

Dear colleagues,

Bolton Macmillan Cancer Information and Support Service review

I am writing to update you about the Macmillan Cancer Information and Support Service in Bolton.

The service is a partnership between Bolton Hospice, Bolton People Affected by Cancer, Macmillan Cancer Support and NHS Greater Manchester and provides people with cancer and their loved ones vital and much valued information and support, when they need it most.

The service has been provided across three locations; Royal Bolton Hospital, Giles House at Bolton Hospice and Bolton One.

As part of the NHS' responsibilities and to ensure the ongoing quality of services, a review has been undertaken to understand the activity at each of the three locations, working with staff and key stakeholders.

The review found that the service would be better able to meet the needs of our local population if the available resources were focused on the two locations experiencing the highest demand for services - Royal Bolton Hospital and Giles House at Bolton Hospice.

This unfortunately means that the service at Bolton One will move from 1st April 2026. Engagement with staff is ongoing to ensure that any concerns are addressed and to make sure the transition is as smooth as possible.

The change will ensure that our local population has access to timely, high quality information and support. We will communicate this directly with current users of the service and more broadly across Bolton to ensure that the public are well informed and know where to access support in the future, should they need it.

Drop-in support and advice will still be available at the Macmillan Centre at Royal Bolton Hospital and Giles House at Bolton Hospice. Specific contact details and opening times for drop-ins can be found at www.boltonmacmillansupport.org.uk or by calling 01204 663059.

If you have any queries or concerns, please do not hesitate to get in touch with boh-tr.boltoncancerinfo@nhs.net

Yours sincerely,

Fiona Noden
Place Lead for Health & Care Integration (Bolton)