

# Introducing the Macmillan Personalised Care Support Worker Team

## The role of a Macmillan Personalised Care Support Worker

We support all of the clinical nurse specialist (CNS) teams in the different cancer specialities at Lister Hospital. We create a Holistic Needs Assessment (HNA) and care plan for patients at their time of diagnosis, during treatment or at any stage throughout the cancer experience.

## What is a Holistic Needs Assessment (HNA) and Care Plan?

A HNA is a simple questionnaire to identify your concerns or needs. These could be emotional, physical, psychological and spiritual. You will be asked to rate how important these concerns are to you. The concerns are then discussed with you over the phone or face to face.

Your CNS team, in collaboration with the Macmillan personalised care support workers, will develop a personalised care and support plan. The care plan will record suggestions and action to help you manage your concerns and signpost you to other services that may be able to support you.

When your care plan is completed, a copy will be sent to you, your GP and a copy uploaded to your healthcare record. This will be on the Macmillan portal which is a secure website.

You can ask for a review of your care plan or request a new assessment at any time.

## Who are the Macmillan personalised care support workers?

We are a team of four:

- Chinenye Metu
- Shelly Holt
- Emotonghe Ifiti
- Louiza Kribel

We are available Monday to Friday, 9am – 5pm. Please see our contact details overleaf.

## Useful contact details

### East and North Hertfordshire NHS Trust:

- Website [www.enherts-tr.nhs.uk](http://www.enherts-tr.nhs.uk)
- Telephone 01438 314333

### Macmillan Personalised Care Support Worker Team:

- Email - [enh-tr.personalisedcare@nhs.net](mailto:enh-tr.personalisedcare@nhs.net)  
**Please note our email is not for emergency or clinical queries**

### Macmillan Cancer Information and Support Centre, Lister Hospital:

- Telephone 01438 284657 (Monday to Friday, 10am - 4pm)
- Email - [macmillaninfosupport.enh-tr@nhs.net](mailto:macmillaninfosupport.enh-tr@nhs.net)

## Leaflet information

**You can request this information in a different format or another language;  
please speak to your doctor or nurse.**

**Date of publication:** November 2024

**Version number:** 1.1

**Author:** Shievon Smith

**Reference:** Cancer Services

**Review Date:** November 2027

© East and North Hertfordshire NHS Trust  
[www.enherts-tr.nhs.uk](http://www.enherts-tr.nhs.uk)