Your guide to support, practical help and complementary therapies
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Introduction

This booklet is a guide to the services available for patients, families and carers at The Royal Marsden that can assist you in making positive lifestyle changes and 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 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 sometimes 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 hairdresser.

Our hairdresser 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 hairdresser can show you pictures of a range of acrylic wigs, colour swatches and examples of wigs on mannequin heads.

Cutting and blow-drying is available for inpatients only, as there is no salon within the hospital. You can ask your ward nurse to make you an appointment. Outpatients should go to their own hairdressers.

If you are an inpatient you may use our hairdresser 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, hairdresser 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 hairdresser?**

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

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<tr>
<td>Chelsea</td>
<td>Appliance officer/hairdresser</td>
<td>020 7808 2812</td>
</tr>
<tr>
<td>Sutton</td>
<td>Appliance officer/hairdresser</td>
<td>020 8661 3079</td>
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# Art Therapy

When you are diagnosed with, or receiving treatment for cancer, you can 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 get to see an art therapist?

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

Messages can be left for the art therapist at:

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<tr>
<td>Sutton</td>
<td>020 8661 3005</td>
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<tr>
<td>Chelsea</td>
<td>020 7808 2811</td>
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CLIC Sargent

Teenagers and young adults have specific needs and can feel quite isolated when they are going through treatment. The CLIC Sargent Social Work Team work only with children, young people and adults under the age of 25. They can offer social, emotional and practical support to help minimise the impact of the illness and treatment on your life. As well as providing individual support to patients and their families, the team 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 of your education, for example, when you are studying for external examinations, you can contact the CLIC Sargent Social Work Team. Together with the hospital school staff they can provide advice and information as well as liaise with schools and colleges on your behalf. Any pupil or student on treatment is entitled to ‘special consideration’. For those who are too unwell to sit an examination, it may be possible to set a grade based on other evidence such as mock exam results.

How do I get to 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’s Psychological Care Services

The children’s psychological care team is a multi-professional team consisting of clinical 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. 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 psychometric assessments and statementing 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’s Psychological Care Services 020 8661 3676

Discharge Support Team

These are specialist health professionals who have experience in all aspects of discharge planning. Their role is to advise and support ward staff to plan the care you may need after you leave hospital. The discharge support team work closely with other hospital staff such as physiotherapists and occupational therapists to assess your needs and the needs of your carer or family before you go home. They also work very closely with community nursing services, community palliative care teams, Social Services and Clinical Commissioning Groups to arrange for the right nursing care and support to be provided for you at home.
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 free programme of beauty workshops which is now running in 70 hospitals in the UK. It consists of a small informal workshop lasting about two hours. A beauty advisor demonstrates a 12 step skin care 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 do I get to go to 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 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 0171 Ext 4576
Sutton 020 8661 3367

Lymphoedema Service

The staff in the Lymphoedema Service can help if you develop any swelling related to treatment involving your lymph glands. They will discuss with you various ways of managing your swelling. These may include the use of a special garment, a specific type of massage or lifestyle adjustments.

Not all swelling is lymphoedema. You can talk to your doctor or to the lymphoedema team who can advise you as to the cause of your swelling.

For further information about lymphoedema see the leaflet *Lymphoedema: your questions answered* (if you have been told you are at risk of developing lymphoedema) and booklet *Lymphoedema: advice for cancer patients* (if you have lymphoedema).
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.

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<td>Chelsea</td>
<td>020 7808 2981</td>
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<tr>
<td>Sutton</td>
<td>020 8661 3504</td>
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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 four 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

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<th>Location</th>
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<tr>
<td>Chelsea</td>
<td>Rehabilitation Secretary</td>
<td>020 7808 2811</td>
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<tr>
<td>Sutton</td>
<td>Rehabilitation Secretary</td>
<td>020 8661 3005</td>
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**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 e-mail.

**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 well when you are having cancer treatment. Once treatment is finished they aim to help you achieve as healthy a diet as possible by following recommendations on good nutrition.

If you eat a healthy diet with a variety of foods, it should give you a wide variety of vitamins and minerals. 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 to meet your daily requirements.

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 dietician, doctor or pharmacist before starting to take supplements. The dietitians are able to provide you with evidence-based but simple advice on how to follow a sensible, well balanced diet and how to maintain good nutrition. They may also give advice on how to use supplements if this is appropriate.

Nausea and vomiting are side effects of some cancer treatments. They may also be due to the illness itself or constipation. There is a range of anti-sickness (anti-emetic) medicines available. Ask your doctor which would be suitable for you. If your appetite is affected or you have taste problems, you may find it helpful to ask your dietician for advice on what to eat and drink to help with nausea, taste problems and preventing constipation.

If you suffer from constipation or diarrhoea, it would be advisable to speak to a member of your medical team or Clinical Nurse Specialist.

You may also find relaxation helpful. Our Occupational Therapists can teach you a variety of relaxation techniques. You may also find the use of aromasticks containing essential oils helpful. One of the massage therapy team can advise you on this.

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

For more information see booklets: Coping with nausea and vomiting and Understanding constipation.

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 you inpatient stay or be given an outpatient appointment. If you are an outpatient you can contact the dieticians directly or ask for a
written or verbal referral from any member of the team caring for you. You will not be seen on the day of referral but a dietitian will contact you by post with 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, on and off low furniture, cooking and domestic or work-related activities.

- Shortness of breath, extreme tiredness (fatigue) 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 Clinic
If you have pain, tingling or numbness, talk to one of the team 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 2954 |

Palliative Care
The aim of 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 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.
- 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.

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<tr>
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<th>Chelsea Switchboard</th>
<th>Chelsea Chaplain Direct dial</th>
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<tr>
<td></td>
<td>020 7352 8171</td>
<td>020 7808 2818</td>
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<tr>
<td>Sutton Switchboard</td>
<td>020 8642 6011</td>
<td>020 8661 3646</td>
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<tr>
<td>Sutton Chaplain Direct dial</td>
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Chapels
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 and Counselling Service
Alongside the care you receive from doctors, nurses and other health professionals we offer a dedicated and confidential psychological and emotional support service. It is quite usual to experience stress, worry and concerns as a result of your diagnosis or treatment. Having cancer may lead people to experience one or more of the following: anxiety, uncertainty about the future, anger, adjustment difficulties, distress, family communication problems, changes in body image, depression or decision-making difficulties, as well as balancing the illness and treatment alongside the demands of life.

Some people can find it helpful to discuss their feelings, needs and concerns in a confidential space with a team experienced in helping adults and those close to them.

People have a range of needs and our service provides psychological support from cancer specialist nurse counsellors, a psychiatrist and psychologists.

The service offers:
• Individual sessions on a one to one basis.
• Sessions for you together with a partner, relative or carer (as required).
• A number of individual sessions on a one to one basis for your partner, relative or carer.
• It is possible to arrange some telephone-based sessions if you are unable to attend.

• Family sessions to support children where a parent has cancer.

The department can also provide support if you are having difficulties with sexuality or intimacy. This may be a response to having an altered body image following cancer treatment; for example, scarring following surgery, stomas, hair loss as a result of chemotherapy or whole brain radiotherapy. If you need specialist support you can be referred to an appropriate service.

Chelsea Pastoral and Psychological Care Department 020 7808 2777

Sutton Pastoral and Psychological Care Department 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 patients 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 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. As a CNS he / she provides information and 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, 7 days a week, assisting with bed management, staff support, and patient queries out of hours as the Senior Nurse in charge of the hospital. 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 provide additional support to you and your carers and may work alongside medical and surgical teams, or work with the Government to improve patient care both within the Trust and the UK.

**Nurse Practitioners:** These nurses are also very experienced nurses who have taken on additional responsibilities within the clinical environment following further educational training. They can diagnose, treat and prescribe medications as appropriate, and work within specialist areas and often alongside medical and surgical teams to ensure excellence and continuity of care.
How do I get to 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 or their treatments may make it more difficult to communicate with people. For example, your speech may sound slurred and unclear, or your voice may sound weak or hoarse. Other difficulties you may experience include muddling words when speaking, or finding it difficult to read or write. A speech and language therapist can help you find the best ways to communicate with family, friends and staff. A clinical psychologist can also help access and advise on managing memory problems.

Difficulties with swallowing can be caused by cancer or its treatment. After assessing how you swallow, speech and language therapists are able to offer practical help with your particular swallowing difficulties.

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 to which
you are entitled. 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 on the number below.

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<td>020 7808 2484</td>
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<td>Sutton</td>
<td>020 8661 3382</td>
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**The Royal Marsden Help Centre**

**Patient Information Service**

The impact of a diagnosis of cancer can have a significant affect 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, affects 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 the information or talk to a Patient Information Officer in the centre.

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

You are welcome to browse through our library. As well as booklets and leaflets, the centre has books, CDs and DVDs that
you may borrow and internet access which the team can help you use to search for information.

**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)**
Any patients, carers, relatives, visitors and staff can use PALS. For contact details see pages 25 and 29.

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 to be 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

<table>
<thead>
<tr>
<th>Name of Group</th>
<th>Location</th>
<th>Contact Person(s)</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breast Radiotherapy Information Session (BRIS)</td>
<td>Chelsea and Sutton</td>
<td>Clinical Specialist Physiotherapist (Chelsea)</td>
<td>3919</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Senior Physiotherapist (Sutton)</td>
<td>1076</td>
</tr>
<tr>
<td>Living well after surgery for oesophageal (gullet) and gastric (stomach) cancer</td>
<td>Chelsea and Sutton</td>
<td>CNS</td>
<td>1754</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CNS</td>
<td>1058</td>
</tr>
<tr>
<td>Sarcoma support group</td>
<td>Chelsea</td>
<td>CNS</td>
<td>1887</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Physiotherapist</td>
<td>1566</td>
</tr>
<tr>
<td>Secondary breast cancer group</td>
<td>Sutton</td>
<td>CNS for psychological support</td>
<td>3006</td>
</tr>
<tr>
<td>Pelvic Radiation Disease Support Group</td>
<td><a href="http://www.PRDA.org.uk">www.PRDA.org.uk</a></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>0845 434 5134</td>
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<td></td>
</tr>
<tr>
<td>Pre-transplant Relatives Coffee Morning</td>
<td>Sutton</td>
<td>CNS for Stem Cell transplant</td>
<td>1368</td>
</tr>
<tr>
<td>Pre-transplant clinic Patient Group</td>
<td>Sutton</td>
<td>Secretary for Rehabilitation Services</td>
<td>3028</td>
</tr>
</tbody>
</table>

This list is correct at the time of printing.
If you are looking for something 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).

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

Those 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
**Telephone:** 020 7840 7840
**Macmillan Cancerline:** 0808 808 0000
**Website:** [www.macmillan.org.uk](http://www.macmillan.org.uk)

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

Telephone number (Supporter services): 020 7121 6699
Telephone number (Switchboard): 020 7242 0200
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
Telephone: 020 8961 4151
E-mail: info@cancerblackcare.org.uk
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/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
Telephone: 0808 808 7777
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 (Surrey branch)
Downs Road
Sutton, Surrey SM2 5PT
Open hours: Monday to Friday (excluding bank holidays) 9.00am – 5.00pm.
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).
E-mail: 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 chat and 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 yourself and your medical team if requested.

The Butterfly Centre (Epsom)
Epsom Hospital
The Macmillan Butterfly Centre
First Floor, Bradbury Wing
Telephone: 01372 735 456
E-mail address: www.epsom-sthelier.nhs.uk/cancercare/
Open hours: Monday to Friday (excluding public holidays), 9.30am – 4.30pm.
Operates and provides a drop-in service and an information library, complementary therapies and counselling services. Also at:
St Helier Hospital
Cancer Information and Support Centre
Springall Unit, Ferguson House
**Telephone:** 020 8296 4730

Open 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
Kingston Hospital.
The Sir William Rous Unit
Kingston Hospital
Galsworthy Road
Kingston upon Thames
Surrey, KT2 7QB
**Telephone:** 020 8973 5001
**E-mail:** MacInfoSWRU@kingstonhospital.nhs.uk

Open hours: Monday to Friday 9am – 5pm (except Bank Holidays). No appointment is needed. Drop in service offering information and support. Offers complementary therapies at Kingston Hospital.

South East Cancer Help Centre
2 Purley Road (Tesco Development)
Purley, CR8 2HA
**Telephone:** 020 8668 0974
**Website:** www.sechc.org.uk

Opening times: Monday to Friday 9am – 5pm and until 8pm on Tuesdays. Open on Saturdays 9am – 1pm.
This offers a complementary approach to cancer. The Centre offers both individual and group support, a variety of complementary therapies and information.
There are monthly lung 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**  
(formally The Cancer Resource Centre)  
1st Floor  
20-22 York Road  
London, SW11 3QA  
**Telephone:** 020 7924 3924  
**Website:** [www.paulscancersupportcentre.org.uk](http://www.paulscancersupportcentre.org.uk)

Offers an information and support service accessed either by telephone, in person or by e-mail.  
Membership is free, there is a one to one service. Individuals are usually invited for an initial assessment. There are complementary therapies and an information centre for users.  
Telephone helpline is answered by a Macmillan Cancer Information Officer in person Monday to Friday 10am – 1pm and 2pm – 5pm. Messages can be left on an answer machine and will be answered as soon as possible.  
Can provide support and information in various languages. Hold regular groups and classes.

**The Olive Tree**  
Crawley Hospital  
West green drive  
Crawley  
West Sussex, RH11 7DH  
**Telephone:** 01293 534 465  
**Helpline:** 01293 534 466  
**Website:** [www.olivetreecancersupportorg.uk](http://www.olivetreecancersupportorg.uk)

Open 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
afternoon 2pm – 5pm.
Provides a range of complementary therapies, counselling, coaching and a number of support groups.
Holds specific male patient groups on the first Tuesday of each month from 7pm.
Support group Olivine for younger women with breast cancer – meetings take place on the first Thursday of each month.
Also provides family support groups for those families affected by cancer who have children between the ages of 5 – 11 years. Meetings take place on a Saturday morning once a month.

The Fountain Centre
St. Luke’s Cancer Centre
Royal Surrey County Hospital
Egerton Road
Guildford
Surrey, GU2 7XX
**Telephone** (General enquiries): 01483 406618
**Telephone** (Therapy bookings): 01483 406629
**E-mail:** thefountaincentre@royalsurrey.nhs.uk
**Website:** [www.fountaincentre.org](http://www.fountaincentre.org)

Open hours: Monday to Friday 9am – 5pm.
Provides drop-in facility, complementary therapies, has a library with books, leaflets, CDs DVDs and audiotapes. Provides counsellors, group classes, regular self-help meetings, education programmes that are run throughout the year and provides 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 (London branch)
Fulham Road
London, SW3 6JJ
Open hours: Monday to Friday (excluding bank holidays) 9.00am – 5.00pm.

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)
E-mail: 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 chat and 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 yourself and your medical team if requested.

The Macmillan Cancer Information and Support at Chelsea and Westminster Hospital
Chelsea and Westminster Hospital
Ground Floor Lift bank D
369 Fulham Road
London, SW10 9NH
Telephone: 020 3315 2386
E-mail: macmillan@chelwest.nhs.uk
Website: www.macmillancentre.org.uk

Open hours: Monday to Friday 10am – 4pm (except bank holidays). Provides drop-in service, confidential one-to-one support, provision of 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 that are suitable for people with special needs. Available for patients, relatives and friends.

Cherry Lodge Cancer Care
23 Union Street
Barnett, EN5 4HY
**Telephone:** 020 8441 7000
**Website:** [www.cherrylodgecancercare.org.uk](http://www.cherrylodgecancercare.org.uk)

Open hours: Monday to Friday 9am – 5pm (except 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, 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
**Telephone:** 020 8321 6300
**Website:** [www.themulberrycentre.co.uk](http://www.themulberrycentre.co.uk)

Open hours: Monday to Friday 10am – 4pm (except bank holidays), 1st and 3rd Thursday every month 10am – 8pm.
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
**Telephone:** 01895 461 016
**Website:** www.communitycancercarecentre.org.uk

Open hours Monday to Friday 10am – 4pm.
Community cancer support 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
**Telephone:** 020 7386 1750
**E-mail:** london@maggiescentres.org
**Website:** www.maggiescentres.org

Open 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
**Telephone:** 020 7384 0099
**Website:** www.breastcancerhaven.org.uk

Open 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 a chance to meet other people in similar situations, a retreat day, seminars, regular reviews of your needs with a therapist, groups, classes and telephone support. They also provide information about concerns about lymphoedema. There is a counselling service available to relatives and carers (of breast cancer).

Some seminars are open to anyone with cancer; contact the Breast Cancer Haven for further details.

**Useful addresses and Websites**

The Macmillan website www.macmillan.org.uk offers useful information about accessing complementary therapies outside this hospital.

**British Association of Art Therapists (BAAT)**
24-27 White Lion Street
London N1 9PD
**Telephone:** 020 7686 4216
**E-mail:** info@baat.org
**Website:** www.baat.org

This is an organization that governs art therapists in the UK; it provides its own Code of Conduct for art therapists. The website is informative and includes definitions as to what art therapy is,
provision of art therapists who are in private practise, course and general information about art therapy. For further information please see BAAT website.

**British Medical Acupuncture Society**
BMAS House  
3 Winnington Court  
Northwich  
Cheshire CW8 1AQ  
**Telephone:** 01606 786 782  
**E-mail:** admin@medicalacupuncture.org.uk  
**Website:** www.medical-acupuncture.co.uk

Promotes the use and understanding of acupuncture as part of the practise of medicine. Trains qualified doctors and dentists and publishes a journal. A list of members and a patient information leaflet is available to the public.

**Complementary & Natural Healthcare Council (CNHC)**  
CNHC  
83 Victoria Street  
London SW1H OHW  
**Telephone:** 020 3178 2199  
**E-mail:** info@cnhc.org.uk  
**Website:** www.cnhc.org.uk

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”.
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

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

**Supportive Care**
- After treatment
- Coping with nausea and vomiting
- Eating well when you have cancer
- Lymphoedema
- Reducing the risk of healthcare associated infection
- Support at home
- Your guide to support, practical help and complementary therapies

**Your hospital experience**
- Help Centre for PALS and patient information
- How to raise a concern or make a complaint
- Your comments please
- Your health information, your confidentiality