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City Hospitals Sunderland
NHS Foundation Trust

SELF HELP AND PRACTICAL SUPPORT FOR PEOPLE WITH CANCER AND THEIR CARERS

SELF MANAGEMENT SUPPORT

PATIENT INFORMATION LEAFLET

This information was correct at the time of printing. While the Trust makes every reasonable effort to keep its information leaflets up to date, very recent changes may not yet be reflected in the guidance and you should discuss this with the clinical staff at the time of your appointment.

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Sunderland Eye Infirmary

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Sunderland Carers' Centre

Sunderland Carers' Centre can provide information and advice to carers to help them in their caring role. It has a library which contains information on a wide range of caring-related topics which includes specific illnesses, conditions and local services for carers and the people they care for.

Their contact details are:

Sunderland Carers' Centre,
Thompson Park, Thompson Road,
Sunderland SR5 1SF

Telephone: 0191 549 3768

General email: info@sunderlandcarers.co.uk

Young Carers email: youngcarers@sunderlandcarers.co.uk

The Carers Centre is open Monday to Friday from 9 a.m. to 5 p.m. and, by appointment, outside office hours.

Directory of Cancer Services

The Macmillan Centre maintains a comprehensive Directory of Services, both local and national. These organisations provide specific cancer-related advice and information such as Breast Cancer, Prostate Cancer, Bowel Cancer, Myeloma, Alzheimer's Disease, Marie Curie, etc.

Contact details can be obtained from the Centre.

When you have cancer, having access to the right kind of information and support, at a time that is right for you is essential. It is hoped that this generic leaflet will be a resource to help guide you following your cancer diagnosis.

The Role of your Clinical Nurse Specialist (CNS)

A CNS is available to every patient who has been diagnosed with cancer. They will usually be your designated key worker.

This means if you have any questions about your illness or care, he/she should be your first point of contact with the hospital. They will support you at every stage of your disease, explaining your treatment, providing emotional support, assisting with support at home and maintaining links with community services, such as District Nurses and GP's.

Sunderland Macmillan Information & Support Service

Based at City Hospitals Sunderland "B" Floor near the Main Entrance, this service offers advice/booklets, leaflets, information in different formats on cancer for patients, their families, carers and staff. The Centre also has access to a wide range of services, including Benefits Advice, Complementary Therapy, Counselling, Legal Issues, the provision of Bandanas and Beauty Therapy sessions for patients receiving Chemotherapy treatment. The Centre is open Monday to Friday 10am to 4pm and home visits can also be arranged for patients if required. Tel: 0191 5410122. Outside of these hours, telephone messages can be left and such voicemail messages will be attended to during normal working hours.

Staff from the Centre make regular visits to St. Benedict's Hospice in Sunderland to offer advice, information and support to cancer patients.

The Sunderland Macmillan Cancer Information Manager is Deborah Spraggon. She is assisted by a Support Worker and about thirty Volunteers.

Benefits Advice

Sunderland Social Services have two dedicated Benefits Advisors to assist Macmillan Cancer patients with their benefits entitlements and also one-off Macmillan Grants.

These Advisors hold interviews at the Macmillan Information Centre and, if necessary, in the ward or in special circumstances, at the patients' home.

South Tyneside, Durham and Gateshead Advisors are referred to at the patient's request, arranging a benefits assessment meeting.

Macmillan Grants

These are mostly one-off grants to help people meet expenses that have arisen from or associated with their cancer. Grants can be for a variety of different reasons – clothing, helping to pay heating bills, bedding, a relaxing break. The average amount awarded is £250.00; in certain circumstances more may be awarded. Contact either the Macmillan Centre, the Benefits Team or your CNS for an application. Tel: 0191 5410122 / 5618028.

Complementary Therapies

The Macmillan Centre provides free in-house Complementary Therapy sessions for patients and their carers. Professional Therapists from Coping with Cancer NE provide head and foot massage, neck and shoulder massage, aromatherapy massage, reflexology, Indian head massage and reiki. Acupuncture is also provided to patients who are deemed suitable by the medical practitioner.

Normally, sessions are carried out in dedicated room at the Centre but, if necessary, suitable sessions can be provided in the Ward.

Counselling

Free in-house Counselling Service is available for patients and their carer after suitable assessment by professional

Cancer Connections, South Tyneside

Cancer Connections, located in South Shields, is a charity dedicated to serving individuals and families suffering from cancer and its after effects.

They provide help and advice on a number of topics such as benefits, bereavement, counselling and complementary therapies.

Their contact details are:-

Cancer Connections,
258 Harton Lane,
South Shields.
NE34 0LR
Telephone: 0191 456 5081
www.cancerconnections.org.uk

Cancer with Alcohol-related Issues

If you are concerned about your alcohol consumption, you can get free advice and support from Turning Point Wear Recovery Sunderland on free-phone number 0800 234 6798 or you can access your GP.

Maggie's Centre Newcastle

The Maggie's Centre based at the Freeman's Hospital is staffed by friendly professionals who can provide free practical, emotional and social support to people with cancer and their family and friends. This can include counselling, benefits assessments or groups you might wish to join. It is an excellent resource if receiving radiotherapy or chemotherapy at the Freeman Hospital.

Their contact details are:

Maggie's Centre, Freeman Hospital, Melville Grove,
Newcastle-upon-Tyne NE7 7NU.
Telephone: 0191 233 6600
Fax: 0191 233 6609
Email: Newcastle@maggiescentre.org
Opening times; Monday to Friday 9 a.m. to 5 p.m

Age UK Befriending Service

Age UK Sunderland have an excellent befriending service for anyone who is either housebound or suffering from loneliness or a medical condition for which they have little or no support. The volunteers can visit patients in their homes or escort them to hospital appointments or offer a telephone support service. Tel: 0191 5141131.

St. Benedict's 24-hour Helpline and Hospice Day Care Unit

There is a 24-hour helpline (0191 512 8424) available for advice to patients and carers on issues including pain control and symptom management.

Staff, patients and carers work together as a team with one shared aim to provide individualised care whilst maintaining the dignity, privacy and informed choice for each patient, with the aim to improve the quality of life.

Day care offers an honest and open environment, and the aim is to make your visit as comfortable and enjoyable as possible.

The Day Care Unit is a homely environment in which they provide individual care for up to 16 persons each day (Monday to Friday). You will usually be asked to attend one day a week for 6 weeks. This attendance will then be reviewed on a 6-weekly basis. If you would prefer to come for a visit prior to your first attendance, this can be arranged. A multi-disciplinary team can ensure you receive the care you need.

You are welcome to join in activities such as simple craftwork or bring with you anything you enjoy doing at home. You may just wish to relax; perhaps to socialise with others; or you may enjoy a little physiotherapy or complementary therapy. All of this can be discussed when you first arrive. There will be a choice of menu for lunch. Drinks and snacks are available throughout the day. Transport can also be arranged. Referrals can be made by your specialist.

Counsellors. Normally an assessment session followed by six counselling sessions are provided by trained professionals in a dedicated room at the Centre.

Look Good Feel Better Beauty Therapy Sessions

Ladies undergoing cancer treatment, can attend a Beauty Therapy session which is a guide to managing your appearance against the side effects of cancer treatment. It is an opportunity to have a make-over and learn new beauty tricks.

Each participant is offered a "goody bag" of accessories.

These sessions are held at the City Hospitals Education Centre within the hospital grounds and bookings can be made on 0191 5410122 to experience and enjoy this activity.

Bandana Supply for Hair Loss Sufferers

The Macmillan Centre provides Bandanas for people with thinning hair or hair loss, as a result of chemotherapy treatment. A selection of styles and colours are available.

Assistance with Legal Issues

The Macmillan Centre has an arrangement with a legal charity, Legacare, to offer free legal advice regarding Wills or employment issues.

Travel Insurance

Advice and information is available for patients regarding specialist Insurance Companies who provide travel insurance cover for people with cancer.

Assistance with Blue Badge Applications

The Macmillan Centre provides assistance with applications for obtaining a Blue Badge for disabled motorists.

Reserved Parking Spaces for Chemotherapy Patients

Macmillan Information Centre maintains four parking bays for chemotherapy patients who can pre-book a bay for their chemotherapy appointments. This arrangement ensures that parking is available for the patients at their appointment times.

In addition, visitors for patients who expect to stay in hospital for a longer period can obtain a monthly parking permit from the Main Reception for a payment of £20.

Information and Advice Leaflets

The Macmillan Centre stocks over 120 Macmillan leaflets on various and diverse topics regarding cancer from worries about different types of cancers, to detection and course of treatments, diet and nutrition, suggested recipes, keeping warm, means of keeping active, etc.

HOPE (Help Overcoming Problems Effectively) Course

To help alleviate worries and anxiety/depression, the Centre is inviting cancer survivors to attend a Self-Management Course lasting approximately six weeks, in groups of approximately 8-12 persons.

Advice and Information regarding hire of equipment

Advice is available regarding hire of specialist equipment such as wheelchairs, stair lifts, etc.

Chaplaincy Service

There is a chaplaincy suite at the main entrance to the hospital with a Duty Chaplain available, direct line is 0191 5699180. Out of working hours, please call the City Hospital's Switchboard on 0191 5656256 who will then bleep the Duty Chaplain who can provide both religious and emotional support.

The chaplaincy suite includes a chapel (St. Bede's Chapel) – available for anyone to use – and a prayer room with washing facilities.

Interpreter Services

City Hospitals Sunderland, under the Equality Act 2010, has a contract with an interpreter service to provide interpretation for a face to face interpreter (Verbal and British Sign Language), telephone interpreter and transcribing records. This contract enables hospital staff to access an interpreter for communicating with patients whose first language is not English.

Although the Macmillan Centre does not directly provide this service, the Centre can liaise with hospital staff and request help with translation for patients.

Sunderland Psychological Wellbeing Service

This confidential service is provided by trained staff and can be accessed free of charge by anyone over the age of sixteen living in Sunderland, Washington or Houghton le Spring. The self-referral phone number is 0191 5665454.

Wanting to Stop Smoking?

You are four times as likely to quit with help from an NHS Stop Smoking Service than going it alone. Programmes offer tailored support alongside treatments such as Nicotine Replacement Therapy (NRT) and Champix. You can choose from a range of advisors, in a range of places at a time that suits you.

- Live Life Well Sunderland 0800 107 0741
- Gateshead 0800 531 6317
- Change for Life South Tyneside 0191 424 7300
- Durham 0191 569 2825

Free Prescription Charges for Cancer Patients

You can apply for an exemption certificate if you have cancer to get free prescriptions. You need to complete a FP92A form. This exempts you from prescription charges and includes cancer, the effects of cancer and also the effects of cancer treatment. You can get a form from your GP, Hospital Doctor, CNS, Pharmacy or the Macmillan Centre in your local hospital.