

**WE ARE
MACMILLAN.
CANCER SUPPORT**

NHS
Forth Valley

One to One Team



**Information for patients
and carers**

Telephone: 01324 832921
Email: FV-UHB.maconesupport@nhs.net

In Forth Valley we strive to ensure that those affected by cancer are provided with the best care and support possible. People are living longer with cancer due to advances in treatments. We need to provide ongoing support for the increasing number of these patients living with and beyond cancer.

The One to One Service can help to provide such support.

Background

Macmillan Cancer Support funded the One to One Service as a Pilot Project in NHS Forth Valley for three years.

Following excellent evaluation, we are now an established service within NHS Forth Valley

Team

The One to One Team consists of:

- Two part time Community Care Nurses (MCCN)
- Two part time Health Care Support Workers (MHCSW)

The team is supported by NHS Forth Valley's Lead Cancer Team and also Macmillan Cancer Support

Their role is to offer a Holistic Needs Assessment for patients (in the Community) following a diagnosis of, or treatment for cancer. Following this self assessment, a plan is developed by the patient and nurse to identify needs and provide a range of resources to meet these needs. This may include:

- Being an ongoing point of contact for information and support
- Information about self management
- Signposting / referral to other services
- Information on local Health and Wellbeing events, Coffee Drop-ins, etc
- Emotional support
- Link to hospital team

Who can be referred to the One to One Team?

Patients may be referred to the Team at any stage of their cancer journey, even if it has been a few years since their diagnosis. The most common time for referral is just after treatment

How can people be referred to the One to One Team?

Referral to the One to One Team can be made by completion of a referral form by any Healthcare Professional, eg:

- Clinical Nurse Specialist (CNS) at the hospital
- GP or District Nurse
- You may also refer yourself to the Team by contacting them directly

How can you contact the One to One Team?

Telephone: 01324 832921

Email: FV-UHB.maconesupport@nhs.net

Working hours are Monday to Friday – 8.30 am to 4.30 pm.
Should staff be unavailable to take your call please leave a short message with your contact details and a member of the Team will contact you as soon as possible.

Base: Airth Health Centre, Miller Place, Airth, FK2 8JY

Other Useful Contacts


Macmillan website – www.macmillan.org.uk

*Macmillan helpline – 0808 808 0000 – Monday to Friday,
9.00 am to 8.00 pm*

Some comments from those attending One to One Coffee Drop in Sessions



Great
Support



Could not have got
through this dark
time without the
Team and their
support

Helped to
make life
worth living
again

Helped to make
my journey more
clear

We are happy to consider requests for this publication in other languages or formats such as large print or Braille

Contact 01324 590870
Monday to Friday – 8.00 am to 5.00 pm
Fax 01324 590867
Email nhsfv-alternativeformats@nhs.net