

Accessing Your Patient Portal Following a Skin Cancer Diagnosis

This leaflet can be made available
in alternative languages / formats on request.

如有需要，本传单可提供其他语言/版式
此單張的其他語言/格式版本可按要求提供

Na żądanie ta ulotka może zostać udostępniona
w innych językach/formatach.

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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 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.