
Your guide to
support, practical
help and
complementary
therapies

Patient Information



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Introduction

This booklet is a guide to the services available for patients, families and carers at The Royal Marsden. These services can assist you in making positive lifestyle changes and in managing the various difficulties that a cancer diagnosis and treatment can bring. We hope you will find the information useful.

There is a wide range of services available both locally and nationally which may benefit and assist you in leading an active and productive life. Some services may help you with physical difficulties while others may be able to help you cope with social and emotional worries.

If you are not sure who is the best person to help, you can talk to your specialist nurse or another member of your medical team.

Alternatively, you can ask in The Royal Marsden Help Centre where booklets and leaflets referred to are also available.

We may be unaware of some of your problems so it is important after reading this booklet, that you discuss with your doctor, nurse or another staff member those services which you think may benefit you. If you have any questions they will be happy to discuss them with you.

Towards the end of this booklet there is a list of The Royal Marsden support groups and local community cancer services.

Access to services

Most of the services described in this booklet are available free of charge to NHS inpatients and outpatients. Some services are also available to families and carers where indicated. You can either refer yourself by contacting the relevant department, a member of your clinical team or The Royal Marsden Help Centre can do this for you. If you are an inpatient you can talk to the nurse caring for you. Some services do require a referral from a health professional.

Not all services are included in private health care insurance and charges are made accordingly. You may wish to check with your insurer before arranging an appointment.



Acupuncture

Acupuncture can be helpful for people who experience symptoms such as pain, nausea, dry mouth, hot flushes, fatigue and breathlessness.

The acupuncturist inserts very fine sterile stainless steel needles into the skin at various points on the body. Acupuncture works by releasing natural substances in the body, such as endorphins which are our own morphine-like neurotransmitters. A neurotransmitter is a chemical substance which a nerve cell communicates with another nerve cell or a muscle, which can ease pain and other symptoms.

How do I get referred?

The service is open to any patient of any age and diagnosis. However, in order to access this service you will need to be referred by your medical team or a clinical member of staff involved in your care.

If it has been decided that acupuncture is appropriate for your symptoms, treatment sessions are usually once a week for six weeks. A number of further sessions may be given as necessary. If long term follow-up is needed, we may be able to suggest a suitable practitioner to carry on the treatment closer to your home. You will receive acupuncture as an outpatient; clinics are held in Sutton on a Tuesday and in Chelsea on a Wednesday.

Appliances

The service is offered to both inpatients and outpatients and you can be seen at any stage during or after your treatment.

The appliance officer can help with:

- Fitting and ordering an external breast prosthesis if you have had a mastectomy or other breast surgery. There is no charge for NHS patients. They will explain the procedure when they contact you.
- Choosing and ordering a wig if you have hair loss related to your cancer treatment. There is a prescription charge which is outlined below.

There are a range of prescription wigs in different colours and styles. If you have been told that your treatment may cause your hair to fall out, the staff will refer you to the appliance officer or hair loss advisor.

Our hair loss advisor can also help with choosing and ordering a wig. It is much easier to match for style and colour when you still have your natural hair. Our appliance officer or hair loss advisor can show you pictures of a range of acrylic wigs, colour swatches and examples of wigs on mannequin heads.

If you wish to have your wig trimmed, please go to your own hairdresser.

If you are an inpatient, our hair loss advisor may be able to cut your hair if it is falling out, as you will not be able to visit your hairdresser at this time.

Prescription charges for wigs:

There is a charge as set by the Department of Health which you will have to pay unless you meet the criteria on the list of exemptions. The appliance officer, hair loss advisor or the Help Centre staff will be able to advise you about the cost of wigs.

How do I get to see the appliance officer or hair loss advisor?

You can contact the appliance officer directly for an appointment or ask a member of staff to refer you.

Chelsea	Appliance officer/hair loss advisor	020 7808 2812
Sutton	Appliance officer/hair loss advisor	020 8661 3079



Art Therapy

When you are diagnosed with, or receiving treatment for cancer, you may experience a whole range of feelings that may be difficult. These might centre around your illness, or other past or present circumstances. Expressing these feelings with a trained therapist can help by reducing feelings of isolation, anxiety and stress. Although for some, talking about these feelings may be difficult. Art therapy is an activity that allows people to express feelings that might be hard to put into words, and offers psychological benefits on both surface and deeper levels.

How can art therapy help?

Art therapy can help in a range of ways depending on your needs. Some people use making art to simply relax and take their mind off their difficulties, or to explore and have fun and try something new. Others might find they wish to express or process thoughts or feelings they might be finding difficult, and can feel a sense of release to have let something out, or find they see things from a different perspective after making some art. Each person is different, and sessions are tailored to suit your needs.

How does it work?

Art therapy can take place individually or in groups. You do not need to be good at art or have any previous experience. The art therapist can work with you at your bedside or in the art therapy room. You can meet with the art therapist for a single session, or if it is felt appropriate, you and the art therapist might agree a course of sessions in a way that is suitable for your needs.

How do I see an art therapist?

Art therapy is available to both inpatients and outpatients. Referrals can be made through staff at The Royal Marsden. You can refer yourself directly or relatives or friends can do so on your behalf.

Messages can be left for the art therapist at:

Sutton	020 8661 3005
Chelsea	020 7808 2811

CLIC Sargent

Teenagers and young adults have specific needs and can feel isolated when they are going through treatment. The CLIC Sargent Social Work Team works only with children, young people and adults under the age of 25 who are receiving treatment. They can offer social, emotional and practical support to help minimise the impact of the illness and treatment on your life. The team has a range of age-appropriate resources to explain cancer and its treatment, and help you deal with the impact that cancer may have on family members, siblings or friends. As well as providing individual support to patients and their families, the team also runs a variety of group work events for patients and family members.

If you are under the age of 25 years and need hospital treatment during an important time in your education, the CLIC Sargent team together with the hospital school staff, can provide advice and information as well as liaise with schools and colleges on your behalf.

How do I see a CLIC Sargent Social Worker?


You can contact the department yourself or through any member of staff.

Sutton CLIC Sargent

020 8661 3880

Children and Young Adult's Psychological Support Services

The children's psychological care team is a multi-professional team consisting of clinical psychologists, neuro psychologists and a child psychiatrist who work very closely with our CLIC Sargent Social Workers, play specialists, teachers and nursing and medical staff colleagues. The team are very aware what a stressful time it is for a family when a child or young person is diagnosed with cancer, and many family members ask for extra support throughout their child's treatment. The team will see young people only up until the age of 18 years. There are many groups offered which are run jointly with the CLIC Sargent team.



Clinical psychologists specialise in child and adolescent development, assessment and treatment and will work with any member of the family to offer psychological therapy, support and advice. The team are available to talk about how a diagnosis of cancer affects everyone in the family and how it may change people's behaviour and feelings. They can offer help with problems such as feeding, sleeping, toileting, tantrums, difficult or aggressive behaviour, changes in mood or anger issues. The team can also offer advice about relationship problems and other complex issues. They are happy to offer a confidential space for parents or children to talk through what has happened to their family and offer advice to parents about how best to help your child.

The psychiatrist works closely with other members of the team particularly when there are more complex difficulties affecting mood or general well-being. The psychiatrist will offer advice and support to all members of the family as appropriate.

The team can also offer advice about any problems to do with school or attendance, memory, attention and concentration, and will advise about the need for neuro cognitive assessments and Education Health Care Plans for special education needs.

A referral can be made through the doctors or nurses or CLIC Sargent team, or any member of the family can contact the team directly for an appointment.

Sutton Children and Young Adult's
Psychological Support Services

020 8661 3676

Discharge Support team

The role of the Discharge Support team is to support patients and ward staff to plan the care you may need on your discharge. We work closely with members of the multi-disciplinary teams such as Physiotherapists and Occupational Therapists too assess your needs. The team can liaise with Community Nursing, Community Palliative care teams, Social Services and Clinical Commissioning Groups, with the aim to ensure the appropriate care and support is provided on discharge.

How do I get referred to the Discharge Support team?

This service is offered to both inpatients and outpatients. It is important to tell a member of staff as early as possible if you think you will need help when you go home. You or your carer or family can contact the team directly. Hospital and community based staff can also make referrals.

For more information about the services available in the community see the booklet *Support at home*.

Chelsea	Discharge Support team	020 7808 2320
Sutton	Discharge Support team	020 8661 3382

Integrated care

‘Integrated care’ refers to complementary therapies which run alongside the standard medical care that you receive, either as an inpatient or an outpatient. It aims to take into account all your individual needs, and treats you as a whole person. Complementary therapies may include treatments such as acupuncture, massage therapy, reflexology and relaxation techniques. We encourage you to discuss with your medical team any complementary therapies you are having, or thinking of having, either from The Royal Marsden or from elsewhere.

Some herbal and vitamin supplements interact with the drug treatment you may be receiving. The Trust therefore encourages patients and healthcare professionals to communicate with Medicines Information, Pharmacy and/or the Department of Nutrition and Dietetics, respectively, about using any herbs, homeopathic preparations, supplements, vitamins, minerals or exclusion diets. This is so that you can make an informed decision, particularly while you are having any form of active treatment for cancer.



Look Good Feel Better

Adult female patients may be interested in Look Good Feel Better. This is a national programme of free of charge skincare and make-up workshops which is now running in 90 hospitals across the UK. It consists of a small informal workshop lasting about two hours. A team of beauty advisors demonstrate a 12-step skincare and make-up regime and you will be given a gift of products to take home. Look Good Feel Better can help you deal with the visible side effects of treatment and help you to develop your make-up skills.

How can I attend a workshop?

These workshops generally run once a month and you will need to book an appointment. Leaflets are available in the Help Centres and around the hospital. You can book to attend a workshop at another hospital nearer to home if you wish. All women are welcome, however, if you are in the age group of 14 to 24 years and are interested in these workshops, you can ask your nurse if there is a young person's workshop coming up.

Chelsea	020 7352 8171 ext 4576
Sutton	020 8661 3367

Lymphoedema Service

Lymphoedema therapists can help if you develop any swelling related to treatment involving your lymph glands. Swelling may develop in the arms or legs but can also involve other areas of your body. The therapists will discuss with you various ways of managing your swelling. A combination of approaches are usually used which may include the use of a special garment, specific exercises, a specific type of massage and lifestyle adjustments.

Not all swelling is lymphoedema. You can talk to your doctor or to the lymphoedema team if you are concerned that you have swelling so that the cause can be found.

If you have been told that you are at risk of developing lymphoedema, you can ask for an advice sheet which will provide

you with some simple advice about how to minimise this risk. If you have developed lymphoedema, the booklet *Understanding Lymphoedema* by Macmillan Cancer Support can provide further information.

If you have been told you are at risk of developing lymphoedema, further information can be found in The Royal Marsden leaflet *Lymphoedema: your questions answered*.

How do I get referred to the Lymphoedema Service?

You can contact the Lymphoedema Service yourself if you think you have swelling related to your cancer treatment. Your hospital doctor can also refer you for advice. Therapists answer telephone queries throughout the day. When they are not available, a message can be left on the clinic answerphone which will be responded to as soon as possible.

Chelsea	Lymphoedema Service	020 7808 2981
Sutton	Lymphoedema Service	020 8661 3504

Massage Therapy and Reflexology

Massage Therapy or Reflexology may help when people are having problems relaxing or getting to sleep. These therapies can help you with pain, muscle stiffness, breathlessness, anxiety and fatigue, or if you just need something to lift your mood or help you cope with your treatment. The massage therapist uses gentle movements with the addition of essential oil (aromatherapy) to enhance the effects of the massage. Essential oils are also used in aromasticks and diffusers for additional help with symptom management. Reflexology involves gentle pressure on the feet or, sometimes, the hands.

Treatment sessions

If you are an outpatient, you will be offered a course of three one-hour sessions – there is usually a short waiting list for this. Inpatients are seen on the day they are referred, if possible, or the next day when a therapist is available. There is no set limit to the number of treatments you may have as an inpatient.



How do I get referred for Massage Therapy or Reflexology?

The service is open to any patient of any age or diagnosis. You may be referred by a member of the team caring for you or you can refer yourself.

These therapies are free of charge to NHS patients. However, the hospital (not the therapist) makes a charge for private patients.

There is usually a therapist available on each site, Monday to Friday, between 9am and 5pm. A member of staff can refer you or you can book your own appointment on the following numbers:

Chelsea	Rehabilitation Secretary	020 7808 2759
Sutton	Rehabilitation Secretary	020 8661 3005

Medicines Information Service

The Medicines Information Service, based at Sutton, provides support for patients and healthcare staff who have any questions about medicines. The service provides an enquiry answering service on all aspects of drug therapy, and aims to support the safe, effective and efficient use of medicines.

It is important during every consultation with any doctor, nurse or pharmacist that you tell them about all the medicines you are taking, including medicines prescribed by your GP, complementary medicines, vitamins and supplements, or any medicines which you may buy at your local supermarket or pharmacy. You can contact the Medicines Information Service to check if any of these medicines will interfere with your cancer treatment.

The service is staffed by pharmacists with clinical expertise, and particular skills in locating, assessing and interpreting information about medicines. Patients can contact the centre on the patient information helpline, or by email.

Helpline: 020 8770 3821 – Monday to Friday 9am to 5pm
(you can leave a message outside of these hours)

Email: medicines.information@rmh.nhs.uk

Nutrition and Dietetic Service

It is important to try and maintain a good nutritional status during and after your treatment. Dietitians are available to provide advice on eating and drinking whilst you are having cancer treatment and afterwards.

If you eat a healthy diet with a range of foods, it should provide you with a wide variety of nutrients. However, if your appetite is poor, you may wish to see a dietitian who will check whether you are eating a balanced diet. You may need a supplement drink to meet your daily requirements. The dietitians are able to provide you with evidence-based, but simple advice on how to maintain a good nutritional status during and after treatment.

During treatment for cancer, you may be experiencing numerous symptoms that affect your ability to eat and drink. These can include nausea, vomiting, taste changes, sore mouth or problems with your bowels. Dietitians work closely with your medical team and other professionals to ensure that your symptoms are appropriately managed to help you eat and drink.

On occasions when eating and drinking may be too difficult, dietitians work with your medical team and can suggest other ways of providing nutrition. This may include tube feeding.


It is important to remember that some vitamins and minerals can be harmful when taken in high doses and can react with some medications. Ask your dietitian, doctor or pharmacist before starting to take supplements.

For further information about eating well while you are on treatment see the booklet: *Eating well when you have cancer*.

How do I get referred to a dietitian?

The dietitians provide both an inpatient and outpatient service. If you are an inpatient and feel you need to see a dietitian, you can ask your doctor or nurse. You may be seen during your inpatient stay or be given an outpatient appointment.

If you are an outpatient, you can contact the dietitians directly or ask for a referral from any member of the team caring for you. You will not be seen on the day of referral, but the team will



contact you to arrange an appointment. There are morning and afternoon appointments available each week at both hospital sites. Unfortunately, the dietitians are unable to see patients for dietary advice that is unrelated to cancer.

Chelsea	Nutrition and Dietetic Service	020 7808 2814
Sutton	Nutrition and Dietetic Service	020 8661 3066

Occupational Therapy

Occupational therapists can help with various problems you might experience including:

- Difficulties in coping with everyday activities such as getting washed, dressed, getting in and out of the bath or shower and on and off low furniture, cooking and domestic or work-related activities.
- Shortness of breath, extreme tiredness (fatigue), cognitive problems including poor concentration, sleep disturbance and anxiety, for which we run specific sessions for learning relaxation, fatigue management and breathing techniques.

The occupational therapist may show you different techniques or equipment to help you manage. They may order specific equipment for your home or advise on where you can hire or buy it, depending on your situation.

Treatment sessions

The team can see all patients as inpatients on the wards as many times as is necessary, and as outpatients for four to six sessions.

No prescription charges are made to NHS patients. Private patients are charged by the hour, which is usually covered if you are an inpatient, although you may need to check your insurance policy for outpatient cover.

How do I get referred to Occupational Therapy?

You can refer yourself or ask any member of staff to do so.

The team are available to all age groups and have a specialist children's service.

If you wish to find a more local service for occupational therapy, please contact the department and they will try to find one for you.

Chelsea	Occupational Therapy department	020 7808 2830
Sutton	Occupational Therapy department	020 8661 3090

Pain team

If you have pain, tingling or numbness, please talk to one of the team members looking after you, for example your doctor or nurse. The pain clinic offers a service to help people improve their pain management and ways of coping. You may be offered a combination of different therapies, which may include medication, physiotherapy, occupational therapy (including relaxation training), psychological support, acupuncture or massage.

How do I get referred to the pain clinic?

If you have ongoing problems with pain, ask a member of your medical team for a referral to the pain clinic or a specialist who manages pain.


Chelsea and Sutton Pain Clinic Medical PA	020 7808 2771
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Symptom control and palliative care

The aim of symptom control and palliative care is to achieve the best quality of life for patients and their families throughout their cancer illness. This can involve controlling pain and other symptoms, as well as providing emotional and practical support.

How do I get referred to the palliative care team?

Please discuss with a member of your medical or nursing team whether it might be appropriate to be referred to the symptom control and palliative care team.



Your medical care may either be shared with your existing consultant or led by the Palliative Care Consultant. This will depend on what problems you are experiencing.

Pastoral and Psychological Support department

This department includes the chaplains as well as psychology and counselling services.

Chaplains

You may be asking yourself questions such as ‘why is this happening to me?’ or ‘is there some purpose in all this?’ These are very common questions for people faced with a life changing illness. You may find it helpful to speak in confidence to a chaplain. The chaplains are available to offer spiritual care for patients, visitors and staff. They are here for you whether or not you have a religious faith.

A chaplain is always available during the day at both of our hospital sites. Your ward nurse can contact a chaplain for you. Alternatively you may prefer to call into the Help Centre, or you can contact the chaplaincy via the hospital switchboard. The chaplaincy team consists of **Church of England, Roman Catholic, Free Church** and **Muslim** chaplains. We have links with other faith communities and we can get in touch with a representative for you.

Chelsea	Switchboard	020 7352 8171
	Chaplain direct dial	020 7808 2818
Sutton	Switchboard	020 8642 6011
	Chaplain direct dial	020 8661 3646

Chapels and Prayer rooms

You may feel you would like to get away from the activity of the hospital and have some time to reflect by yourself. There is a chapel on each of our hospital sites, which are always open and available for times of quiet and prayer. Our chapels are available to people of all faiths and no faith. There are regular services in both our chapels. You will find the service times advertised on the

notice boards outside each chapel. There is also a Muslim prayer room on each site. These rooms are open at all times. Please ask a member of staff for directions.

Psychological Support Service

Distressing thoughts and feelings are normal after cancer diagnosis and during treatment. Over time, these feelings usually become more bearable. However for some these feelings do not diminish. The Adult Psychological Support Service is available to offer specialist help for patients over 18 years of age who may be finding it difficult to cope with cancer. The issues that arise vary from individual to individual but may include:

- treatment challenges and decision making
- impact on relationships
- fears associated with hospitals and treatment
- anxieties about the future
- coming to terms with changes in appearance, life plans, ability to work
- concerns about family and children.

You may find it helpful to discuss these issues with one of our Nurse Counsellors or Psychologists.

There is also a Consultant Psychiatrist in the department who works with patients who may have more complex psychological needs and who may benefit from medication to help them with their psychological symptoms.

Any member of your clinical team may refer you for a consultation, but you are also welcome to make contact with us to arrange an appointment:

Chelsea	Psychological Support Service	020 7808 2777
Sutton	Psychological Support Service	020 8661 3006



Physiotherapy

The physiotherapists at The Royal Marsden are experienced in the assessment and treatment of a wide range of physical problems that may result from cancer and its treatment.

Below is a list of some examples of situations where physiotherapy may help you:

- Helping to regain independence and function following treatment.
- Assessing and providing equipment such as sticks, crutches and frames to help with walking and independence.
- Preventing and treating complications after major operations.
- Giving exercises and advice following certain types of surgery and radiotherapy.
- Treating chest infections and helping to clear secretions from lungs.
- Assessing and treating joint and soft tissue mobility problems as a consequence of surgery and treatment.
- Assessing people with muscle weakness and where appropriate giving exercises and advice.
- Assisting with problems of balance and coordination.
- Helping to manage certain types of pain as a result of cancer and its treatment.
- Teaching techniques to help manage certain types of breathlessness.
- Assessing and treating weakness and loss of movement caused by brain and spinal tumours.
- Providing advice and information about exercise during and after treatment to help regain fitness, overcome fatigue and promote well-being.

There is no charge for physiotherapy for NHS patients. Private patients may need to check individual policies but physiotherapy is usually included as part of an episode of care.

How do I get referred to Physiotherapy?

If you are an inpatient, you can speak to the nurse caring for you.

If you are an outpatient, please speak to a member of your medical team or call into the Help Centre. Patients can refer themselves. The number of sessions offered is dependent on the physiotherapist's assessment and treatment plan.

Chelsea	Physiotherapy department	0207 808 2821
Sutton	Physiotherapy department	0208 661 3098


Specialist Nurses

There are a variety of specialist nurses that work within the hospital, who are often not based on a particular ward or clinical area. The list below provides a brief definition of their roles.

Clinical Nurse Specialist: A Clinical Nurse Specialist (CNS) is an expert nurse, teacher and researcher with a cancer and / or palliative care background in a particular area, for example bowel cancer. They work within their specialities alongside their Consultants and act as a key worker for patients and their families. A CNS provides information, practical and emotional support to patients, carers and staff.

Clinical Site Practitioners: The Clinical Site Practitioners provide senior nurse leadership for the hospital 24 hours a day, seven days a week, assisting with bed management, staff support, and patient queries out of hours as the Senior Nurse in charge of the hospital, as well as managing The Royal Marsden Macmillan hotline. They are also a key member of the incident team.

Matrons: Matrons aim to provide a clear focus for clinical leadership across all clinical areas by providing a highly visible and authoritative presence. They are responsible for ensuring that delivery of care is of the highest quality. You will notice that all wards and clinical areas have a poster with the name of the matron and further details of their roles.



Research Nurses: A research nurse is someone who helps run clinical trials and provides specific information and support to patients involved in clinical trials. While a patient is on the trial, the research nurse will take on the role of a key worker.

Key workers: Your key worker acts as a point of contact for you and your carers throughout your treatment. This may be a CNS, or another health care professional involved in your care.

Nurse Consultants/Advanced Nurse Practitioners: This group of nurses are very experienced within a specialist area and will have undertaken further educational training. They often work within an extended scope of what is traditionally expected within nursing. They provide additional support to you and your carers and may work alongside medical and surgical teams to improve consistency and continuity in patient care both within the Trust and the UK.

How do I see one of the nurses mentioned above?

If you would like to meet a specialist nurse, you can speak to a member of your medical team or contact the Help Centre.

Speech and Language Therapy

Some cancers and their treatments can result in difficulties with communication or difficulties with swallowing. The role of the speech and language therapist at The Royal Marsden is to assess, diagnose and treat communication and swallowing difficulties which arise from cancer or cancer treatments.

The Speech and Language Therapy department accepts referrals for all patients with communication and/or swallowing disorders, who are under the care of a Consultant at The Royal Marsden.

The majority of referrals to the Speech and Language Therapy team arise from patients who are under the care of the following teams; Head and Neck Oncology, Neuro Oncology, Critical Care and Paediatrics and Young Adults, however the Speech and Language Therapy team sees patients who are under the care of many other Oncology teams at The Royal Marsden. Patients may be seen as inpatients, outpatients, or part of a Multi-Disciplinary Team clinic.

The service aims to provide:

- Specialist assessment and intervention for disorders of swallowing and communication which are the result of cancer or cancer treatment.
- A patient focused quality service in collaboration with the multi-disciplinary team including doctors, nursing staff, dietitians, physiotherapists, occupational therapists, lymphoedema therapists and psychosocial services.

How do I get referred to Speech and Language Therapy?

If you have a communication difficulty, you can contact a speech and language therapist directly or ask a member of staff to refer you. If you have a swallowing difficulty, your doctor will need to refer you to the department. Unfortunately, the therapists are unable to see patients for advice that is unrelated to cancer treatment.

Chelsea	Speech Therapy department	020 7808 2815
Sutton	Speech Therapy department	020 8661 3038

Welfare rights

If you are experiencing financial, employment or welfare benefits issues, you can arrange to see a Welfare Rights Advisor. These are people who have a vast understanding of procedures, regulations and legislations and can provide advice and support. Welfare Rights Advisors can also provide a Welfare Benefit check to ensure you and your family are in receipt of all the benefits which you are entitled to. This service is available for both inpatients and outpatients through an appointments only system, but telephone advice is also available. Help can be provided with filling in application forms for benefits if you are unable to do this on your own. The Welfare Rights Advisors can also signpost patients to services to access support on housing, immigration and debt management.



How do I get referred to a Welfare Rights Advisor?

You can make an appointment by contacting the Welfare Rights Advisor using the details below:

Chelsea	Welfare Rights Advisor Email: chelseawelfarerights@rmh.nhs.uk	020 7808 2484
Sutton	Welfare Rights Advisor Email: suttonwelfarerights@rmh.nhs.uk	020 8661 3382

The Royal Marsden Help Centre

Patient Information Service

The impact of a cancer diagnosis can have a significant effect on you, your family and friends. You may want information about practical help and support on living with cancer, as well as about cancer itself. Finding the right information and support can help you and your family to cope in a better way.

The cancer information service complements the information given to you by your clinical team. Information is available about cancer, its treatment, effects and side effects. The service also has information about the help and support available to help you live with cancer, accessible in different forms including leaflets, booklets, books, CDs, DVDs and the internet. You can browse through our library or talk to a team member in the centre.

The Royal Marsden publishes a number of booklets and leaflets about cancer and its treatments and these are available free of charge.

Support

The team offers support to all our patients, their families and friends at any stage of their cancer experience. Where appropriate, they can refer you to other professionals for specialist or more long-term support.

Patient Advice and Liaison Service (PALS)

All patients, carers, relatives, visitors and staff are welcome to use PALS. For contact details see pages 24 and 28.

PALS staff are here to:

- Provide you with information about services at The Royal Marsden.
- Guide you to other health and social care resources which may be available to you closer to home, including cancer support group, carers support services and advocacy services.
- Help you with any questions, concerns or complaints you may have about your treatment and care.
- Support you and listen to your views and suggestions.

Specifically, they will try to resolve any concerns or complaints you may have about your care or the services you receive as soon as possible. PALS is a confidential service and information will not be disclosed to any other person without your consent.

Comments and suggestions

Viewpoint

Patients and visitors look at the service provided by The Royal Marsden from a different viewpoint and sometimes see things that may have been overlooked. If you have general comments or suggestions that may help us, please complete a separate Viewpoint card and post it in one of the boxes found throughout the hospital.

Listening Post

Listening Post is a place where you can share your thoughts about your experience of the hospital. The Listening Post is a service run by members of the hospital's Patient and Carer Advisory Group (PCAG), a voluntary group consisting of patients and carers.

The collection of suggestions, comments and observations that are provided will be used to help improve the experience of patients at The Royal Marsden. It is an informal discussion so names are not recorded.

The Royal Marsden support and educational groups

Name of group	Location	Contact person(s)	Contact details
Breast Radiotherapy Information Session (BRIS)	Chelsea and Sutton	Clinical Specialist Physiotherapist (Chelsea)	3919
		Senior Physiotherapist (Sutton)	1076
Living well after surgery for oesophageal (gullet) and gastric (stomach) cancer	Chelsea and Sutton	CNS	1754
		CNS	1058
Sarcoma support group	Chelsea	CNS	1887
		Physiotherapist	1566
Secondary breast cancer group	Sutton	CNS for Psychological Support	3006
Pelvic Radiation Disease Support Group	www.PRDA.org.uk 01372 744338		
Pre-transplant Relatives Coffee Morning	Sutton	CNS for Stem Cell transplant	1368
Pre-transplant Clinic Patient Group	Sutton	Secretary for Rehabilitation Services	3028

This list is correct at the time of printing.

If you are looking for something particular that is not listed, then please contact the Help Centre.

Any number in this list beginning with 1*** can be contacted through Switchboard on 020 7352 8171 (Chelsea) or 020 8642 6011 (Sutton).

Numbers beginning with 2*** can be dialled directly using 020 7808 ****

Numbers beginning with 3*** can be dialled directly using 020 8661 ****

If you are still unsure, please call through to switchboard and they can put you through to the relevant department.

National sources of information and support

Macmillan Cancer Support

89 Albert Embankment
London SE1 7UQ

Macmillan Support Line: 0808 808 0000

Website: www.macmillan.org.uk

Macmillan Cancer Support provides a range of free information and support on all aspects of cancer including:

- diagnosis and treatments
- secondary cancer
- advanced cancer
- palliative care
- advice on benefits and other kinds of financial support
- information on local cancer support groups and organisations near you.

Cancer Research UK

Angel Building
407 St John Street
London EC1V 4AD

Tel (general queries): 0300 123 1022

Tel (to speak to a nurse): 0808 800 4040

Website: www.cancerresearchuk.org

Cancer Research UK is another place to find information about cancer and support. They also provide information about current research.



Cancer Black Care

79 Acton Lane
London NW10 8UT

Tel: 020 8961 4151

Website: www.cancerblackcare.org.uk

Cancer Black Care (CBC) provides information about the cultural and emotional needs of those affected by cancer. Families, friends and carers can get in touch with CBC for advice and support either face to face or over the telephone. CBC provides a counselling service, befriending service, welfare and benefit advice, and monthly user meetings.

Carers UK

20 Great Dover Street
London SE1 4LX

Tel: 0808 808 7777

Email: info@carersuk.org

Website: www.carersuk.org

Carers UK is an organisation that was founded for the support and provision of advice and information for carers.

Cancer support services local to Sutton

The Royal Marsden Help Centre

The Royal Marsden NHS Foundation Trust
Downs Road
Sutton
Surrey SM2 5PT

Opening hours: Monday to Friday 9am – 5pm (excluding bank holidays)

Freephone number: 0800 783 7176 (please note that this is not connected to the hospital switchboard therefore we cannot put you through to individuals, departments or members of staff).

Email: patientcentre@rmh.nhs.uk

Website: www.royalmarsden.nhs.uk

The Help Centre can be found in the main entrance of the Sutton branch and opposite the Medical Day Unit at the Chelsea site. Confidential support, information giving and signposting to necessary services is available, as is internet access and a small library of information materials. Booklets and leaflets are provided on request. The centres are for patients, family members, carers, friends and staff. Staff can assist in communication between you and your medical team if requested.

The Butterfly Centre

The Macmillan Butterfly Centre

First Floor

Bradbury Wing

Epsom Hospital

Surrey KT18 7EG

Tel: 01372 735456

Opening hours: Monday to Friday 9.30am – 4.30pm (excluding public holidays)

The Butterfly Centre operates and provides a drop-in service, an information library, complementary therapies and counselling services.

Cancer Information and Support Centre

Springall Unit

Ferguson House

St Helier Hospital

Carshalton

Surrey SM5 1AA

Tel: 020 8296 4730

Opening hours: Thursday and Friday 9am – 4.30pm. Only open for a limited time, but the service may be extended.



Macmillan Information and Support at the William Rous Unit

The Sir William Rous Unit
Kingston Hospital
Galsworthy Road
Kingston upon Thames
Surrey KT2 7QB

Tel: 020 8973 5001

Email: MacInfoSWRU@kingstonhospital.nhs.uk

Opening hours: Monday to Friday 9am – 5pm (excluding bank holidays).

No appointment is needed. A drop in service is available offering information and support. Complementary therapies are also offered at Kingston Hospital.

South East Cancer Help Centre

2 Purley Road
Purley CR8 2HA

Tel: 020 8668 0974

Website: www.sechc.org.uk

Opening hours: Monday to Friday 9am – 5pm and until 8pm on Tuesdays. Saturdays 9am – 1pm.

The help centre offers a complementary approach to cancer with both individual and group support, a variety of complementary therapies and information.

There are monthly breast, ovarian, bowel and prostate support groups.

Membership – there may be an annual charge. (Limited sessions available, thereafter an extra charge may be applied).

Paul's Cancer Support Centre

1st Floor
20-22 York Road
London SW11 3QA

Tel: 020 7924 3924

Website: www.paulscancersupportcentre.org.uk

Opening hours: Monday to Friday 10am – 1pm and 2pm – 5pm

The support centre offers an information and support service accessed either by telephone, in person or by email.

Membership is free and there is a one to one service. Individuals are usually invited for an initial assessment. There are complementary therapies as well as an information centre for users.

The telephone helpline is answered by a Macmillan Cancer Information Officer – messages can be left on an answer machine and will be answered as soon as possible.

Support and information can be provided in various languages. Regular groups and classes are also held.

The Olive Tree

Crawley Hospital
West Green Drive
Crawley
West Sussex RH11 7DH

Tel: 01293 534465

Website: www.olivetrecancersupportorg.uk

Opening hours: Open sessions for newly diagnosed and for those who are in the early stage of treatment – Tuesday afternoons 2pm – 5pm

General drop-in session where everyone is welcome – Thursday afternoons 2pm – 5pm

The Olive Tree provides a range of complementary therapies, counselling, coaching and a number of support groups including



Olivine for younger women with breast cancer and The Olive Leaf for men with prostate cancer.

The Fountain Centre

St Luke's Cancer Centre
Royal Surrey County Hospital
Egerton Road
Guildford
Surrey GU2 7XX

Tel: 01483 406618

Email: rsc-tr.fountaincentre@nhs.net

Website: www.fountaincentre.org

Opening hours: Monday to Friday 9am – 5pm

The Fountain Centre provides a drop-in facility, complementary therapies and has a library with books, leaflets, CDs DVDs and audiotapes. It also offers counsellors, group classes, regular self-help meetings, education programmes which are run throughout the year and outreach work with other voluntary and statutory organisations.

Cancer support services local to Chelsea

The Royal Marsden Help Centre

The Royal Marsden NHS Foundation Trust
Fulham Road
London SW3 6JJ

Opening hours: Monday to Friday 9am – 5pm (excluding bank holidays)

Freephone number: 0800 783 7176 (please note that this is not connected to the hospital switchboard therefore cannot put you through to the departments or persons as requested).

Email: patientcentre@rmh.nhs.uk

Website: www.royalmarsden.nhs.uk

The Help Centre located on both sites of the hospital can be found in the main entrance of the Sutton site and opposite the Medical Day Unit on the Chelsea site. Confidential support, information giving and signposting to necessary services is available as is internet access and a small library of information materials. Booklets and leaflets are provided on request. The centres are for patients, family members, carers, friends and staff. Staff can assist in communication between you and your medical team if requested.

The Macmillan Cancer Information and Support at Chelsea and Westminster Hospital

Ground Floor

Lift bank D

Chelsea and Westminster Hospital

369 Fulham Road

London SW10 9NH

Tel: 020 3315 2386

Email: macmillan@chelwest.nhs.uk

Website: www.chelwest.nhs.uk/services/medicine/cancer-services/macmillan-cancer-centre

Opening hours: Monday to Friday 10am – 4pm (excluding bank holidays)

The information and support centre provides a drop-in service, confidential one-to-one support, information regarding living with cancer and treatments that are available, complementary therapies, information about diet and nutrition, internet access, access to support for psychologists and counselling services. Some of the resources are available in different languages and other formats, suitable for those with special needs. The centre is available for patients, relatives and friends.



Cherry Lodge Cancer Care

23 Union Street
Barnet EN5 4HY

Tel: 020 8441 7000

Website: www.cherrylodgecancercare.org.uk

Opening hours: Monday to Friday 9am – 5pm (excluding bank holidays)

The Cherry Lodge Cancer Care Centre is an independent registered charity that provides a variety of services to improve the lives of those who have cancer. It is based in North London, providing services for this and the surrounding area.

Services include information provision, welfare benefits advice, internet access, a variety of complementary therapies and group activities which include specific support groups for example (lymphoma and ovarian cancer groups). They also provide educational workshops and a befriending and home visiting service.

The Mulberry Centre

West Middlesex University Hospital
Twickenham Road
Isleworth
Middlesex TW7 6AF

Tel: 020 8321 6300

Email: talk@themulberrycentre.co.uk

Website: www.themulberrycentre.co.uk

Opening hours: Monday to Friday 10am – 4pm (excluding bank holidays) and until 8pm on Thursdays

The Mulberry Centre offers a variety of services to patients, families, carers and friends who have been affected by cancer. It provides a drop-in service during working hours. Services provided include complementary therapies, counselling, support groups, information and library services, welfare and benefits advice, and a rolling programme of workshops.

Community Cancer Centre

18A Fairfield Road
Yiewsley
Middlesex UB7 8EX

Tel: 01895 461016

Website: *communitycancercentre.ning.com*

Opening hours: Monday to Friday 10am – 4pm

Community cancer support is for those in the Hillingdon area, however, people from surrounding areas are also welcome. They provide a variety of services which include cancer information, counselling, complementary therapies, relaxation and support groups.

They have a 24 hour answer phone service and they provide links with national and local support organisations and other community networks.

Maggie's Centre

Charing Cross Hospital
Fulham Palace Road
London W6 8RF

Tel: 020 7386 1750

Email: london@maggiescentres.org

Website: *www.maggiescentres.org*

Opening hours: Monday to Friday 9am – 5pm

Maggie's London provides additional support alongside the medical support that you are receiving. Maggie's is also a place of support for your partner or family member. It has a wide range of activities that may be of assistance to you. It provides complementary therapy services, welfare and benefits advice. It has a well stocked library and information centre and provides a variety of workshops.



Breast Cancer Haven

Effie Road
Fulham
London SW6 1TB

Tel: 020 7384 0099

Email: londonreception@thehaven.org.uk

Website: www.breastcancerhaven.org.uk

Opening hours: Monday to Friday 9am – 5pm

The Breast Cancer Haven offers support, information and complementary therapies to anyone affected by breast cancer. The service is free of charge. Services are provided by both specialist nurses and therapists who are experienced in breast cancer and complimentary therapies.

Services provided include individual consultations with a therapist, an introductory day and an opportunity to meet other people in similar situations. Also offered is a retreat day, seminars, regular reviews of your needs with a therapist, groups, classes and telephone support. Breast Cancer Haven provides information regarding concerns about lymphoedema and there is a counselling service available to relatives and carers (of those with breast cancer). Some seminars are open to anyone with cancer – please contact Breast Cancer Haven for further details.

Useful addresses and websites

British Association of Art Therapists (BAAT)

24-27 White Lion Street
London N1 9PD

Tel: 020 7686 4216

Email: info@baat.org

Website: www.baat.org

This is an organisation that governs art therapists in the UK and provides its own Code of Conduct for art therapists. The website is informative and includes definitions on what art therapy is,

provision of art therapists who are in private practise, courses and general information about art therapy.

British Medical Acupuncture Society

BMAS House
3 Winnington Court
Northwich
Cheshire CW8 1AQ

Tel: 01606 786782

Email: london@thebmas.com

Website: www.medical-acupuncture.co.uk

BMAS promotes the use and understanding of acupuncture as part of the practise of medicine. It enhances the training of qualified doctors and dentists and also publishes a journal. A list of members and a patient information leaflet is available to the public.

Complementary & Natural Healthcare Council (CNHC)

CNHC
46-48 East Smithfield
London E1W 1AW

Tel: 020 3668 0406

Email: info@cnhc.org.uk

Website: www.cnhc.org.uk

CNHC is the UK regulator for complementary healthcare practitioners. Its key function is to enhance public protection by setting standards for registration with CNHC. The CNHC quality mark is being recognised as the hallmark of quality for the sector. This means that the general public, and those who commission the services of complementary healthcare practitioners, will be able to choose with confidence by looking for the CNHC quality mark.

The department of Health in November 2009 stated: “CNHC is the only voluntary regulatory body for complementary healthcare which has official government backing. No other organisation has the same exacting criteria or focus on safety and quality”.



Notes and Questions

Notes and Questions



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This booklet is evidence-based where appropriate and where evidence is available.

Details of the references used in writing this booklet are available on request from: The Royal Marsden Help Centre
Freephone: 0800 783 7176
Email: patientcentre@rmh.nhs.uk

The Royal Marsden NHS Foundation Trust
Fulham Road
London SW3 6JJ

www.royalmarsden.nhs.uk

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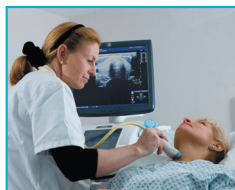
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The Royal Marsden publishes a number of booklets and leaflets about cancer care. Here is a list of information available to you.



Diagnosis

- A beginner's guide to the BRCA1 and BRCA2 genes
- CT scan
- MRI scan
- Ultrasound scan
- Lynch Syndrome



Treatment

- Central venous access devices
- Chemotherapy
- Clinical trials
- Radiotherapy
- Radionuclide therapy
- Your operation and anaesthetic



Supportive care

- Eating well when you have cancer
- Lymphoedema
- Reducing the risk of healthcare associated infection
- Support at home
- Your guide to support, practical help and complimentary therapies



Your hospital experience

- Help Centre for PALS and patient information
- How to raise a concern or make a complaint
- Making your stay with us safe
- Your health information, your confidentiality



Please visit www.royalmarsden.nhs.uk/patientinformation where several patient information booklets are available to download.

Life demands excellence



CUSTOMER
SERVICE
EXCELLENCE

