



**Mersey and West Lancashire  
Teaching Hospitals  
NHS Trust**

# **PATIENT INFORMATION**

## **What is a Holistic Needs Assessment?**

Cancer Services

## **HOLISTIC NEEDS ASSESSMENT**

A Holistic Needs Assessment is a discussion with your Doctor or Nurse to talk about your physical, emotional and social needs. The focus is on you as a whole – not just your illness. Your Doctor or Nurse will need information from you. However, you decide how much information you would like to share about your current situation. A Holistic Needs Assessment is an opportunity for you to talk about any worries or concerns you may have. It will help to clarify your needs and ensure that you are referred to the relevant services.

## **INTRODUCTION**

Often, patients with cancer don't raise issues important to them with their doctor or nurses.

These issues may include:

- Symptoms and physical concerns. You may feel anxious about your illness or about the changes in your body.
- Feelings and emotions (you may feel low or worried).
- Money worries. You may want to know more about financial help available to you.
- Difficulty with relationships. It may be about the relationships you have with your friends, the role you have within your family or intimacy issues you have with your partner.
- Other concerns.

Your Doctor or Nurse should give you time to talk about your concerns, however, you can ask for a discussion at

any time which suits you. This discussion may be called a Holistic Needs Assessment. It is explained in more detail below.

## **WHAT IS A HOLISTIC NEEDS ASSESSMENT?**

People with cancer often require care, support and information in addition to the management of their actual cancer or condition.

## **DO I HAVE TO HAVE A HOLISTIC NEEDS ASSESSMENT?**

The Team caring for you will offer a Holistic Needs Assessment to all patients with cancer. Many patients find having an assessment helpful as it can help to identify what help is available. However, if you do not want to have an assessment, you do not have to have one.

## **WHEN WILL A HOLISTIC NEEDS ASSESSMENT TAKE PLACE?**

Any time that you ask for one.

You can contact your Clinical Nurse Specialist (Keyworker) if you have any issues you wish to discuss.

**Details -**

With your agreement, the person carrying out your assessment will refer you to other services that may be of help to you. Alternatively, if you prefer, you will be given written information about these services.

## **WHAT ABOUT MY FAMILY AND FRIENDS?**

If you would like your Doctor or Nurse to talk to your family and friends, or provide them with written information, they are happy to do so with your consent. Please ask.

More details about Information Prescriptions can be found on a website called NHS Choices [www.nhs.uk/ips](http://www.nhs.uk/ips) or please discuss with your clinical nurse specialist.

## **REFERENCES**

1. NICE guidance on improving supportive and palliative care for adults with cancer (March 2004) NICE. London.
2. Cancer Action Team (2007). Holistic Common Assessment of supportive and palliative care needs for adults with cancer: assessment guidance.

## **OTHER SOURCES OF INFORMATION**

### **Macmillan Cancer Support**

Macmillan Cancer Support is one of the largest British charities and provides specialist health care, information and financial support to people affected by cancer.

Tel: 0808 808 00 00

[www.macmillan.org.uk](http://www.macmillan.org.uk)

**During your contact with us, it is important that you are happy with your care and treatment. Please speak to a member of staff and/or the ward/department Sister/Charge Nurse if you have any questions or concerns.**

## **MATRON**

A Matron is also available during the hours of 9.00 to 5.00 pm Monday to Friday. During these periods, ward/department staff can contact Matron to arrange to meet with you. Out of hours, a Senior Nurse can be contacted via the ward/department to deal with any concerns you may have.

## **INFECTION CONTROL REQUEST**

Preventing infections is a crucial part of our patients' care. To ensure that our standards remain high our staff have regular infection prevention and control training and their practice is monitored in the workplace. We ask patients and visitors to assist us in preventing infections by cleaning their hands at regular intervals and informing staff of areas within the hospital that appear soiled.

As a patient there may be times that you are unsure whether a staff member has cleaned their hands; if in doubt please ask the staff member and they will be only too happy to put your mind at ease by cleaning their hands so that you can see them.

## **SPECIAL INSTRUCTIONS**

### **ANY CONDITION SPECIFIC DANGER SIGNALS TO LOOK OUT FOR:**

### **CONTACT INFORMATION IF YOU ARE WORRIED ABOUT YOUR CONDITION**

Your own GP –

### **OTHER USEFUL TELEPHONE NUMBERS/CONTACTS:**

NHS 111

Stop Smoking Helpline (Sefton) - 0300 100 1000

Stop Smoking Helpline (West Lancashire) - 0800 328 6297

**Please call 01704 704714 if you need  
this leaflet in an alternative format**

**Southport and Ormskirk Hospital NHS Trust**

Ormskirk & District General Hospital  
Wigan Road, Ormskirk, L39 2AZ  
Tel: (01695) 577111

Southport & Formby District General Hospital  
Town Lane, Kew, Southport, PR8 6PN  
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**FOR APPOINTMENTS**

Telephone (01695) 656680  
Email [soh-tr.appointments@nhs.net](mailto:soh-tr.appointments@nhs.net)

We would welcome your feedback about your experience  
at Southport and Ormskirk Hospital NHS Trust.  
Please access the Friends and Family Test at the following  
link:

<https://www.southportandormskirk.nhs.uk/patients-and-visitors/fft/>

**Thank you**

Owner: Elaine Deeming

Ref: 12/11

Version: 5

Reviewed: June 2023

Next Review: June 2026