

Ayrshire Cancer Support Referral Policy



**For G.Ps and Health Professionals
throughout Ayrshire**

Introduction

Ayrshire Cancer Support provides supportive therapies for cancer patients and their families throughout Ayrshire. Our team of professional staff, counsellors and therapists led by our Macmillan Nurse Manager provides a free and confidential service and includes:

- Counselling
- Support Groups
- Hypnotherapy
- Reflexology
- Aromatherapy
- Reiki
- Information

Referrals we would see

All potential clients must have indicated a desire and willingness to benefit from services provided by Ayrshire Cancer Support. Examples include:

- Patients with a diagnosis of cancer (regardless of when the diagnosis was made).
- Patients with advanced disease.
- Families/partners of patients who are having difficulty coming to terms with the situation.

Once a patient has consented to ACS involvement an assessment of their needs is carried out by an appropriate member of ACS staff. Validated assessment tools are used to identify specific needs of those referred for counselling. Records are maintained of counselling and therapy sessions and GPs or referrers are informed of outcomes as appropriate.

Please note that where patients request complementary therapies, a letter is sent to the GP requesting a reply within 2 weeks only if there is no reason to proceed.

Patients experiencing the following symptoms may benefit from supportive therapies:

- Depression
- Anxiety, including panic attacks, death anxiety, treatment phobias, irrational interpretation of facts relating to diagnosis, and other behavioural problems.
- Body image issues
- Low self esteem, loss of confidence
- Feelings of loss of control
- Relationship difficulties resulting from cancer diagnosis
- Anticipatory nausea and vomiting, pain, lack of energy, insomnia and other physical symptoms caused by treatment or disease.

All clinical staff are supervised by Dr Esther Murray and clients who show signs of more complicated psychological problems on assessment will be discussed with NHS psychosocial oncology service. Arrangements can then be made for access to specialist services when this is required. GP's will of course be kept informed in the rare cases where this occurs.

Who can refer

Ayrshire Cancer Support will contribute to the support of cancer patients, their families and the bereaved requiring supportive care such as information, counselling, facilitated support groups and complementary therapies who:

- Are referred by health professionals or other agencies throughout Ayrshire (by phone or letter).
- Contact ACS centres or outreach facilities looking for information or support.
- Are referred by other voluntary groups either local or national.

Confidentiality

The need for confidentiality is of paramount importance. All personnel (staff and volunteers) working with Ayrshire Cancer Support will be bound under the code of ethics and practice of both their professional body and the centre policy. All information regarding clients will only be accessed by named project and centre team personnel. The organisation is also a group member of the Confederation of Scottish Counselling Associations and as such adheres to their code of ethics. Patients are made aware that a team approach is offered and that close links exist with other members of the health team.

All referrals should be phoned or faxed to our Ayr centre contact details as below:-

AYR CENTRE
22 WELLINGTON SQUARE
AYR
KA7 1EZ

Tel: 01292 269888

Fax: 01292 264817

www.ayrshirecs.org

**Ayrshire Cancer Support is a registered charity
SC016098**