

Wig Referral Scheme

Many drugs used in cancer treatments aim to destroy the cancer cells but can also affect the healthy cells in your body. Hair follicles are often affected by cancer treatments, and as a result your hair can become thinner, texture may change, or hair may fall out completely.

The Worcestershire Acute Hospitals Trust has a wig referral scheme in place, under which we offer £100 towards the cost of a wig/head covering for any patients who are likely to experience hair loss.

How it works

If you have been informed by your doctor or nurse that you are likely to experience hair loss, and would like to access the scheme, please speak to your chemotherapy unit who will get a referral in place for you.

The nurses on the chemotherapy unit will send a referral request to the Orthotics Department who will then approve the £100 voucher.

You will need to contact the Orthotics Department to let them know which wig supplier you would like to use (the details will be on your referral letter). Once you have done this, Orthotics will then email your voucher to the supplier (this usually takes about 48 hours).

After 48 hours, you will then be able to contact your chosen supplier to make an appointment for a wig fitting.

*If you would like more information regarding scalp cooling for hair loss, please ask your chemotherapy unit nurses. *

Frequently Asked Questions

- ***Do I have to wait for my hair to come out before getting a wig?***

No, many patients like to go and be fitted for a wig before they have lost their hair so that they can try and match it closely to their original style and colour.

- ***Does the voucher only cover a wig?***

No, The Worcestershire Acute Hospitals Trust states that the £100 voucher may be used towards not only a wig, but now also head scarves and other head coverings should you not wish to purchase a wig.

- ***Who do I contact if I have questions about my hair loss?***

If you have hair loss questions please contact your chemotherapy unit, they will be able to help you.

(Please note that the Orthotics Department are only contactable for voucher approval confirmation).

You can also find a Macmillan Information sheet about hair loss on the Macmillan website (www.macmillan.org.uk)

- ***Can I get a wig if I am trying scalp cooling?***

If your scalp cooling is working successfully then you may not need a wig referral. If, however, it is not working as successfully as hoped, or you have decided to discontinue, then please do ask a member of your chemotherapy nursing team about the wig referral scheme.

- ***Can I order my wig whilst I am waiting for the referral to be processed?***

No, please ensure that you have contacted our Orthotic Department to confirm the voucher has been approved and to let them know which supplier you wish to use before you order a wig. Any costs paid prior to this cannot be recovered.

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

If you are unable to understand this leaflet, please communicate with a member of staff.

PATIENT INFORMATION

WIG REFFERALS **(Oncology & Haematology)**

