



Wigs

This information is provided as a guide to getting a wig if you will be experiencing hair loss related to your cancer treatment. Staff at the Lynda Jackson Macmillan Centre (LJMC) can provide additional information on scalp care, scalp cooling and head scarves.

Where will I get a wig?

If you have lost or are going to lose your hair as a result of cancer treatment, you can get a wig through the NHS. There is a large range of wigs and you are able to choose one that suits your style and colour. The salons we use provide a discreet service with personalised expert care to guide you through the process.

Will I have to pay for a wig?

There is an NHS wig prescription charge of £74.15 (this is **not** covered by your medicine prescription exemption certificate), but some patients may not need to pay this charge. Please see the information on the back of this leaflet to see if you are exempt.

If you will have difficulty paying the wig prescription charge then you may be eligible for a grant to assist with the cost. Drop into the LJMC where you can get more information on grants.

How do I get started?

A member of your treatment or healthcare team will complete a wig referral form for you. The form is usually provided by the nurse/radiographer at your pre-treatment session. If you have not received a form you can drop into the LJMC and see the health care professional on duty.

Your referral form will be passed to the cashier's office and you can either attend in person to make the payment or telephone: 020 3826 2342. The cashier's office is located opposite the hospital chapel at the main Mount Vernon Hospital entrance and is open Monday - Friday: 8.30 - 3.30pm.

If you are exempt from paying the wig prescription charge, you will need to take proof of your benefit to the cashier's office in person.

Following payment you will be given a unique reference voucher number which entitles you to a wig from any of the salons listed below.

Can I go to any salon?

Your voucher number is only valid at the salons listed below. You can choose to purchase a wig from any other salon but you would need to pay the entire cost of the wig yourself.

How do I choose where to go?

Feel free to call these salons to get a sense of which may best suit your needs. They all offer a specialised service to people receiving cancer treatment.

How do I make an appointment?

Contact the salon of your choice to make an appointment. They may suggest you send a photo of yourself before your appointment to help them prepare wigs for you to try, but this is not required. You are welcome to take a friend with you.

Each salon provides a cutting service for the wigs to ensure they are styled for you. They will check the wig fits well and provide advice on how to care for it.

Can I choose any wig in any price range?

The salons can offer you a range of wigs in the NHS price range. If you choose a wig that is above the amount covered by the NHS, the salon will ask you to pay the additional cost direct to them.

Salon	Address	Contact and phone number
Bow Belles, Croxley Green	276b New Rd, Croxley Green, WD3 3HH	Katie or Billie 01923 222 689
Hair & Beauty Workshop, Ruislip	137-139 High St, Ruislip, HA4 8JY	Anna 01895 623 624
Hair to Ware, Ware.	67 High St, Ware, SG12 0XW	Amanda or Kim 01920 460 099

Do I have to pay the charge before I go to the salon?

Yes, please attend the cashier's office in person or pay over the telephone, where you will be given a voucher code number. The salon can only order your wig when you have given them this number as it is your proof of payment.

My friend didn't have to pay for her wig. Why do I have to pay £74.15?

The NHS wig prescription charge is £74.15 unless you are exempt. Sometimes in the past, hospitals found ways to fund wigs themselves, but due to cost restraints this is sadly no longer possible. The service still represents a significant discount on the actual cost of the wig.

What if I change my mind after I've paid?

If you change your mind about having a wig while you are at the salon, a refund can be arranged for you as long as the wig has not been ordered.

What if I want to try the cold cap first?

If you are trying the cold cap, it's fine to wait to see how well it works for you. The salons can arrange a wig within a few days, so there's no need to arrange one 'just in case'.

Are there other places to get discounted wigs and accessories?

Please visit the LJMC for further information about wigs and accessories. Information on head scarf tying workshops and the Look Good Feel Better programme are also available at the centre and staff will be able to book you in for these services.

Where can I get more support regarding my hair loss?

Support and information

Cancer Hair Care 01438 311322 or www.cancerhaircare.com
Lynda Jackson Macmillan Centre, Mount Vernon Cancer Centre 020 3826 2555
My New Hair..... www.mynewhair.org

Booklets

My new hair by salons that care..... www.mynewhair.org
Coping with hair loss be.macmillan.org.uk
Breast cancer and hair loss breastcancercare.org.uk

Do I have to pay for a wig?

You do not have to pay if either:

1. You or your partner receive, or you are under the age of 20 and the dependant of someone receiving one of the following:

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Pension Credit Guarantee Credit
- Universal Credit and meet the criteria

or

2. You are entitled to or named on:

- a valid NHS tax credit exemption certificate. If you do not have a certificate, you can show your award notice; you qualify if you get Child Tax Credits or Working Tax Credits with a disability element (or both) and have income for tax credit purposes of £15,276 or less
- a valid NHS certificate for full help with health costs (HC2)

Our cashier's office can give you more advice on this. Please call 020 3826 2342.

Please note: the wig prescription charge is not covered by your medicine prescription exemption certificate.