

Patient information factsheet

Adult cancer care wig fitting service

This factsheet provides information about the adult cancer care wig fitting service at University Hospital Southampton NHS Foundation Trust (UHS). We hope it helps to answer some of your questions. If you have any further questions or concerns, please speak to your nurse, doctor or radiographer, or contact our patient and family support hub using the details at the end of this factsheet.

Why might I need a wig?

Cancer treatments, such as chemotherapy, immunotherapy or radiotherapy to the head, can sometimes cause hair loss. This possibility of hair loss as a result of cancer treatment can be very distressing. If you are worried about potentially losing your hair, please speak to your nurse, doctor or radiographer. We are all here to support you and can offer advice.

Many people who experience hair loss during or after cancer treatment choose to wear a wig or a hairpiece. Wearing a wig can help you look and feel more like yourself, which can make you feel more confident and more in control of how you look.

What is the adult cancer care wig fitting service?

If you experience hair loss after having a cancer treatment at UHS and would like a wig, our adult cancer care wig fitting service can help you to find and purchase your first wig at a discounted price.

Our adult cancer care wig fitting service can:

- **arrange for you to have a wig fitting appointment** at the patient and family support hub on B level at Southampton General Hospital, at John Lewis in Southampton or at Talking Heads hair salon in Eastleigh. All of our wig suppliers have experience of finding wigs for people who have lost their hair because of cancer treatments and will do their best to help you feel comfortable.
- **provide you with a £200 voucher to be used towards the cost of your first wig** (thanks to funding from Southampton Hospitals Charity). We can provide this voucher regardless of whether you meet the NHS eligibility criteria for a free wig (see page 2). Please note that you are welcome to buy more than one wig at your wig fitting appointment, but the voucher can only be used towards the cost of **one wig**.

To receive this voucher, you will need to ask your nurse or radiographer for a signed and completed **wig appliance request form**. You will then need to take this form to the UHS cashier's office (on C level near the main entrance of Southampton General Hospital) to be stamped **before** your wig fitting appointment. Please note that the cashier's office is open Monday to Friday, 9am to 3pm.

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What is the NHS eligibility criteria?

All patients who experience hair loss from a cancer treatment at UHS will be able to receive a £200 voucher towards the cost of their first wig. However, which service covers the cost of this voucher (Southampton Hospitals Charity or NHS) will depend on whether you meet the **NHS eligibility criteria** (see below or visit: www.nhs.uk/nhs-services/help-with-health-costs/wigs-and-fabric-supports-on-the-nhs)

NHS eligibility criteria

You can get a free wig on the NHS if you are:

- aged under 16
- aged 16 to 18 and in full-time education
- a hospital inpatient
- a war pensioner and the wig is for your accepted disablement and you have a valid war pension exemption certificate

You can also get a free wig on the NHS if you or your partner (including civil partner) receive, or you are under the age of 20 and the dependant of someone receiving:

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Pension Credit Guarantee Credit
- Universal Credit and meet the criteria (for more information, visit: www.nhs.uk/nhs-services/help-with-health-costs/help-with-health-costs-for-people-getting-universal-credit)

You can also get a free wig if you are entitled to or named on a valid NHS certificate for full help with health costs (HC2). People named on an NHS certificate for partial help with health costs (HC3) may also get help.

To check if you can get NHS help with wig costs, visit:

www.nhsbsa.nhs.uk/check-if-youre-eligible-help

Am I eligible for any other wig grants?

There are other wig grants available. For more information about these grants, including how to apply, visit: www.bemorekirsty.org or www.macmillan.org.uk

Where can I buy wigs, scarves, turbans and bandanas?

If you don't wish to use our adult cancer care wig fitting service, many department stores and independent stores sell wigs. You can also contact the Wig Bank (a network of wig banks around the UK that offer new and donated wigs for sale and hire).

The patient and family support hub and the Maggie's Centre at UHS can also offer information about scarf, turban and bandana suppliers and provide you with some samples to try on.

Useful contacts

Patient and family support hub

B level, East Wing, Southampton General Hospital, Southampton, SO16 6YD

Telephone: **0800 484 0135** (Monday to Friday, 9.30am to 4pm)

Email: PFSH@uhs.nhs.uk

Please ask for an appointment with Amanda Barker.

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Talking Heads

2 Doncaster Road, Eastleigh, SO50 5QR

Telephone: **023 8065 1102**

Email: hello@talkingheadseastleigh.co.uk

Website: www.talkingheadseastleigh.co.uk

Please ask for an appointment with Dawn Atkins.

Natural Image Hair Studio

John Lewis, Floor 3, Westquay Shopping Centre, 23 Harbour Parade, Southampton, SO15 1QA

Telephone: **07824 711928**

Email: nisouthampton@daxbourne.com

Please ask for an appointment with Rachel Dawes.

Wig Bank

Telephone: **013 1336 5100**

Email: info@wigbank.com

Website: www.wigbank.com

Useful links

www.macmillan.org.uk

www.cancerresearchuk.org

www.maggies.org/our-centres/maggies-southampton

www.macmillan.org.uk/cancer-information-and-support/impacts-of-cancer/hair-loss/wigs-for-cancer-treatment

If you are a patient at one of our hospitals and need this document translated, or in another format such as easy read, large print, Braille or audio, please telephone **0800 484 0135** or email **patientsupporthub@uhs.nhs.uk**

For help preparing for your visit, arranging an interpreter or accessing the hospital, please visit **www.uhs.nhs.uk/additionalsupport**

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