



# Where to get help

A guide to services



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## Christie website

For more information about The Christie and our services, please visit **[www.christie.nhs.uk](http://www.christie.nhs.uk)** or visit the cancer information centre at Withington, Oldham or Salford.

## Introduction

People coping with cancer are not always aware of the many helpful services they can call on. We would like to help you manage symptoms and concerns by guiding you to helpful services and information. This booklet tells you what sort of help there is at The Christie and in your local area.

## When cancer is first diagnosed

### How do I get information?

You may want to find out more about the type of cancer, the type of treatment and what difference it is likely to make to normal life. Talk to your specialist at The Christie who will have all your details, as well as the experience of other similar cases. Take a relative or a friend along with you for moral support, and to help remind you afterwards what they said.

We recommend you look at the 'living with and beyond cancer' information on The Christie website for guidance and support ([www.christie.nhs.uk](http://www.christie.nhs.uk)). The Christie also produces many booklets and leaflets about different treatments. Please ask the staff for copies or view them online at [www.christie.nhs.uk](http://www.christie.nhs.uk). You can also get helpful guidance and information from cancer support groups and the cancer information centres.

### Cancer information centre

There are cancer information centres at The Christie in Withington (0161 446 8100), The Christie at Salford (0161 918 7804) and The Christie at Oldham (0161 918 7745) offering free and confidential information on cancer treatments and related issues to patients, family and their friends. The centres stock a wide range of booklets as well

as Christie information which are free to patients, their families and carers.

The centres are normally open between 9:15am–4:00pm, but if you are intending to make a special visit please phone to check the opening times.

### **Maggie's centre**

The centre provides a full programme of practical and emotional support, including psychological support, benefits advice, nutrition workshops, relaxation and stress management. Contact Maggie's on **0161 641 4848** or email [manchester@maggiescentres.org](mailto:manchester@maggiescentres.org)

### **Information for people whose first language is not English**

People whose first language is not English may be able to get information about radiotherapy and chemotherapy in their own language. Please ask at the cancer information centre.

If you would like someone to interpret for you, the hospital can arrange this. Please call **0161 446 8319**.

You can also view all Christie patient information on The Christie website in many languages by using the BrowseAloud function.

Macmillan Cancer Support also has an information and support freephone helpline service in 200 languages. Phone **0808 808 00 00**. There is also a website with information translated into several languages. Alternatively, call Cancer Research UK on **0808 800 4040**, Monday to Friday, 9:00am–5:00pm.

## Help is available

Getting a diagnosis of cancer can be a shock. At The Christie, we recognise that this can be a difficult time and we would like to offer you as much help as possible.

### Counselling and emotional support

Talking it over can help you to cope with having cancer – or to cope with someone close to you who has cancer. For some people, it will be enough to talk to family and friends. Others may find it helpful to talk to people in cancer support groups who may have gone through similar experiences to you. For further details, see pages 20–29. In addition there are Macmillan nurses, other specialist nurses and social workers who also offer emotional support.

Some people prefer to talk to a trained counsellor. Counselling offers you a safe, confidential place where you can think and talk about yourself and your concerns in a way that you sometimes cannot do with family and friends. A counsellor will work with you towards improving your wellbeing.

Ask your GP for information about counsellors in your local area. You can also contact the British Association for Counselling and Psychotherapy on: **01455 883300** or **[www.itsgoodtotalk.org.uk](http://www.itsgoodtotalk.org.uk)**

If you would like to be offered help at The Christie, you can discuss this with a member of your clinical team and ask them to refer you to the psycho-oncology service. The service offers a range of talking therapies including counselling, cognitive behavioural therapy, psychotherapy, couples counselling and psychosexual counselling.

## **Smoking cessation and alcohol advice**

Support to stop smoking or alcohol advice is offered to patients and their families at The Christie. To find out more, call the health advisors on **0161 446 8236** or **0161 918 7175**.

## **Keeping active**

Keeping physically active helps you cope with treatment and can even reduce the impact of side effects and feelings of fatigue. Try and do some physical activity every day. Please see The Christie booklet 'Be active, Stay active' available from the information centre which contains a simple exercise programme. It is also important to eat a balanced diet and get adequate rest.

## **What about the children?**

There are booklets on talking to children when parents have cancer available from the cancer information centres. If you have small children, you may need some additional childcare. A list of local day nurseries is available on your local council website and visit [www.gov.uk](http://www.gov.uk) for a list of registered childminders in your area.

## **For relatives and friends**

When you are at The Christie, you may find it useful to accompany your relative or friend (if they agree) when they go in to see the doctor. Try to find out how your relative will be after treatment and whether there are likely to be side effects. If you are going to need help in nursing your relative at home, ask the nursing staff about help available such as having a district nurse to visit.

## Patient advice and liaison service (PALS)

If you have any worries about the care or services at The Christie or if you need advice or information, please speak first to the staff involved, your nurse specialist or consultant. They will make every effort to resolve your concerns. If, after this, you remain dissatisfied or you need further help, then please contact PALS. The PALS service is available Monday to Friday, 10:00am–4:00pm.

PALS provides a confidential listening, advice, information and support service for any patient, relative or carer who has a problem using Christie services. PALS gives on the spot assistance and information and aims to resolve any concerns as quickly as possible.

Tel: **0161 446 8217** (24-hour voicemail message)  
or email [pals@christie.nhs.uk](mailto:pals@christie.nhs.uk)

## During and after treatment

### Where can I get information about side effects?

The side effects of treatment sometimes get worse in the first couple of weeks after treatment is completed before starting to improve. This can be a very worrying time for patients. If you are worried there is a lot of support and advice available. Phone your nurse specialist, the ward or the department where your treatment was given. These teams will often be able to advise you if the side effects are normal, and what can be done to help. If you are struggling with side effects, you may be offered an extra visit to your consultant or from the district nurse.

If you are unwell, you can contact The Christie Hotline in the first instance on **0161 446 3658**.

This is available 24 hours a day, 7 days a week.

Community teams including GPs, practice nurse and other professionals looking after your care in the community can also contact The Christie Hotline for advice and information so we can make sure that you receive the best care, no matter who you go to for help.

**Remember – If you are experiencing any chest pain, difficulty breathing or severe bleeding, dial 999 immediately.**

The Christie produces a variety of information about side effects from treatment and how to deal with these. The cancer information centres have a wide range of booklets available free of charge or you can access patient information online at [www.christie.nhs.uk](http://www.christie.nhs.uk).

You can also contact a cancer information nurse specialist via Macmillan Cancer Support on **0808 808 0000**.

### **I need help at home**

If you need nursing help, the hospital can arrange for a district nurse to visit you. Or you can ask your GP for this service.

If you are an outpatient, you can also get help with home care or residential / nursing homes from your social service department – help with shopping, collecting pensions, as well as personal care, such as helping to get you up.

Many areas have Neighbourhood Care schemes – voluntary groups of local people who can help with everyday tasks. Ask at your local library or Citizens Advice Bureau if there is a group like this in your area.

### **I'm having problems with intimacy**

Some people find their sex life is affected after treatment for cancer. Sometimes this is a direct result of treatment,

or there may be psychological reasons – embarrassment, depression and so on. Talk to your clinical team and they can refer you to our psycho-oncology service for further support which may include psychosexual counselling.

You can also ask your GP for a referral to local services or talk to a relationship therapist, for example, at Relate. You can also contact Macmillan Cancer Support on **0808 808 0000** or [www.macmillan.org.uk](http://www.macmillan.org.uk)

### **I'm interested in the 'complementary approach'**

The complementary health and well-being service is offered alongside cancer treatment, and is free to patients and their carers. A range of therapies is available. For further details contact the complementary health and well-being team on **0161 446 8236** or ask staff for a copy of The Christie booklet 'Complementary health and well-being'.

To find out what is available in your area, contact your local hospice or cancer support centre – see the section on local support centres at the end of this booklet.

Macmillan Cancer Support produces a guide 'Cancer and complementary therapies'.

### **Rehabilitation unit**

The rehabilitation unit also provides support for patients coming into the hospital. Services available in the unit include occupational therapy, physiotherapy, specialised treatments for mild to severe lymphoedema and speech and language therapy.

Occupational therapy can help you to maximise your abilities in everyday aspects of life and maintain your quality of life.

Occupational therapists can advise on equipment, home alterations, techniques to reduce fatigue and individual

programmes to enable you to improve your function in specific areas.

The physiotherapists are specialised in treating patients with physical difficulties occurring as a result of cancer or its treatment. They can assist with any problems in breathing, pain, lymphoedema, weakness or mobility problems (including walking aids).

Professionals in the unit offer practical treatment advice and emotional support to Christie patients. Each patient referred will have an individual assessment either on the ward or in the unit. Please note that some outpatient services are limited. The unit has close links with community services and other agencies. At times it will be appropriate to refer on to these services for ongoing support or treatment closer to home.

You can contact the rehabilitation unit on **0161 446 3795**.

### **For carers**

**Carers UK** can provide support and information for people caring for others.

The freephone Carers UK helpline for information and advice is **0808 808 7777**, open Mondays and Tuesdays 10:00am–4:00pm.

**Carers Direct** is another national service which can provide help with finding carers in your local area.

Call **0203 904 4520**, Monday to Friday, 9:00am - 6:00pm or visit [www.carersdirect.org](http://www.carersdirect.org)

**Being There** is a local charity offering help and support to people with cancer and their carers.

Call the helpline on **0845 123 23 29**, Monday to Friday, 9:00am - 4:00pm or visit [www.beingthere.org.uk](http://www.beingthere.org.uk)

## Access to consultants for relatives and friends

If the patient agrees, a relative or carer can arrange to speak to a consultant. Ask the nurse in charge of the clinic if this can be arranged. The consultant and their team of doctors and nurse clinicians will be running the clinic, so not every patient sees the consultant. It is, however, sometimes possible to see the consultant, although you may have to wait until the end of the clinic.

If the patient is an inpatient the relative or carer can usually arrange to speak to the consultant during the ward round. Each consultant holds a ward round every week and the ward nurse should be able to tell you when this is and if it is possible to attend. Alternatively, you could contact the consultant's secretary to arrange a convenient time to meet.

## If the cancer comes back

If you have worrying symptoms contact your GP. There is often something that can be done to treat a cancer that has recurred or to help with any symptoms. You may find it helpful to talk to a Macmillan nurse, nurse clinician or other specialist nurse. They can discuss treatment options with you, as well as offering you emotional support.

You may also find it helpful to talk to other people whose cancer has come back. Contact one of the support organisations. Macmillan Cancer Support produces booklets about recurrence which answers the common questions that people ask and which gives useful information on how to cope, such as 'Understanding secondary breast cancer', 'Understanding secondary cancer in the bone', and 'Understanding secondary cancer in the liver'. These booklets are free to patients.

## Supportive care

### **What is supportive care?**

Supportive care in cancer is the prevention and management of the adverse effects of cancer and its treatment, including pain and other symptoms.

This includes management of physical and psychological symptoms and side effects from diagnosis through treatment to post treatment care.

Supportive care aims to improve the quality of rehabilitation, secondary cancer prevention, survivorship and includes care during the end of life.

### **How to access the supportive care team**

For inpatients, your medical or nursing team will make a direct referral to the hospital supportive care team for management of pain and symptoms. If you haven't been referred but would like a consultation with the supportive care team, ask your ward nurse or doctor to make a referral.

For outpatients, the supportive care team holds a weekly pain and symptom clinic. Your medical team or community Macmillan nurse can refer you directly to this clinic.

If you wish to see a member of the supportive care team, your clinic doctor or nurse can arrange this.

### **How we link with your GP and local services**

We will liaise with and update your GP and local services (including community Macmillan nurses, district nurses, social workers, physiotherapists, occupational therapists and home care teams) to ensure that you receive the best possible care at home.

Community Macmillan nurses can offer emotional support and provide practical advice to you, your family and carers. If you are being cared for at home and you think you would benefit from seeing a specialist palliative care nurse or Macmillan nurse, please talk to your district nurse or GP.

Marie Curie nurses can provide one-to-one care to people with cancer at the end of life, in their own homes. They also provide emotional and practical support for carers. If you think you may need the help of a Marie Curie nurse you should speak to your district nurse. Your district nurse will be able to tell you whether there is a Marie Curie nurse service in your area.

## Hospice care

Hospices provide specialised care for people with cancer, and some non-cancer illnesses. They can help patients to live with their cancer and are available to patients at **any stage** of their illness.

Most hospices offer day care, complementary therapy and outpatient services. They may also have a ward for inpatient care, where patients may be admitted for:

- pain and symptom control
- a period of assessment or rehabilitation
- care at the end of life

Our supportive care team at The Christie can help to put you in touch with your local hospice when they feel it might be of real help to you and your family.

## Helpful booklets

Several cancer support groups produce booklets which you may find helpful. These are free of charge to people with cancer and their relatives (see pages 20–24).

Macmillan Cancer Support booklets include:

- Caring for someone with advanced cancer
- Coping with advanced cancer
- Controlling cancer pain
- Controlling the symptoms of cancer
- Talking about your cancer
- Talking to children and teenagers when an adult has cancer
- How are you feeling?

## Practical and financial help

### Practical help

If you are finding it hard to manage at home, contact your local Social Services office to see what they can offer you in the way of home care. Also, there may be a voluntary group in your area who can help with everyday tasks – shopping, collecting pensions, or just sitting with the person who is ill for an hour or two. To find out what is available locally, ask at the Citizens Advice Bureau or the library about groups in your community. Macmillan Solutions offer free help with household and gardening tasks (tel: **0161 830 7003**).

You may need special equipment, such as a wheelchair or a commode. Ask the district nurse or GP about the aids that are available. Or contact one of the voluntary organisations like The British Red Cross, who will lend equipment at little or no charge.

You may want to have some adaptations made to your home. Contact your local Social Services office for more information. Even if you don't qualify for any state benefits, you may be able to get help from one of the cancer charities, who are very generous in making grants to cover

all sorts of expenses. You need to apply through a social worker, advice worker or nurse.

## Financial help

Illness can leave you worse off. You may lose wages, or you may have extra expenses such as travel costs, extra heating or require special foods.

Do get expert advice about applying for financial help, as this can save you a lot of time. Get advice early! For up-to-date information about welfare benefits contact: Maggie's benefits advisers (tel: **0161 641 4848** or email **manchester@maggiescentres.org**), a welfare rights officer from your local council, the Citizens Advice Bureau, Law Centre or an independent advice centre.

The various benefits you might be able to claim are listed below. Leaflets about benefits mentioned are obtainable from your local Social Security office, Citizens Advice Bureau or Post Office.

Even if you don't qualify for the various state benefits, you may be able to get help from one of the cancer charities.

While you are off sick, it is a good idea to get sick notes, whether you have a job or not. You need them to claim sickness benefits now, or in the future. Ask the ward sister about sick notes while you are in The Christie, then contact your GP when you leave hospital.

## Fares to hospital

People on Income Support, Income-related Employment & Support Allowance, Income-based Jobseeker's Allowance, Universal Credit or Pension Credit Guarantee can get help with fares and car parking for hospital appointments and treatment. People on Working Tax Credit or Child Tax Credit may also get help. Your tax credit award letter will tell you

whether you qualify. For more information phone the Tax Credit Helpline on **0345 300 3900** text phone **0345 300 3909**.

If you are not on these benefits, but are on a low income, you can still apply for help with fares. Ask for Form HC1 from your doctor or chemist.

If you qualify, the hospital will normally refund fares in cash – either the public transport fare or a mileage rate and car parking fees. To claim a refund, please come to the cashier's office on your first visit to The Christie. It is in department 16/17. Opening hours are Monday to Friday, 9:30am–1:00pm and 2:00pm–4:00pm. Please note that for a refund on car parking fees you will need to request a receipt from the pay station when you pay.

Please bring proof of eligibility with you when you attend the hospital. If you are at The Christie at Oldham or Salford you can talk to the support staff or cancer information centre staff.

If you are on Income Support, Income-related Employment & Support Allowance, Income-based Jobseeker's Allowance or Pension Credit, you may get a Social Fund grant to visit a close friend or relative in hospital.

### **Prescription costs**

You qualify for free prescriptions if you have a cancer diagnosis. Prescriptions from The Christie Pharmacy are free for NHS patients. To get free prescriptions from a community pharmacy, you will need an exemption certificate. Application forms are available from your GP, local or The Christie Pharmacy.

## Help with housing costs

If you have difficulty meeting the cost of your mortgage, rent and council tax, get advice right away from the Citizens Advice Bureau – don't wait for arrears to build up. It is much easier for them to help you at this early stage rather than after you have got into serious debt. And remember – you don't have to be on the breadline to get any help.

## Can't work

There are benefits you may be able to claim while you are in The Christie and if you are not able to work after you leave hospital. For example, Statutory Sick Pay, Universal Credit, Income-related Employment and Support Allowance, Income Support, Housing Benefit, Council Tax Benefit and Tax Credits. Make sure you get sick notes from The Christie and afterwards from your GP. Getting some of these benefits depends on your income and savings.

## Extra help because of disability

Personal Independence Payment (PIP) is a social security benefit for people who need help with personal care, help with getting around, or both. PIP has replaced Disability Living Allowance (DLA) for new claimants. It's for people who need help either because of their disability or their illness. Usually you must have needed this help for three months before claiming and expect it to continue for a further nine months. You can apply if you are aged 16–64. DLA is still available if you are under 16.

People over state pension age who need help with personal care or supervision, could be entitled to Attendance Allowance. These benefits are real extra money and it does not matter what your income or savings are, and they will not reduce other benefits.

A wide range of people can claim these benefits – those who are coping with the effects of illness but who will eventually recover, and also those who are not expected to get better. Get advice from one of the advice services listed above.

To get a claim pack for Attendance Allowance, call **0800 731 0122** and for PIP call **0800 917 2222**. It is advisable to get help to complete the forms.

### **Looking after someone who is ill**

There are several benefits that you or your relative may qualify for. Ask an adviser from your local council, Maggie's centre or your local Citizen's Advice Bureau. If the person you are looking after is getting Personal Independence Payments or Attendance Allowance, you may qualify for Carer's Allowance. Contact: **0800 731 0297**.

If your household gets Pension Credit Guarantee, Income Support, Income-related Employment & Support Allowance, Housing Benefit, Council Tax Benefit or Income-based Jobseeker's Allowance, you may be able to get extra money called the Carer's Premium. Get advice from one of the services listed on pages 20–24.

### **It's practical help I need... and it all costs money**

You may need practical help because of care needs or mobility problems. People not expected to live longer than 6 months because of an illness qualify automatically for the top rate of Personal Independence Payment for care needs if under state pension age, or top rate Attendance Allowance you have reached state pension age. And the person doing the caring may be able to claim Carer's Allowance. Contact a benefits adviser for help. Ask at the cancer information centre or Maggie's for further details.

## Industrial injury benefit

A small number of people whose cancer may have been caused by working with certain substances or in certain industries may qualify for Industrial Injury Benefit (leaflet N1 gives details). Ask your benefit adviser if you think you may be entitled to this benefit. In some cases, it is possible to claim compensation from the employer as well, but you will certainly need legal help to pursue a claim of that kind.

## Cancer charities giving financial help

The main cancer charities are Macmillan Cancer Support and Sargent Cancer Care for children. Marie Curie Cancer Care also make small grants.

In the case of Macmillan Cancer Support, financial help may be available for people who are finding it difficult to meet their needs. Grants can be made for heating bills, treatment and visiting fares, domestic appliances and many other items. In all cases, applications have to be made through a professional person such as the benefits adviser at The Maggie's centre, a Macmillan or other specialist nurse. Income and savings are taken into account.

## Insurance cover

If you are having difficulty getting adequate insurance cover for holidays, mortgages etc, you can get details of companies who offer insurance to people with cancer from Macmillan Cancer Support **0808 808 0000** or the cancer information centre.

## Job advice and support

If you are living with cancer you can get advice, guidance and support in your current job, or if you are looking for a new job. The Shaw Trust employment advice worker is available on **0300 30 33 111** for free, confidential advice and support.

## National support groups

There are many support groups – a mixture of people who are coping with cancer and those who have coped with it in the past. Some people do not like the idea of a ‘group’, but many of these organisations offer one-to-one support as well as meetings. Some support groups are for people with a particular sort of cancer. Others are for those with cancer of any sort – and relatives are usually welcome as well. Some of the national support groups listed on the following pages have local branches. Contact them to see if there is a branch near you.

### Bowel Cancer UK

For information on bowel cancer.

Infoline: **0800 840 3540**

Monday to Friday, 10:00am–4:00pm

[www.bowelcanceruk.org](http://www.bowelcanceruk.org)

### Breast Cancer Care

For information and help, also offers support to families.

Freephone helpline: **0808 800 6000**

[www.breastcancercare.org.uk](http://www.breastcancercare.org.uk)

## **The British Liver Trust**

Campaigns for better prevention, detection and care for liver conditions and provides a range of services for all those affected by liver cancer.

Tel: **0800 652 7330**

Monday to Friday, 10:00am–2:45pm

[www.britishlivertrust.org.uk](http://www.britishlivertrust.org.uk)

## **Cancer Research UK**

Cancer support and research charity.

Freephone: **0808 800 4040**

Monday to Friday, 9:00am–5:00pm

## **Changing Faces**

Represents people who have disfigurement to the face or body.

Tel: **0300 012 0275** Monday to Friday, 9:00am–5:00pm

[www.changingfaces.org.uk](http://www.changingfaces.org.uk)

## **Colostomy Association**

The association offers help, support and advice.

Freephone: **0800 328 4257**

[www.colostomyuk.org](http://www.colostomyuk.org)

## **Institute for Complementary and Natural Medicine**

ICNM has a register of professional practitioners and therapists.

Tel: **0300 302 0715**

[www.icnm.org.uk](http://www.icnm.org.uk)

## **Let's Face It**

Network for the facially disfigured.

[www.lets-face-it.org.uk](http://www.lets-face-it.org.uk)

## **Leukaemia Care**

Tel: **08088 010 444** Monday to Friday 8:30am–5:30pm  
and Thursday and Friday evenings 7:00pm–10:00pm

[www.leukaemiacare.org.uk](http://www.leukaemiacare.org.uk)

## **Lymphoedema Support Network**

Information and support for people who have lymphoedema

Tel: **020 7351 4480** Monday to Friday, 9:30am–4:30pm

[www.lymphoedema.org](http://www.lymphoedema.org)

## **Lymphoma Action**

For people with Hodgkin Lymphoma and non-Hodgkin Lymphoma. Also has details of local self-help groups.

Helpline Freephone: **0808 808 5555**

Monday to Friday, 10:00am–3:00pm

[www.lymphoma-action.org.uk](http://www.lymphoma-action.org.uk)

## **The National Association of Laryngectomy Clubs**

Tel: **020 7730 8585**

[www.laryngectomy.org.uk](http://www.laryngectomy.org.uk)

## **Macmillan Cancer Support**

For information, booklets, advice and support on all aspects of cancer. Interpreter service available.

89 Albert Embankment, London SE1 7UQ

Freephone: **0808 808 0000**

7 days a week, 8:00am–8:00pm

[www.macmillan.org.uk](http://www.macmillan.org.uk)

## **Myeloma UK**

For patients with myeloma and their carers.

Freephone: **0800 980 3332**

Monday to Friday, 9:00am–5:00pm

[www.myeloma.org.uk](http://www.myeloma.org.uk)

## **The NET Patient Foundation**

Provides accurate and up-to-date information for people living with, or affected by neuroendocrine cancers.

Tel: **0800 434 6476**

[www.netpatientfoundation.org](http://www.netpatientfoundation.org)

## **Oesophageal Patients' Association**

Information and advice for people who have oesophageal or gastric difficulties.

Helpline: **0121 704 9860** Monday to Friday, 9:00am–5:00pm

[www.opa.org.uk](http://www.opa.org.uk)

## **Ovacome**

Information and support for everyone affected by ovarian cancer.

Tel: **0800 008 7054** Monday to Friday, 10:00am–5:00pm

[www.ovacome.org.uk](http://www.ovacome.org.uk)

## **Pancreatic Cancer UK**

Runs a confidential support and information line for anyone affected by pancreatic cancer.

Tel: **020 3535 7099** Monday to Friday, 10:00am–4:00pm

[www.pancreaticcancer.org.uk](http://www.pancreaticcancer.org.uk)

## **Prostate Cancer UK**

Provides information and support network.

Helpline: **0800 074 8383**

Monday, Tuesday, Thursday and Friday, 9:00am–6:00pm  
and Wednesdays 10:00am–8:00pm

[www.prostatecanceruk.org](http://www.prostatecanceruk.org)

## **Roy Castle Lung Cancer Foundation**

Information and support for everyone affected by lung cancer.

Tel: **0333 323 7200**

[www.roycastle.org](http://www.roycastle.org)

## **Sarcoma UK**

Offering information and advice for people with sarcoma.

Tel: **0808 801 0401** Monday to Friday, 10:00am–3:00pm  
[info@sarcoma.org](mailto:info@sarcoma.org)

## **Tenovus Cancer Care**

Information, emotional support and practical advice.

Freephone helpline: **0808 808 1010**

365 days a year, 9:00am–5:00pm

[www.tenovuscancercare.org.uk](http://www.tenovuscancercare.org.uk)

## **The Urostomy Association**

For people who have had major surgery on the bladder  
– support, reassurance and practical information.

Tel: **01386 430140**

[www.urostomyassociation.org.uk](http://www.urostomyassociation.org.uk)

## Local cancer support centres

There are many local cancer centres throughout the North West. Centres vary in what they offer. Most give you the opportunity to talk to specialist staff and meet others with cancer, if you wish. Some centres have counsellors and complementary therapies as well as drop-in facilities. Listed below are some of the groups and hospices.

### **Being There**

Helpline: **0845 123 2329**

Monday to Friday, 9:00am–4:00pm

[www.beingthere.org.uk](http://www.beingthere.org.uk)

Being There is a local charity providing emotional support and home based practical help to people with cancer and other life-limiting illnesses, along with those closest to them, such as family, friends and carers. Being There has offices in North and South Manchester, Salford, Trafford and Tameside.

### **CancerCare (North Lancs and South Cumbria)**

Slynedales, Slyne Road, Lancaster LA2 6ST

Tel: **01524 381820** or **01539 735800**

Monday to Friday, 9:00am–5:00pm

[www.cancercare.org.uk](http://www.cancercare.org.uk)

CancerCare provides services throughout the North Lancashire and South Cumbria area with centres at Lancaster and Kendal. Both centres offer emotional, social and psychological support, individually or in groups, together with advice, information, practical help and an extensive range of complementary therapies. Holds weekly drop-in sessions.

## **Beechwood Cancer Care Centre**

Chelford Grove, Stockport SK3 8LS

Tel: **0161 476 0384** Monday to Thursday 8:30am–4:30pm,  
Friday 8:30am–4:00pm, late night Tuesday until 8:00pm.

[www.beechwoodcancercare.co.uk](http://www.beechwoodcancercare.co.uk)

The Beechwood 'Positive Living Programme' runs daily and aims to support people with cancer and their carers. It offers complementary therapies and sessions aimed at helping to develop new coping skills. There is also a family therapist and a bereavement counsellor. All services are free of charge. There is also a Macmillan Information and Support Centre at Beechwood.

## **Blythe House – High Peak Hospicecare**

Eccles Fold, Chapel-en-le-Frith, High Peak SK23 9TJ

Tel: **01298 815388**

Open: Monday to Friday, 9:00am–5:00pm.

[www.blythehousehospice.co.uk](http://www.blythehousehospice.co.uk)

The hospice is for people coping with cancer and other long term illnesses. Offers specialist palliative day care including a wide range of complementary and relaxing therapies as well as physiotherapy, a social work and counselling service. It also has a Macmillan information and support centre.

## **Cancerhelp**

Vine House, 22 Cromwell Road, Ribbleton, Preston PR2 6YB

Tel: **01772 793344**

Croston House, 113 Croston Road, Garstang PR3 1HQ

Tel: **01995 606469**

[www.cancerhelppreston.co.uk](http://www.cancerhelppreston.co.uk)

Cancer and welfare advice, information, lymphoedema service, group activities and day care centres. Support and information available on all aspects of cancer from specialist nurses. Complementary therapies, holistic care are also available as well as various activities.

## Local lung cancer support groups

Local lung cancer information and support groups provide an opportunity for people affected by lung cancer to come along and chat with people in a similar situation. You can also learn more about a wide variety of lung cancer issues and meet with your local lung cancer nurse, in an informal and friendly setting. You can find out about many aspects of living with lung cancer, such as diet, treatment information, complementary therapies and coping with breathlessness.

|                          |               |
|--------------------------|---------------|
| East Lancashire.....     | 01254 732 450 |
| Macclesfield .....       | 01625 663 277 |
| Salford .....            | 0161 206 5771 |
| Wythenshawe .....        | 0161 291 2547 |
| Tameside & Glossop ..... | 0161 922 4947 |
| Wigan.....               | 01942 822 760 |

For more information, please call the Roy Castle Helpline on **0333 323 7200**, or visit [www.roycastle.org](http://www.roycastle.org)

## Macclesfield Cancer Help Centre

Based in Prestbury Methodist Church, this group offers complementary therapies by appointment and drop-in between 10:00am–2:00pm every Tuesday.

Phone (mobile) **07981 899526**

[www.macclesfieldcancerhelp.com](http://www.macclesfieldcancerhelp.com)

## **Maggie's centres**

The centres provide a full programme of practical and emotional support, including psychological support, benefits advice, nutrition and headcare workshops, relaxation and stress management.

### **Maggie's Manchester**

Tel: **0161 641 4848** or email [manchester@maggiescentres.org](mailto:manchester@maggiescentres.org)

### **Maggie's Oldham**

Tel: **0161 989 0550** or email [oldham@maggiescentres.org](mailto:oldham@maggiescentres.org)

## **Neil Cliffe Centre**

Wythenshawe Hospital, Southmoor Road, Manchester M23 9LT

Tel: **0161 291 2912**

[www.sah.org.uk](http://www.sah.org.uk)

The Neil Cliffe Centre (part of the St Ann's Hospice organisation) is run by a team of health care professionals: nurses, therapists and counsellors. They offer holistic support for people living with cancer, their families and carers. All services are free of charge. Please phone for an appointment.

## **Oldham Cancer Support Centre**

The Ena Hughes Centre, Ellesmere street, Failsworth M35 9AD

Tel: **0161 770 8751**

[www.oldhamcancersupportcentre.com](http://www.oldhamcancersupportcentre.com)

The centre offers help and support with information, self help and support groups, complementary therapies, and counselling.

## **Prostate Cancer UK**

Tel: **0800 074 8383** or [www.prostatecanceruk.org](http://www.prostatecanceruk.org)

Prostate Cancer UK also has a number of local support groups in the North West such as Greater Manchester, Burnley, Chapel-en-le-Frith, Crewe, Droylsden, Oldham and Stockport.

## **Rossendale Hospice**

New Cribden House, Rossendale PHCC, 161 Bacup Road, Rossendale, Lancs BB4 7PL

Tel: **01706 253633** Open: 9:00am – 4:00pm

[www.rossendalehospice.org](http://www.rossendalehospice.org)

A specialist team offers counselling, advice, home and day care and hospice at home.

## **Trinity the Hospice in the Fylde**

Low Moor Road, Bispham, Blackpool FY2 0BG

Tel: **01253 358881**

[www.trinityhospice.co.uk](http://www.trinityhospice.co.uk)

Trinity Palliative Care Services offers a variety of services within Blackpool, Wyre and Fylde to support patients with specialist palliative care needs. This includes inpatient beds, day therapy unit, support of patients in the community or local hospital by a team of specialist nurses. They also offer a lymphoedema service, complementary therapies and information.

## Local cancer information centres

Cancer information centres offer information and support. You do not need an appointment to visit most services but, if you are making a special journey to go to a centre, it is always best to telephone to check opening hours.

### **Cancer information centre at The Christie at Withington**

Tel: 0161 446 8100

### **Macmillan cancer information centre at The Christie at Oldham**

Tel: 0161 918 7745

### **The Christie at Salford cancer information centre**

Tel: 0161 918 7804

### **Macmillan information and support service at Beechwood Cancer Care Centre**

Tel: 0161 476 0384 or 0161 477 8351

### **Macmillan cancer information and support centre (Central Manchester)**

Main Outpatients Department, Manchester Royal Infirmary, Oxford Road, Manchester, M13 9WL

Tel: 0161 276 6868

### **Macmillan cancer information and support unit (Crewe)**

Tel: 01270 273603

## **Macmillan cancer information and support centre (Salford)**

Tel: 0161 206 1455

## **Macmillan cancer information and support service (South Manchester)**

Tel: 0161 291 4876 or 4875

## **Macmillan cancer information and support service (North Manchester)**

Tel: 0161 604 5244

## **Macmillan cancer resource centre**

Tel: 01625 663128

## **Trafford Macmillan information and support service**

Tel: 0161 746 2080

## **Bolton Macmillan cancer information and support service (Bolton Hospice)**

Tel: 01204 663059

If you need information in a different format, such as easy read, large print, BSL, braille, email, SMS text or other communication support, please tell your ward or clinic nurse.

The Christie is committed to producing high quality, evidence based information for patients. Our patient information adheres to the principles and quality statements of the Information Standard.

If you would like to have details about the sources used please contact [patient.information@christie.nhs.uk](mailto:patient.information@christie.nhs.uk)

Contact The Christie Hotline for  
urgent support and specialist advice

**The Christie Hotline: 0161 446 3658**

Open 24 hours a day, 7 days a week

### Visit the Cancer Information Centre

The Christie at Withington **0161 446 8100**

The Christie at Oldham **0161 918 7745**

The Christie at Salford **0161 918 7804**

Open Monday to Friday, 10am – 4pm.

Opening times can vary, please ring to check  
before making a special journey.

### The Christie NHS Foundation Trust

Wilmslow Road

Manchester M20 4BX

**0161 446 3000**

**[www.christie.nhs.uk](http://www.christie.nhs.uk)**



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