

Skin Cancer Support Service

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OUTSTANDING CARE
personally DELIVERED

The skin cancer support service

This service provides both emotional and clinical support to all patients and their families/carers with a suspected or confirmed skin cancer diagnosis.

It is provided by a team of experienced nurses who are based at Lincoln, Boston and Grantham hospitals.

The team are able to liaise with a number of health professionals involved in your treatment and care both in the hospital and community. This ensures that your care is as consistent and coordinated as possible and that all your needs are met. Additionally the team can provide information to enable you to make informed decisions about your treatment and care.

The support team are your link to the multi-disciplinary team, the team of specialists responsible for working out your treatment plan.

How can the skin cancer support service help?

The team can offer advice, information and support to patients, carers and colleagues. For example, they can provide:

- Telephone or face-to-face contact and support to patients and their families/carers.
- A link between hospital and community services.
- Information about diagnosis, investigations and treatment options.
- Information about other local and national support.
- Teaching and education to colleagues.
- Psychological support.

When are patients seen?

The skin cancer support team will be available for your first appointment where your diagnosis is discussed and at any time you feel the need to discuss any concerns you may have via the contact methods mentioned below.

The skin cancer support team is based across the hospital trust, where patients and families/carers can be seen in the outpatient department, or on the hospital wards. If desired the team can accompany you to related appointments, providing support at such visits.

Contacting the team

There is an answer phone service where messages are checked regularly Monday to Friday (excluding bank holidays).

Whilst we endeavour to respond to messages promptly, this may not always be the same day. The skin cancer helpline telephone number is: **01522 573712** or alternatively you can email the team on: skincancersupport@ulh.nhs.uk

Please remember to always leave your name, NHS number and telephone number when contacting the team.

We value your feedback

Your feedback is highly appreciated and will help us to improve our service and ability to serve you and others.

We would be grateful if you would complete the following survey:

<https://www.surveymonkey.co.uk/r/KNFGD8H>

Useful contacts

British Association of Dermatologists (BAD)

www.bad.org.uk

Telephone: **02073 830266**

Macmillan Cancer Support

www.macmillan.org.uk

Telephone: **0808 808 00 00** (7 days a week, 8am to 8pm)

Cancer Research UK

www.cancerresearchuk.org

Telephone: **0300 123 1022** (Monday to Friday 9am to 5pm)

United Lincolnshire Hospitals NHS Trust has worked with AccessAble to create detailed Access Guides to facilities, wards and departments at our sites.

www.accessable.co.uk/united-lincolnshire-hospitals-nhs-trust

United Lincolnshire Hospitals NHS Trust endeavours to ensure that the information given here is accurate and impartial.

If you require this information in another language, large print, audio (CD or tape) or braille, please email the Patient Information team at patient.information@ulh.nhs.uk