



**Edinburgh
Cancer Centre**
Western General Hospital



Cancer Navigation Hub

Information for patients

Cancer Navigation Hub

All cancer related enquiries

0300 123 1600

Monday - Friday 9am-5pm

Edinburgh Cancer Centre
Western General Hospital
Crewe Road South
Edinburgh
EH4 2XU

What is the Cancer Navigation Hub?

The Cancer Navigation Hub answers calls from patients and healthcare professionals, providing support for all cancer related enquiries. The team is made up of Cancer Pathway Coordinators who, using their knowledge base of cancer pathways, can signpost service users to the most appropriate healthcare and non-healthcare areas.

Who is it for?

This service is currently for patients diagnosed with the following types of cancer:

- Breast
- Colorectal
- Gynaecological
- Head and Neck
- Lung
- Melanoma and Non-Melanoma (skin)
- Neuroendocrine
- Urology.

When is it available?

The Cancer Navigation Hub will be open for inbound calls Monday-Friday 9am-5pm (closed on most public holidays). Information on appropriate out-of-hours services is available on a pre-recorded message.

What help does it offer?

The Cancer Navigation Hub has been designed to help patients to navigate their way through what can often be complex cancer pathways.

Cancer Pathway Coordinators are trained to help patients at point of contact with a variety of enquiries such as checking and rearranging appointments, scheduling of treatments, transport enquiries, and accessing interpretation and translation services.

The Cancer Navigation Hub can also act as a link to introduce patients to external agencies such as Macmillan, Improving the Cancer Journey, and Maggie's for non-health related cancer support.

Enquiries may be directed to appropriate clinical team(s) including the cancer treatment helpline, clinical nurse specialist teams, and treatment day units as required.

How do you access?

The Cancer Navigation Hub can be accessed by calling:

0300 123 1600

Monday - Friday 9am-5pm*

**Closed on most public holidays*