

## Accessing Your Patient Portal Following a Skin Cancer Diagnosis

If you need this leaflet in a different language or accessible format please speak to a member of staff who can arrange it for you.

اگر به این بروشور به زبان دیگر یا در قالب دسترس پذیر نیاز دارید، لطفاً با یکی از کارکنان صحبت کنید تا آن را برای شما تهیه کند.

Jeśli niniejsza ulotka ma być dostępna w innym języku lub formacie, proszę skontaktować się z członkiem personelu, który ją dla Państwa przygotowuje.

Dacă aveți nevoie de această broșură într-o altă limbă sau într-un format accesibil, vă rog să discutați cu un membru al personalului să se ocupe de acest lucru pentru dumneavoastră

如果您需要本传单的其他语言版本或无障碍格式，请联系工作人员为您安排。

إذا احتجت إلى هذه النشرة بلغة أخرى، أو بتنسيق بسيط الوصول إليه، يرجى التحدث إلى أحد الموظفين لترتيب ذلك لك.

Whiston Hospital  
Warrington Road,  
Prescot, Merseyside, L35 5DR  
Telephone: 0151 426 1600

St Helens Hospital  
Marshalls Cross Road,  
St Helens, Merseyside, WA9 3DA  
Telephone: 01744 26633

Your follow up will include regular face to face contact with your specialist skin cancer team and access to an online patient portal called My Medical Record (MMR).

This will:

- Help you to understand your condition and the treatments
- Ensure you have a named nurse specialist
- Enable you to contact your specialist team via e-mail/ telephone
- Ensure you can discuss worries and fears with the specialist team (Holistic Needs Assessment)
- Ensure you have access to your team through a single point of contact
- Ensure you have access to written information and local resources
- Ensure you understand your plan of care
- Provide access to education videos
- Ensure you have training and support on how to self examine
- Ensure you can initiate your own follow up if you are worried about and signs or symptoms related to your cancer
- Help you to self manage your health and wellbeing with the support of the team.

## National Resources

### Macmillan Cancer Support

<https://www.macmillan.org.uk/>

Telephone: 0808 808 0000 (Freephone) Registered charity. Provides emotional and practical support following a cancer diagnosis.

### Cancer Research UK (CRUK)

<https://www.cancerresearchuk.org/>

Telephone: 0808 800 4040 (Freephone) Registered charity. Information service and signposting to local services. Nurses provide a listening ear to discuss worries.

### Counselling Service Lilac Centre

Telephone: 01744 646173 / 01744 646174 to self refer for Counselling or holistic therapies

### National Melanoma Focus Support Group

<https://melanomafocus.com/support/helpline/>

Telephone: 0808 801 0777 (Freephone) speak to a nurse about concerns

### Cancer Care Map

<https://www.cancercaremap.org/>

Cancer Care Map is an online resource to help people living with cancer find care and support services in their local area, anywhere in the UK.

Please be reassured only you and the health care professionals involved in your care will be able to access and view your details on MMR.

**MMR Login:**

**Name of Skin Nurse Specialist:**

**Name of Cancer Support Worker:**

**Name of Consultant:**

If you change your address, GP or any other personal details, please let us know by contacting the team on:

**01744 646807**

The online portal (MMR) will allow you to access all this Information in one place.

The aforementioned information and support will enable you to self manage your health and communicate any physical, practical and emotional or relationship concerns.

- MMR will empower you to self manage and communicate any physical, practical, and emotional or relationship concerns to your Skin Cancer Nurse Specialist or Support Worker.
- This type of follow up additionally allows the team to co-ordinate your care remotely i.e. ensuring appointments and results happen in a timely manner, and will hopefully offer reassurance and reduce any anxiety you may be experiencing.
- Patients can access clinical letters and appointments via an online system called My Medical Record (MMR). It avoids unnecessary hospital appointments at times when you are feeling perfectly well.
- Should you have any issues or concerns, then a face to face hospital appointment will be arranged.
- Your GP will also be made aware that you have entered onto remote monitoring.

Furthermore, the MMR patient portal allows the team to manage your care ensuring appointments happen in a timely manner and keeping you informed of next steps in your care.

## How will I access My Medical Record (MMR)?

Every patient who is eligible will be on the MMR portal.

To access it you will be provided with log in details when you meet the Nurse Specialists.

A Cancer Support Worker (CSW) will be available to help you, over the telephone, to log on (telephone number):

**01744 646807**

### **You will need to have an email address that we can use.**

If you need help with working on a computer, the team will offer you information on how to obtain free training or you can nominate a family member to help you.

We understand, however, that not everyone feels comfortable with technology or has access to a computer / smart phone.

If you choose not to register to access MMR you can continue to take assessments and receive information in paper format or via telephone.

## What support will I have?

You will have a dedicated Skin Cancer Support Worker who will be your first point of contact and to help you.

You will be invited to attend a Living with and Beyond cancer event when your treatment is completed and you go onto follow up care.

This can be done on a one to one basis, virtually or in a group session.

You can complete a health checklist on the MMR at any time if you have concerns.

These might include practical issues such as work, or dealing with the physical and emotional effects of your skin disorder, as well as highlighting any questions relating to your relationships or family life.