

CANCER SERVICES DIRECTORY

Patient Information

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Patient Information

Cancer is a condition where cells in a specific part of the body grow and reproduce uncontrollably. The cancerous cells can invade and destroy surrounding healthy tissue, including organs.

1 in 2 people will develop some form of cancer during their lifetime. There are more than 200 different types of cancer, and each is diagnosed and treated in a particular way.

Further information about the signs and symptoms of cancer, reducing cancer risk and treatment can be found on the NHS website cancer pages www.nhs.uk/conditions/cancer

GP referral for a suspected cancer

Once your GP has referred you to us, we will contact you with an appointment (usually by telephone). This appointment will be a maximum of 14 days from your referral.

It is important that you are available to attend your appointment and we recommend that you bring a friend or family member with you.

You are likely to be sent for tests and investigations. These may be at Mid Essex, Basildon or Southend hospital sites. Sometimes it may seem that you have a lot of appointments and tests in a short timescale. This is because it is very important that we diagnose and treat your cancer as quickly as possible. Please make every effort to attend.

National standards

There are national standards for cancer waiting times:

- first appointment with a specialist within a maximum of 2 weeks
- a maximum of 31 days for treatment to begin once a decision to treat has been made
- no longer than 62 days overall from your GP referral to your first treatment

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You can find out more information about the NHS's cancer targets on the [nhs.uk](https://www.nhs.uk) website

Treatments

There are many different types of cancer, each with its own treatment or treatments. Depending on the type of cancer you have, there might be more than one way to treat you.

You will be supported through your journey by specialist nurses with great experience and knowledge of your cancer type and the treatment you are having.

This Cancer Services Directory aims to provide you with information about the support available to you and those close to you. There are local and national services listed in this booklet that may be of use to you.

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Cancer Research

MSE is a research active Trust and you may be asked to participate in some cancer research within the context of a clinical trial.

If you wish to receive any information on the cancer clinical trials currently taking place within MSE please contact Tracey Camburn Lead Research Nurse 01245 516599 or tracey.camburn@meht.nhs.uk

You can also search for information about the way in which trials in the UK are run on websites such as Cancer Research UK-

| www.cancerresearchuk.org

| UK Clinical Trials Gateway – www.ukctg.nihr.ac.uk

www.cruk.org/trials - to find out information on clinical trials

Patient Information

PEOPLE INVOLVED IN YOUR CANCER CARE

PEOPLE INVOLVED IN YOUR CANCER CARE

Medical Team

You will meet your medical team when you are first diagnosed. This may include a consultant clinical/medical oncologist, surgeon and specialist registrars. You will be regularly reviewed by your medical team during and after treatment. They will explain your diagnosis and treatment options.

Clinical Nurse Specialists (CNS)

They are key workers who have skills and expertise in cancer care specific to your diagnosis. They provide physical and emotional support to you and your family, acting as a point of contact when you have been diagnosed with cancer and throughout your journey. They assist in co-ordinating your care and are available if you have any concerns regarding your treatment or follow up.

The key worker will provide information about your diagnosis in a way that you can understand, explain possible treatment options and their side effects, provide symptom advice and onward referral to other services offering support, if needed. The key worker acts as a link between you and other healthcare professionals both in the hospital and community.

Treatment Teams

Depending on your treatment plan, you may meet surgical, chemotherapy and/or radiotherapy teams. These will look after you during your treatment and can answer any questions you may have about the treatment they provide.

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Navigators

Navigators are part of the cancer support team and may be involved in coordinating your care. They may contact you by telephone or see you face to face. The navigators work closely with the CNS

Cancer Support Workers

Macmillan support workers are part of the cancer team and work closely with the CNS. They are to assist with supporting you from diagnosis, through treatment and beyond. They may carry out an holistic needs assessment (which we describe in more details later in this booklet). If you have any questions or concerns that they are unable to support they will ensure the CNS is made aware and contacts you.

GP

General practitioners (GPs) treat all common medical conditions and refer patients to hospitals and other medical services for urgent and specialist treatment. They focus on the health of the whole person combining physical, psychological and social aspects of care.

All letters regarding your cancer diagnosis or treatment will be copied to your GP so they are fully aware of your care.

Practice Nurse

Practice nurses typically work in GP surgeries and have an essential role to play in delivering care through general practice. They may work alongside other healthcare professionals; they may also complete your cancer care review after completion of treatment.

Social Prescribers

Social prescribing link workers support people to manage complex issues affecting their wellbeing. They enable people to have more control over their lives, develop skills and give their time to others, through involvement in community groups.

Other Health Professionals

Depending on your diagnosis, you may meet other health professionals. These may include dieticians, speech and language therapists, physiotherapists and occupational therapists. If you would like to be referred, please speak to your doctor or CNS.

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Learning Disabilities

Within Mid and South Essex we are committed to supporting all patients. We serve a diverse community and our services reflect this.

We know that coming to the hospital can be a worrying time for anyone. People with learning disabilities and their carers may need extra information and support to make their hospital experience better.

We want to improve our services for patients with learning disabilities and have liaison nurses for people with a learning disability who supports patients, carers and the Trust to ensure that people with a learning disability get the best care.

Basildon Hospital

Telephone: **01268 524900** – ask for Learning disability nurse

Broomfield Hospital

Telephone: **01245 516 596** – ask for Learning disability nurse

Southend Hospital

Telephone: **01702 435555** – ask for Learning disability nurse

PLANNING YOUR CANCER CARE

A Holistic Needs Assessment is a discussion with your CNS or doctor to talk about your physical, emotional and social needs. The focus is on you as a whole, not just your illness. **A care plan** can be developed as part of this process.

A Holistic Needs Assessment and Care Plan is an opportunity for you to talk about any worries or concerns you may have. It may involve referral to other supportive services if this is something you would like.

For more information contact your Cancer CNS.

Multi-disciplinary Team (MDT)

Involved in planning your care is a multi-disciplinary team (MDT) - a team of healthcare professionals such as;

- Consultant specialist (doctor);
- Radiologist (a doctor who specialises in reading scans and x-rays);
- Pathologist (a doctor who specialises in looking at cells under a microscope and diagnosing the cell type);
- Clinical nurse specialist (CNS - a nurse who gives you information and support during treatment, also known as CNS or key worker);

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- Other doctors and allied healthcare professionals (AHP) involved in your care.

This experienced group of health care professionals meet on a regular basis to discuss the results of the scans and tests you have had leading up to your diagnosis. Your case may be discussed at a variety of MDTs specialising in different areas of the body. This is to reach a confirmed diagnosis.

The purpose of the MDT meeting is to ensure that you get the most appropriate treatment for your condition. All tests and results you have had are taken into consideration so that you can be offered the best treatment plan. This will be discussed with you in a clinic appointment in the outpatient department or, if you are an inpatient, within the hospital setting.

At the clinic appointment or inpatient visit, you will be told the outcome of the MDT meeting and be given information leaflets to keep. If you have any questions it is important that you ask them and understand the answers given. If you do not understand you must make this known to the consultant (doctor) or CNS so that they can give you the information in a different way which you are able to understand. It is important you understand the information given so that you can make an informed decision about the treatment options offered and give your consent to proceed. You may find it helpful to have a family member or friend in the appointment with you for support.

A record of the MDT meeting and outcome will be placed in your medical notes and a copy will be sent to your GP for their reference. You are permitted to ask for a copy of clinic letters, but as this is not routine you must make it clear if you do wish to receive the letters from your clinic appointments. You will receive a copy of the hospital discharge letter automatically when you are an inpatient.

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YOUR CANCER CARE

Cancer Care Review

The cancer care review is a review that takes place with your GP or practice nurse within 6 months of a cancer diagnosis. It helps those affected by cancer to understand what information and support is available to them in their local area.

End of treatment summary

The Treatment Summary is a document produced by hospital cancer care professionals at the end of treatment and it is sent to your GP. It provides important information including possible treatment side effects or consequences of treatment and signs and symptoms to help you recognise a possible cancer recurrence.

It aims to inform GPs and other primary care professionals of any actions they need to take and who to contact with any concerns. You will also receive a copy to assist your understanding of your condition.

Health and wellbeing

It is important to continue or aim to live well after you have completed initial treatment for cancer. Caring for your health and wellbeing has shown to reduce the side effects of cancer treatment.

Within the hospital and community there are a number of professionals that can support to provide you with necessary information on services, how to manage post treatment and to promote a positive lifestyle.

The hospital runs Health and wellbeing appointments that you should be invited to attend that also provide an opportunity to meet with other people who may have been through a similar situation and this can help reduce isolation and anxiety.

For more information please discuss with your Cancer Nurse Specialist or ask at the Macmillan Cancer Support and Information Centres.

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INFORMATION AND SUPPORT FOR YOU

Macmillan Information Centre and spaces

When you're affected by cancer having appropriate information and support at the right time is essential. In each hospital you can find a Macmillan Information Centre manned by staff and trained volunteers which provides a welcoming, confidential, drop in service for anyone affected by cancer.

This includes people who:

- Require information about cancer,
- Are living with the consequences of a cancer diagnosis,
- Are looking to reduce the risks of developing cancer,
- Are a carer, relative, or friend looking for support and/or information.

They have a wide range of information on all different types of cancer, treatments, side effects and the emotional impact of a cancer diagnosis providing patients and their families a safe space in which to talk in a relaxed and non-clinical environment.

They can signpost or refer you to other local organisations offering support. These may include support for carers, counselling and complementary therapies, exercise programmes, specific cancer type support groups and benefit and welfare advice.

Leaflets can be taken away and they can order information in other languages and formats.

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MACMILLAN INFORMATION CENTRES/SPACES			
	Southend	Basildon	Mid Essex (Broomfield)
Opening Hours	Mon – Fri 9am-4pm	Mon-Fr 9am-4pm	Mon, Tues, Thurs 10am-3.30pm
Contact details	01702 385101	01268 524900 ext. 4908	01245 515981
Email	macmillan.centre@southend.nhs.uk		macinfopod@meht.nhs.uk
Website	www.southend.nhs.uk/your-services/cancer-support-centre	Not available	Not available
Other	Facebook - @SouthendNHScancersupport		Answerphone available outside these hours

Patient Information

AT THE HOSPITAL

Parking

There is limited chargeable parking at Basildon, Southend and Mid Essex (Broomfield) Hospitals and we therefore recommend that you consider other options such as using public transport or having someone drop you at the hospital.

If you are having either chemotherapy or radiotherapy at any of the Hospitals then you will be entitled to free parking. The Oncology unit or your CNS will provide you with the appropriate ticket (but parking in these areas is also limited).

Blue badges for parking

If you require any information about getting a Blue Badge for parking, please visit www.essex.gov.uk, or contact:

Blue Badge team helpline: 0808 800 4005 (option 2)

Wheelchairs

You can borrow or hire a wheelchair from the British Red Cross – www.redcross.org.uk/get-help/borrow-a-wheelchair

You can keep a wheelchair for up to six weeks with a possible extension to 12 weeks. Cost depends where you live; in some locations there is a charge, in others it is a donation.

Bring some photo identification (for example, passport or driving licence) and proof of your address (for example, a utility bill or bank statement). In some areas they offer a home delivery service for a few.

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Mobility Aids, Canvey Island

399 Long Road, SS8 0JH - Telephone:01268 698874

Mobility Aids, Maldon

49a Mill Road

Maldon, CM9 5HY – Telephone: 01621 855277

Mobility Aids, Chelmsford

202 New London Road

CM2 9AB – Telephone: 01245 280283

Patient Information

Prescriptions

In England, NHS prescriptions are free for people with cancer. If you live in England and need prescriptions for things that are related to cancer or its effects, you can apply for an exemption certificate. You need to collect a FP92A form from your GP surgery, pharmacy or cancer clinic.

Prescriptions issued at the hospitals can only be dispensed at the issuing hospitals Dispensary – you may experience a long wait.

Money Worries

A cancer diagnosis may raise concerns about your financial security. You may experience difficulties with employment, paying bills or claiming benefits.

Macmillan has a national support line than can advise and offer guidance on gaining financial support.

Macmillan Support Line – 0808 808 0000

Southend Macmillan Cancer Information Centre utilise the local Citizens Advice advisor. Please contact them for additional support.

Contact details	01702 385101
Email	macmillan.centre@southend.nhs.uk
Website	www.southend.nhs.uk/your-services/cancer-support-centre

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Adult Counselling

Being diagnosed with cancer can bring about a number of emotions including: shock, panic, anger, fear and a sense of isolation. Counselling is an opportunity to talk about how your changing circumstances have affected you emotionally. It provides a confidential space where you are listened to and supported.

Adult counselling is offered for people aged 16 and upwards, at any stage, from time of diagnosis, during treatment, after treatment and through to bereavement. They can also offer support to your family during this time too.

	Southend Hospital	Basildon Hospital	Mid Essex Hospital (Broomfield)
Contact	Oncology Counsellor	Counselling Service	Counselling Service
Contact details	For patients and their carers living in the Southend area and receiving cancer treatment from Southend Referral Need to be referred by clinician	01268 524900 ext.1268 (you can self-refer or our healthcare professional can contact us on your behalf).	MEHT have a psychological therapies service To access this service you will need to be referred by a healthcare professional

Patient Information

Helen Rollason Support Centre

Offer Counselling and support for both patients and carers

St Luke's Church Community Centre

St Luke's Road, Southend SS2 4AB

07876 896958

Tuesdays/Thursdays

Helen Rollason Support Centre

Yvonne Stewart House

The Street,

Hatfield Peverel,

Essex CM3 2EH

01245 382888

South East and Central Essex – Mind

Offers counselling from the age of 5 onwards either short-term or open-ended

Nominal Fee, Self-referral

Jubilee House

112a Southchurch Road

Southend on Sea, SS1 2LX

01702 601123

Therapy for You

Group Support and 1:1 counselling

01268 739128

www.therapyforyou.co.uk

Samaritans

Talk to us any time you like, in your own way, and off the record – about whatever's getting to you.

08457 909090

jo@samaritans.org

www.samaritans.org

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Children's counselling and emotional support

Macmillan Information Centres have helpful resources for children who have a relative affected by cancer

Following services are able to offer counselling to children –

- Oncology counselling service at the hospital(contact detail p.14);
- Counsellor at Helen Rollason Centre Southend, Yvette Turner (07876 896958);
- South East and Central Essex Mind at Southend see children from the age of five - 112A Southchurch Rd, Southend-on-Sea SS1 2LX
Phone: 01702 601123.

St Luke's Hospice offers a counselling service for children and young people between 0 to19 years. They are able to offer one to one counselling support, family therapy and group work.

Telephone: 01375 648175

Email - lukes@stlukeshouse.org.uk

Website - www.stlukeshospice.com

Farleigh Hospice offers a counselling service to children and young people between 4 to18 years who are facing a loss or have been bereaved through the Yo-Yo Project. Support can be given at Farleigh Hospice, in school, college or at home

Telephone - 01245 457300

Email – yoyoproject@farleighhospice.org

Website – www.farleighhospice.org

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Carers Support

A carer is someone who is providing physical or emotional care and support to a friend or family member who may be ill, disabled or vulnerable.

The carers support services support all carers looking after someone. They offer a variety of services, practical support, financial advice and training that will help you in your caring role. They may also provide emotional support to help with your well-being.

Essex wide Service	South Essex
Action for Family Carers Tel 0300 7 70 80 90 www.affc.org.uk	St Luke's Hospice Carers Support Tel 01268 524973 ext.246 Email: carers@stlukeshospice.co.uk
Carers First Tel 0300 303 1555 www.carersfirst.org.uk	

Holidays and travel insurance

Many people want to know if they can still go on holiday. Sometimes it can be difficult to get travel insurance if you have cancer, or if you've had cancer before. It is best to look for travel insurance as early as possible.

Research is the best way to find travel insurance providers that may offer cover. Here are some tips to help you:

- Visit Macmillan's online community (www.macmillan.org.uk)- travel insurance is widely discussed on our forum. By reading the conversations there, you'll find the providers people are currently recommending;
- Find insurance through a broker – they search for suitable insurance for you. You can find a qualified and regulated broker through the British Insurance Broker's Association;
- Search for companies online – search engines or comparison sites are often a good starting point. But they may not list all of the companies available. Try to compare as many quotes as possible;
- Check for travel insurance through your bank account, credit card company or supermarket.

Many insurance companies now allow you to apply for travel insurance it is really important to make sure that the insurance is suitable for your needs.

Patient Information

Insurance Companies may cover clients with cancer depending on stage and medication.

The majority of the following use a standard set of questions which are entered into a database which in turn will generate further questions.

Virtually all require the customer to affirm that they are fit to travel based on current medical advice (consultant or doctor).

Insure Pink - 0844 800 0615

(Will insure men or women despite the inference in the title)

<http://www.insurepink.co.uk>

Allclear Insurance Services - 0845 250 5200

www.allcleartravel.co.uk

Free Spirit - 0845 230 5000

www.freespirit.com

Freedom Travel Insurance - 01223 454 290

www.freedominsure.co.uk

Insurance with - 0845 230 7159

www.insurancewith.com

Insurecancer - 01252 780 190

www.insurecancer.com

Specialises only in cancer and metastatic complications, does not use a standard questionnaire and deals with customers on an individual basis. Will liaise with the client's oncologist directly and therefore does not ask for the client to affirm their fitness to travel.

Patient Information

Mia Insurance – 0800 999 3333

Does not use a standard questionnaire and asks the customer to explain their condition in their own words. Requires affirmation of fitness to travel from a medical practitioner. Will not provide cover more than two months before travel.

It's So Easy Travel Insurance - 0844 367 1315

www.itsoeasytravelinsurance.com

World First - 0845 90 80 161

www.world-first.co.uk

Orbis Insurance Services - 01424 215 315

www.orbisinsurance.co.uk

Patients have recommended the following insurance companies to MacMillan Cancer Support. However, it is the responsibility of every person to satisfy themselves they are confident in the company and are fully aware of any risks or contract clauses that may prevent them from obtaining cancer treatment abroad.

Patient Information

Your Voice Heard

Mid and South Essex Cancer Partnership Committee

All those affected by cancer in the last 3 years within Mid and South Essex are welcome to be part of the Cancer Partnership Committee.

The committee is to facilitate a close working relationship between patients and their carers and the organisation and delivery of cancer services in the hospital and across our community of Mid and South Essex.

It provides an opportunity to review and plan cancer services in a way that provides the best possible patient experience and outcomes.

Objectives;

- To ensure that the patient voice is heard, considered and valued at every point along the cancer pathway
- To use the results of patient focussed surveys to identify key areas for scrutiny and improvement
- To gather and be guided by patient feedback on services in order to shape future delivery.
- To ensure that the views of all patients and carers affected by cancer are gathered; regardless of race, gender orientation, age or social grouping

We have a patient experience coordinator on each hospital site that are working with us to support this committee that are meeting monthly, attending the MSE Cancer Committee/Board and are invited to be part of every cancer work project.

Representatives from local cancer support groups and Primary Care Networks Cancer Champions are all invited to attend, to ensure we aim to improve patient experience across the hospital and throughout our local community.

All that this group raise as concerns or good practice will produce actions that we will feed up through the MSEFT Cancer Committee Board and the MSE

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Health and Social Partnership group to ensure patient's voices are heard and we improve patient experience.

Please do speak to your Cancer CNS if you would like to be involved.

National Cancer Patient Experience Survey

The National Cancer Patient Experience Survey monitors national progress on cancer care. It is used to provide information to drive local quality improvements, to assist commissioners and providers of cancer care and to inform the work of the various charities and stakeholder groups supporting cancer patients. The survey was overseen by a National Cancer Patient Experience Advisory Group.

All patients are invited to take part in the yearly survey and can read reports on cancer care provided at their local Hospital.

www.ncpes.co.uk

Patient Information

Complementary therapy services

Helen Rollason Support Centre

Yvonne Stewart House,
The Street,
Hatfield Peverel
Essex CM3 2EH
01245 382888

Helen Rollason Support Centre

St Luke's Church Community Centre
St Luke's Road, Southend SS2 4AB
07876 896958
Tuesdays and Thursdays

Email: southend@helenrollason.org.uk

Offers a range of complimentary therapies

St Luke's House and St Luke's Hospice

You can contact them to make an appointment by telephoning –**01268 524973 ext. 247**

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CONTACTS

Support Groups

In Essex there are a number of Support Groups that provide friendly, informal places to meet other people who are going through similar cancer journeys. You may find it helpful to share experiences and resources and many Support Groups invite guest speakers.

Support groups are often for specific cancer types and most are open to family members too. To find out more about one that you can attend, ask your CNS, contact your local Macmillan Information Centre or visit- www.macmillan.org.uk/in-your-area

Support for Adults

ABC – Affected by cancer

Aged 18-40

3rd Wednesday of every month 19:00 – 21:00

‘Reids’ , 66-68 Laindon Rd, Billericay, CM12 2LD

01375 648170

Big Purple Pants – Secondary breast cancer charity

Facebook page

Please discuss with Breast Cancer CNS for further information.

Bosom Pals – Supporting women living with breast cancer

3rd Wednesday of every month 19:30

The Stables, Chalkwell Park Drive (rear of 195 Leigh Road), Leigh on Sea, SS9 1LX

June 01702 555384, Nikki 01268 752209

Brain Tumour Support group

Meets in the Macmillan Information Centre on a Thursday

Contact Neuro-Oncology CNS on 01702 385190

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Cadgers – Cancer Discussion Group Education Reassurance & Support

A support group for patients and family members affected by any urological cancer -Last Thursday of every month 18:00 – 20:00

The Education Centre, Southend University Hospital, Prittlewell Chase, Westcliff on Sea SS0 0RY

Roger Bassett 01702 585931, Terry Catt 01268 754179, Gordon Tidman 01702 528375

Chelmsford Head and Neck Group Essex – group meets every 6 weeks on Saturday afternoon at St Pauls Church Hall, Baddow Road, Chelmsford from 2-4pm.

Contact Carole Boyce Chairperson or Liz Pate Secretary on 01245 325809/ 01708572794 (5pm - 10pm) or email liz_pate@hotmail.com

Clan Club – group meets once a month on a Monday between 6-8pm for a support group for young people aged 6-19 who have cancer.

Contact 01375 648170 Mon – Fri 9am to 5pm

Coffee, Cake and Connecting

Meet others to get support on the 3rd Monday of each month 9.30-11am.

At the Haywain, High Road, Fobbing, Essex, SS17 9NR

Copes – Essex Gynae Cancer Support

1st Saturday of every month 10:00 – 13:00

Women's clinic, Nightingale Centre, Southend Hospital (entrance in Carlingford Drive, back of hospital) Via Zoom during Lockdown

COPE11.05@gmail.com

Via public Facebook page -

COPE11 Essex Gynae Cancer Support @copescharitygyneaoncologyessex

Twitter @COPE119952078

Telephone: 01702 435555 ext. 6464

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Essex Oesophago Gastric Cancer Support – Informal group for patients at any stage of their treatment pathway. The monthly meetings are held at Broomfield Hospital 10am-12pm. Telephone: 01245 515010

Essex Pancreatic Cancer Support Network

Supports those affected by pancreatic cancer.

Meet regularly for a coffee and a chat in the Chelmsford area.

Contact Rachel Adams and John Lancaster on 07921263640 or email

EssexPancreas@gmail.com

Head and Neck Cancer Group

1st Tuesday of the month four times a year 19:30 – 21:00

Southend Civic Centre

Angie Hobbs – angie.hobbs6@bitinternet.com

Lymphoma Support For You - group meets 4 times a year for meetings, plus events. Talks by professionals and informal meetings.

293 Daws Heath Road, Benfleet, Essex, SS7 2TY

Contact Paul Saunders on 01702 552 655 or email

expandingworld@live.com

Secondary Breast Cancer Support Group

Last Thursday of every month 13:30 – 13:30

St Luke's Day Hospice, Basildon

Hilary 01268 394727, Karen 07757431101

Southend Beating Bowel Cancer Support Group

Bi-monthly 13:30-16:30

Nazareth House, Southend

Joe Pooley 01702 715259, Janet Wagstaff 01702 312959

Support for Young Adults

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For those aged 16-24years we have a Teenage and Young Adults Cancer Nurse Specialist in Mid and South Essex.

CLIC Sargent

www.clicsargent.org.uk

Shine Cancer Support (20s, 30s, 40s)

Shinecancersupport.org

hi@shinecancersupport.org

Trekstock (20s, 30s)

Trekstock.com

support@trekstock.com

Teenage Cancer Trust

<https://www.teenagecancertrust.org/>

Cancer Resources

Cancer Research UK

Information on all cancers, treatments, side-effects, mortality and life-style, easy to find the information, is concise and can be printed off in sections -

www.cruk.org

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Support Line: 0808 800 4040, this is manned by specialist nurses; you also have the option to email any queries via the website

Cancer Chat – on-line forum

Macmillan Cancer Support

Has lots of cancer information on their website - www.macmillan.org.uk

They produce information in different languages and formats to suit different needs:

- Download information in different language;
- Listen to audio information;
- Download easy to read books;
- British Sign Language videos;
- Braille and large print.

Support Line: 0808 808 0000 Mon – Fri 9am – 8pm

Calls are put through to a call handler before forwarding the caller to a specialist nurse, benefits and welfare advisor, employment specialist or financial specialist.

Breast Cancer Care

Supports people with breast cancer, excellent publications, which can be ordered on-line – www.breastcancercare.org.uk

Support line: 0808 800 6000, helpline manned by very supportive specialist nurses

Mon –Fri 9am – 5pm

Wed 9am – 7pm

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Sat 9am – 1pm

Supported on-line forum

Support events in several locations across country

Breast Cancer Haven

Supports people with breast cancer, centres across the country, nearest in London, patients who cannot access centre can request a DVD. Centres offer classes, courses and workshops as well as one-to-one appointments with a breast cancer specialist nurse or a therapist.

www.breastcancerhaven.org.uk

Prostate Cancer UK

Supports people with prostate cancer, excellent publications, which can be ordered on-line – prostatecanceruk.org

Support line: 08000748383

Mon – Fri 9am – 6pm

Wed 10am – 8pm

Telephone translation service available

Chat on line

Mon – Fri 10am – 4pm

Wed 10am – 8pm

One-to-one Support: speak to a patient who has been through prostate cancer treatment

Fatigue Support: telephone based programme

Penny Brohn UK

Supports patients and those close to them affected by cancer -

www.pennybrohn.org.uk

Support line: 0303 3000 118

Courses for people with cancer and their partners

- Living Well
- The Approach (follow-on course to Living Well)
- Retreats

Wellbeing, Healthy Eating and mindfulness days

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Treatment Support clinics

Self-care resources available via website including relaxation and meditation recordings

Maggie Centres – 0300 123 1801

Centres across the country supporting people affected by cancer, nearest centre is Maggie's West London at Charing Cross. Services include counselling, complementary therapies as well as weekly classes.

Maggie on-line Centre staffed Mon-Fri 9am – 5pm

You can contact a cancer support specialist, benefits advisor or nutritional therapist.

Maggie Cancerlinks

Resource of cancer information and support available can be accessed via the website – www.maggiacentres.org

One Response

A coordinating service for people with palliative care needs, or needing care at end of life in South West Essex

Telephone – 01268 526259

Local NHS Stop Smoking Services

nhs.uk/smokefree

www.facebook.com/nhssmokefree

Call Smokefree on 0300 123 1044

Patient Information

Healthwatch

An independent Consumer Champion for Health and Social Care for both adults and children services. They can help with support, making changes to services, making a complaint.

Healthwatch Essex - Email: enquiries@healthwatchessex.org.uk

Telephone: 01376 572829 Information line: 0300 500 1895

Southend - www.healthwatchsouthend.co.uk

E-mail - healthwatchsouthend@family-action.org.uk

Telephone - 01702-416320

Thurrock - www.healthwatchthurrock.org Email –

info@healthwatchthurrock.org

Telephone – 01375 389883

PALS – Patient Advice and Liaison Service

This service offers advice and support to patients, their families and carers, provides information on NHS services and helps resolve any issues or concerns with your care, both when you are staying in hospital or attending an outpatient clinic. Open Mon-Fri excluding Bank Holidays.

Southend Hospital:

Prittlewell Chase

Westcliff on Sea

Essex SS0 0RY

Telephone: 01702 385333

Email: PALS@southend.nhs.uk

Basildon Hospital:

PALS Office,

Level C,

Nethermayne,

Basildon,

Essex, SS16 5NL

Patient Information

Telephone: 01268 394440

Email: pals@btuh.nhs.uk

Mid Essex Hospital:

PALS & Complaints Department

Broomfield Hospital

Chelmsford

Essex CM1 7ET

Mon – Fri 9.30am – 4.30pm A109 Main Atrium

Telephone: 01245 514130

Email: public.response@meht.nhs.uk

www.meht.nhs.uk

Please ask if you require this information in other languages, large print, easy read accessible information, audio/visual, signing, pictorial and change picture bank format via the following link <http://meht-intranet/clinical-pages/the-big-word/>



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01702 385337 for Southend Hospital or visit the website at

Patient Information

<https://southendhospitalcharity.co.uk/>

01268 524900 ext 2891 for Basildon Hospital or to donate online please go to
<http://www.justgiving.com/Polly-Parrot>

01245 514559 for Mid Essex Hospital or visit the website at:
<http://www.meht.nhs.uk/our-charity/>

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one team, working together