about effects of treatment that may happen later. It is a good idea to talk about these concerns with your healthcare team. They can tell you what to look out for, or explain if there is anything you should do or not do. You can ask who to contact if you are worried. Remember that your GP will continue to support you throughout your treatment and when you are discharged from the cancer care team and are at home.

## Physical activity

There is evidence that keeping physically active can benefit people affected by cancer in many ways. You can start slowly, at a level that's right for you in an activity that you enjoy, and build up gradually. For more information talk to your healthcare professional or visit **macmillan.org.uk/physicalactivity** or call the free Macmillan support line on 📞 **0808 808 0000**.

## What questions can I ask my healthcare team?



You can ask your healthcare team questions about the support and information available to you. You may want to have someone with you during your appointments with your healthcare teams, such as a relative or friend. You may also find it helpful to make notes during your appointments.



## Questions about my care and support

### Who is my key worker?

Name:

### How can I contact them?

Contact details:

### Can I talk to someone about what matters to me, and the support I need?

Name:

Contact details:

### Can the people who care for me talk to someone?

Name:

Contact details:

### Can I speak to a Welfare Benefits Advisor?

Name:

Contact details:

### Can I have a copy of my plan of care?

## Questions about my cancer and treatment

**Can I have information about my cancer?** 

**Can I have information about my treatment options, to help me make decisions?** 

**Are there any common side effects, and how long will they last?** 

**Are there any long-term side effects of treatment?** 

## Questions about what happens after my treatment ends

**What will happen after my treatment ends?** 

**Can I have information about the treatment I have been given?** 

**Is there anything I should do or not do?**



**Are there things I should look out for?**



**Who can I talk to if I am worried?**



## **My questions and notes**

Before your appointments you may find it helpful to make a list of things you'd like to talk about. You can use this space to write down your questions, or to write notes about the things you discuss:

**My questions & notes**



## Glossary

You may come across some of the terms below. Your healthcare team may also have different terms for some of these things.

### Cancer Care Review

This is a discussion with your GP or practice nurse, which takes place within six months after your cancer diagnosis. It is a chance for you both to check that you have the support you need. You can get advice about looking after yourself or find out where to get support.

### Care plan

This is a plan of your care, created by you and your healthcare team after a Holistic Needs Assessment (HNA). It explains how you will be supported now and in the future.

### Carer's Assessment

This is where the people who care for you can ask to speak to someone about their needs and what is important to them.

### Health and Wellbeing Event

This is the name sometimes given to local events for people affected by cancer. At these events, you can find out about healthy living and local support.

### Holistic Needs Assessment (HNA)

This is where you complete a questionnaire about your concerns and needs, either on paper or electronically. You then discuss your answers with your healthcare team and create a plan of your care.

### Key worker

You can be given the name and contact details of a key worker. You can contact this person if you have any questions or want something explained. This person is often your cancer nurse.

### Macmillan Welfare Benefits Advisor

There are Macmillan advisors in many areas who can provide advice, advocacy and information on welfare benefits and entitlements to people affected by cancer.

### Macmillan Support Line

Our cancer support specialists can help with medical questions, money worries or just be there to listen if you need someone to talk to. Call our free, confidential phone line on  **0808 808 00 00**.

### Recovery Package

You may hear your healthcare team use this term. It describes some conversations you may have and plans you may make with your healthcare team. It includes some of the things described in this glossary.

### Treatment Summary

Your healthcare team creates this summary after you have finished treatment. Your GP will get a copy, and you can also ask for a copy.

It can be shared with other health and social care professionals in the future, to help them understand the treatment you have had.



## If you need more help

Call our Macmillan Support Line free on

 **0808 808 00 00**, Monday to Friday, 9am to 8pm.

If you would prefer to speak to us in another language, interpreters are available. If you are hard of hearing, you can use textphone  **0808 808 0121**, or Text Relay.

For information about Macmillan Cancer Support services, please see our website at **[www.macmillan.org.uk](http://www.macmillan.org.uk)**

Our Online Community is a place where you can talk to others for help and support. You can also join groups related to your experiences, for example about a particular cancer type or life after cancer.

Visit **[community.macmillan.org.uk](http://community.macmillan.org.uk)**