

For health insurance.
For Living



Live Well with Cancer.

Introducing our oncology nurse programme.

We care about how cancer affects you personally.

Everyone's experience of cancer is different and we won't tell you how to feel. Just know that we're here if you want us to be, with expert advice, understanding and vital support as part of our Live Well with Cancer programme.

What is the Live Well with Cancer programme?

This is a telephone-based service consisting of several calls with an oncology nurse to provide you with tailored support. We're here for you right from diagnosis and you can talk to us about a range of topics, such as those noted on the next page.

Who are we?

The oncology nurse team is made up of cancer nurses, who have a wide range of experience caring for people living with cancer. There's no additional charge for this service.

How can we help?

Your first conversation is all about understanding you as a person and getting to know what you're experiencing and how you're feeling. Your nurse will begin with an assessment to understand your individual needs from the program and address any concerns. This is called an Holistic Needs Assessment.

Afterwards, we'll be in touch to see how you're doing and find out if we can help you in any other way. Your Holistic Needs Assessment can be revisited at any time to help with this. If your nurse thinks it might help you, they'll guide you to other organisations, for example charities who can provide specific support or advice.

Talk to us

Call your oncology nurse support team on **0345 850 0465**[^]

We're here for you Monday to Friday from 8am and 6pm. We aren't available on bank holidays.

Or, for 24/7 health advice from health professionals, call **0345 607 7777**[^]

Are you covered through work?
Call **0345 600 5780***

For more information, visit
bupa.co.uk/bupa-cancer-promise/oncology-support

*We may record or monitor our calls.

[^]Calls may be recorded and, to maintain the quality of our service, a nursing manager may monitor some calls always respecting the confidentiality of the call.

Symptoms and worries checklist

These are common topics that we cover as part of the Live Well with Cancer programme. You might like to have a look and see if there's something that you'd like to discuss with our oncology nurses. Sometimes talking with your family and friends might help you to decide what's most important for you.



Physical health

- Sleep problems or nightmares
- Tiredness or exhaustion
- Memory and concentration
- Eating or appetite
- Taste, smell, hearing or sight
- Indigestion
- Dry or sore mouth
- Nausea or vomiting
- Constipation
- Diarrhoea
- Passing urine
- Breathing problems
- Pain
- Temperatures or fever
- Hot flushes/sweating
- Mobility
- Tingling in hands/feet
- Dry, itchy or sore skin
- Wound care after surgery
- My appearance
- Sexuality



Healthy living

- Diet and nutrition
- Alcohol
- Smoking
- Exercise
- Sun protection



Emotional health

- Anger or frustration
- Guilt
- Hopelessness
- Feeling lonely or isolated
- Feeling sad or depressed
- Worry, fear or anxiety
- Difficulty expressing feelings
- Difficulty making plans
- Loss of interest/activities
- Feeling regretful about the past
- Loss of meaning of life



Daily life

- Work and education
- Hobbies
- Housework and shopping
- Washing and dressing
- Preparing meals and drinks
- Money
- Housing
- Holidays and insurance
- Driving and transport
- Communication with treating team
- Caring responsibilities
- Faith or spiritual concerns



Relationships

- With my partner
- With my children
- With my relatives and friends
- With my faith



Other

- Support groups
- Complementary therapies
- My diagnosis or treatment
- My insurance benefits

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Other useful contacts

Macmillan

macmillan.org.uk

0808 8080 000

Cancer Research UK

cancerresearchuk.org

0808 800 4040

Maggie's

maggiescentres.org

NHS website

www.nhs.uk

Samaritans

samaritans.org

116 123

Citizens Advice Bureau

citizensadvice.org.uk

03 444 111 444

Department of Work and Pensions

[www.gov.uk/government/organisations/
department-for-work-pensions](http://www.gov.uk/government/organisations/department-for-work-pensions)

bupa.co.uk