

# Living With and Beyond Cancer (LWBC)



## A Directory of Information & Support Services for patients, carers, and staff



**MACMILLAN**  
CANCER SUPPORT

**NHS**  
**The Dudley Group**  
NHS Foundation Trust

**NHS**  
Dudley Integrated  
Health and Care  
NHS Trust

*By Angela Nicholls Dudley Group of Hospitals, Macmillan LWBC Clinical Nurse Specialist:  
Working in partnership with Dudley Integrated Health & Care NHS Trust*

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Please signpost to the [www.dgft.co.uk](http://www.dgft.co.uk) (our services: L for LWBC) Each of our cancer sites have site specific information online for their area within this website. There is additional information with the A-Z of services for each area. Below you will see some charities that our team's signpost to.

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<b>Brain cancer:</b>	<b>54</b>
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<b>Breast cancer:</b>	<b>54</b>
<ul style="list-style-type: none"><li>• Breast cancer now</li><li>• Keeping a breast</li><li>• The pink ribbon charity</li></ul>	
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<b>Gynae-oncology cancer:</b>	<b>55-56</b>
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<b>Lung:</b>	<b>57</b>
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## ABBREVIATIONS

- Living with and Beyond Cancer Team (LWBC)
- Holistic Needs Assessment (HNA)
- Health and Wellbeing (H & W)
- Cancer Care Review (CCR)
- Multi-Disciplinary Team (MDT)
- Macmillan citizens advice (MAC CAB)
- Rapid Access (RA)
- General Practitioner (GP)
- Clinical Nurse Specialist (CNS)
- Russell's Hall Hospital (RHH)
- Dudley Group of Hospitals (DGOH)
- Patient advice and liaison service (PALS)
- Voluntary, community and social enterprise sector (VCSE)
- Whitehouse cancer support (WHCS)
- Specialist palliative care (SPC)
- Treatment Summary (TS)
- Cancer Research UK (CRUK)
- Same day emergency care (SDEC)
- Out of hours (OOH)
- Department of work and pensions (DWP)
- Community and voluntary services (CVS)

## INTRODUCTION

This directory of information has been collated to support patients who are living with cancer, but also for carers, clinicians, and staff within primary and secondary care to highlight the support available for our cancer patients. This will include charities, voluntary sector, support groups, secondary care, primary care, hospices, and any other support services which are accessible to our patients in Dudley.

This directory has been separated into categories with a brief description of the support available, how to refer and contact details. Many of these support services patients can self-refer too, it will be highlighted in the contact information if a health care professional is required to complete the referral. In addition, there are specific sections on cancer types based around illnesses and cancer groups. It is important patients, their families and carers are aware of what is available should they need it, and patients are cared for beyond a cancer diagnosis.

There is a wealth of information online at living with and beyond website: [www.dgft.nhs.uk](http://www.dgft.nhs.uk), click on the **A-Z services tab** and then **section L** and **Living with and beyond (LWBC)**.

The website and online directory will be updated on a six monthly basis to ensure all information so the information is relevant and correct.

We advise people to call direct to check eligibility for certain services. We hope you have found this directory useful, and the information provided.

## LWBC PERSON CENTRED CARE INTERVENTIONS (PCC): HOW TO GET SUPPORT?

### WHAT IS PERSON CENTRED CARE INTERVENTIONS?

**In this section you will find information around person centred interventions and how to access them. It is important to understand these areas to identify what you may need support with and what services are available.**

Person centred care focuses on the whole person and involves shared decision making, as well as better communication between health professionals and patients. It concentrates on what is important to the patient. A person-centred approach is about wellbeing, prevention, care, and support. Being person-centred is about focusing care on the needs of individual. Ensuring that people's preferences, needs, and values guide clinical decisions, and providing care that is respectful and responsive to them.

Thanks to our ever-improving survival rates, more and more people are surviving for longer with or beyond cancer. We are committed to making sure that everybody receives the personalised care and support they need, when they need it, to live a happy and healthy life beyond a diagnosis of cancer.

The National Cancer Survivorship Initiative (NCSI), the NHS long term plan, NHS England and improvement outlined The Recovery Package which is now known as person centred care interventions. It outlines how essential interventions are that are designed to deliver a person-centred approach. Outlined below are what these interventions are and how to access them:

### A HOLISTIC NEEDS ASSESSMENT (HNA) AND CARE PLANNING

At your diagnosis consultation you will be given a pack of information, including an HNA. A Holistic needs assessment (HNA) is an assessment, in the form of a checklist of concerns. It gives you an opportunity to think about your concerns and discuss possible solutions. The assessment can be useful at any time after your diagnosis. You answer a simple set of questions about areas of your life, such as:

- Physical
- Practical
- Emotional
- Family and relationships
- Spiritual concerns

- Information or support

A discussion takes place with a member of your team/LWBC to identify some possible solutions. This is referred to as a personalised care plan or '**A PLAN OF YOUR CARE**'. This can be useful to address any concerns you may have.



**Please refer to page 60 to review a HNA document or refer to the LWBC website [dgft.lwbcteam@nhs.net](mailto:dgft.lwbcteam@nhs.net)**

**If you have not had a HNA please contact your Clinical team or the LWBC team. For contact details, please refer to page:15 & 25**

## A TREATMENT SUMMARY

A Treatment summary is a document formulated from Somerset (SCR) Cancer register. Somerset cancer register is a database where The DGOH stores all its cancer records. The treatment summary is a simple summary of a patient's cancer diagnosis, treatment, and an ongoing management plan. The treatment summary (T/S) is completed on the SCR database, shared with the patient, and emailed to the GP

The Treatment Summary template was designed by the National Cancer Survivorship Initiative (NCSI). It is a document produced by secondary cancer care professionals at the point of when a management plan is agreed, at the end of treatment, change of treatment or if the patient is for best supportive care. It provides important information for GPs, including possible treatment toxicities, information about side effects and/or consequences of treatment, medication, signs, and symptoms of a recurrence, follow up and any actions for the GP and informs a cancer care review.

The patient also receives a copy to improve understanding of their condition and to provide a summary to share with other professionals and those of their choice, e.g., for travel insurance purposes.

## CANCER CARE REVIEW

Informed by the Treatment Summary, the cancer care review is a consultation completed by a GP or practice nurse to discuss the person's personal needs. It is carried out within three months of a cancer diagnosis and covers post-treatment support, financial impact of cancer, patient awareness of prescription exemptions, possible late effects of cancer and cancer treatment and information needs to enable self-management. Some commissioners in England have local incentive schemes to improve quality, timing and/or frequency of the CCR.



**If you have a cancer diagnosis you can contact your GP regarding a cancer care review. These normally take place from 4 weeks- 3 months from diagnosis.**

People who are living with cancer, and those who have had cancer, often have specific support needs. If these needs are not addressed, it can damage their long-term prognosis and their ability to lead an active and healthy life. These needs can include information about treatment and care options, psychological support, advice about financial assistance and support in managing their condition themselves. Carers also play a vital role in supporting people with cancer and it is important that their needs for information, advice and support are addressed.

A Health and Wellbeing Clinics aim is that everyone who has had a cancer diagnosis and is living with cancer will have access to a Health and Wellbeing Clinic/information. This will provide the support they need to enable them to lead as normal a life as possible.

### **Clinic Agenda**

Each session is delivered by a clinician with expertise in that field. Topics being covered include:

- Health needs assessment – you will have the opportunity to complete one of these during the session
- White House Cancer Support
- Citizens Advice benefits
- Action Health and what exercise can help you
- Introduction to oncology, treatments and the effects of treatments
- An introduction to palliative care
- Other support services
- Psychological support
- Nutrition support and cancer

### **Venue**

Clinics are held at Russell's Hall Hospital in the Clinical Education Centre in South Block. The sessions last about two hours and there is time to ask questions as a group or on an individual basis. Staff can attend as well for information about services available if they are looking after cancer patients.



Please refer to the living with and beyond cancer team (LWBC) website on the Trust website at [www.dgft.nhs.uk](http://www.dgft.nhs.uk), click on the A-Z services tab and then section L and Living with and beyond (LWBC) is listed there. You will find lots of useful information, resources, power points and videos, but also contact numbers for local and national support. If you require any additional support please contact your CNS, Cancer care navigator or LWBC team. Contact numbers can be found on Page 15 & 25

## HEALTH AND WELLBEING SESSIONS: BEST SUPPORTIVE CARE SESSIONS

These sessions are a health and wellbeing clinics or one to ones and are specialised for patients who have a palliative cancer diagnosis.

The term palliative care is used to describe a caregiving approach aimed at optimising quality of life. Palliative care is about holistically supporting patients and families with a life-limiting illness. It's sometimes called 'supportive care'. Any treatment that is considered palliative, is not with a curative intent, but has the intention to improve any symptoms & quality of life.

The aim of palliative care is to help you to have a good quality of life – this includes being as well and active as possible, for as long as possible. These sessions will involve the following information/talks:

- Health needs assessment – you will have the opportunity to complete one of these during the session
- White House Cancer Support what is available
- Macmillan Citizens Advice and benefits available
- Action Health and what exercise can help you
- Treatments and the effects of treatments
- Palliative care and planning ahead
- Palliative therapies and fatigue
- Preferred place of care
- Lymphedema support
- Psychological support
- Managing your symptoms

This is one session.



You can book your place through the LWBC team 01384456111 Ext 5315

## LWBC TEAM AND SUPPORT AVAILABLE

Services available	Contact Details/Referral
<p>The LWBC team support patients and their families who are living with cancer. The team comprises of two clinical nurse specialists and a cancer care co-ordinator.</p> <p>The team can support with:</p> <p>holistic needs assessment</p> <p>care planning health and wellbeing sessions and information such as exercise, support groups, clinical psychology, financial, signposting and referring to other services.</p>	<p>Patients can self-refer to LWBC or clinician/GP if they meet the following criteria:</p> <p><b>Criteria:</b></p> <p>Confirmed Cancer diagnosis (Histopathological, radiological, or clinical diagnosis)</p> <p>CNS contact</p> <p>Dudley GP</p> <p>Diagnosis in Dudley</p> <p>Please refer to the LWBC website for the following:</p> <p>LWBC Team Leaflet            LWBC Health and wellbeing leaflet            LWBC Best supportive care sessions leaflet</p> <p><a href="mailto:Dgft.lwbcteam@nhs.net">Dgft.lwbcteam@nhs.net</a>: our services: L for living with and beyond</p>

## CANCER CARE NAVIGATOR ROLE AND YOUR CARE

Cancer Care Navigators at DGOH	Contact and Referral
<p>When a patient is referred to the hospital via a rapid access pathway for suspected , their care will be coordinated by a team of cancer care navigators. The patient will be contacted within 2 weeks of the referral.</p> <p>A cancer care navigator is a band 4 member of staff who will be based within the multidisciplinary team. Care coordination is not one person's role, job, or responsibility. All patients will be provided a leaflet with a contact number, so they have a point of access throughout their cancer diagnosis, treatment, follow up and discharge.</p>	<p><a href="mailto:Dgft.cancercarenaviagtors@nhs.net">Dgft.cancercarenaviagtors@nhs.net</a></p> <p>01384456111 EXT 4620</p> <p>01384 244620</p> <p><b>Referral to the cancer care navigators will only be available if a patient is referred to RHH on this pathway. For information of how to refer please contact the team.</b></p>

**YOUR LOCAL CANCER SUPPORT: THE WHITE HOUSE CANCER SUPPORT:**



What do they offer	Contact details
Practical and emotional support for those affected by a cancer diagnosis.	01384231232 <a href="mailto:info@support4cancer.org.uk">info@support4cancer.org.uk</a> <a href="http://www.support4cancer.org">www.support4cancer.org</a>
<ul style="list-style-type: none"> <li>• Support and information</li> <li>• Transport</li> <li>• Counselling</li> <li>• Complementary therapies</li> <li>• Activities</li> <li>• Peer group support meetings</li> <li>• Peer community support groups</li> </ul>	The white house 10 Ednam road Dudley DY1 1JX

**SOCIAL PRESCRIBING**

**SOCIAL PRESCRIBING**  IS NOT JUST . . .

- Signposting
- Health Coaching
- A directory of services
- Activities to fill someone's time now and then

**IT'S MUCH MORE . . .**

Physical Activity	Diet & Nutrition	Mental Health	Social Support	Substance Abuse
				
Debt & Benefits Advice	Housing Support	Employability Support	Volunteering Support	Gambling Addiction
				



Social prescribing enables GP, nurses, and primary care clinicians to refer to a range of local, non-clinical services to support a person’s health and wellbeing. It’s about connecting people, providing information, advice and resources for community groups, organisations, and the public.

The [Voluntary Sector Social Prescribing Fund](#) is for the voluntary, community and social enterprise sector (VCSE) in Dudley borough, to help develop and provide creative, person-centred care and support for people referred to social prescribing. The aim of the fund is to:

- Help improve health and wellbeing
- Develop and provide new creative activities with people
- Help achieve longer-term recovery once people have been helped to resolve crisis situations such as housing, financial issues etc
- Help unlock people’s passions, gifts, and talents
- Help nurture connections between people and increase social connections

Social Prescribing	How do I access this?
Dudley Council	Dudleycvs.org.uk 01384573381 <b>Patients can self refer: please see leaflet on page 61</b>
Integrated plus Supporting people to become more involved, connected, and active in their communities	<a href="mailto:keeley@dudleycvs.org.uk">keeley@dudleycvs.org.uk</a> <a href="https://www.dudleycvs.org.uk/about/who-we-are/integrated-plus/">https://www.dudleycvs.org.uk/about/who-we-are/integrated-plus/</a> GPS/Practice nurses/HCA can also refer.

## CANCER PREHABILITATION

Cancer Prehabilitation	Support in Dudley for Prehabilitation	Contact Page number
<p>Cancer prehabilitation occurs between the time of cancer diagnosis and the beginning of acute treatment.</p> <p>It includes physical and psychological assessments that establish a baseline functional level, identifies impairments, and provides targeted interventions that improve a patient's outcome. The goal of cancer prehabilitation is to bring the functional status, namely physical capacity, and mental health, to a higher level, which enables the patient to receive all necessary cancer treatments.</p>	<ul style="list-style-type: none"> <li>• LWBC team</li> <li>• Clinical teams</li> <li>• Action Health (Exercise)</li> <li>• Clinical Psychology</li> <li>• White house cancer support for support groups, counselling, therapies, transport, advice, and information</li> <li>• Lymph care UK</li> <li>• Dietary advice/weight management through oncology dieticians</li> <li>• Smoking cessation</li> <li>• MACCAB benefits advice and support, blue badge</li> </ul>	<p>Your clinician (Doctor, Clinical nurse specialist or consultant) will discuss the elements of prehabilitation with you at your appointment</p>

## IN AN EMERGENCY:



Out of hours/ Emergency services/Department RHH (ED)

- The Emergency Department is also often referred to as Accident & Emergency (A&E).

Services Available	Contacts Details
<p>A dedicated team of highly skilled professionals provide a 24/7 service to our local community. Our primary aims within the department are:</p> <ul style="list-style-type: none"> <li>• To deliver high quality emergency care according to the individual needs of our patients.</li> </ul>	<p><b>999</b></p> <p><b>111</b></p> <p><b>PLEASE REFER TO INFORMATION ON PAGE 19 OF WHOM TO CALL AND WHEN.</b></p> <p><b>Self-referral</b></p>

<ul style="list-style-type: none"> <li>• Manage Cancer related emergencies if required</li> </ul> <p><b>Please refer to your information of what to look out for in an emergency from your clinical teams</b></p>	
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Please visit our NHS choices website ([www.nhs.uk/urgent](http://www.nhs.uk/urgent) and emergency care) for more information on emergency care and treatment in working hours and out of hrs:

- [When to use 111](#)
- [When to call 999](#)
- [When to go to A&E](#)
- [When to visit an urgent treatment centre \(walk-in centre or minor injury unit\)](#)
- [NHS out-of-hours services](#)

For STAFF: Out of Hours please contact the Oncologist on call at New Cross Hospital via New Cross Switchboard for advice.

For Palliative care OOH please contact RHH switch board

## SECONDARY CARE: ACUTE ONCOLOGY SERVICE (AOS)

Services Available	Contact details
<p>The Acute Oncology Team will provide advice for oncology patients who are <b>admitted into hospital</b> due to side effects of their oncology treatment or due to symptoms caused by the disease itself. They support with:</p> <ul style="list-style-type: none"> <li>• Acute oncology emergencies such suspicion of metastatic spinal cord compression and neutropenic sepsis.</li> </ul> <p>The AOS does not replace existing pathways for diagnosis/treatment. Patients continue to get support from their site-specific CNS they are not taken over the AOS</p> <p>They also support patients who present with metastatic malignant disease of unknown primary origin</p>	<ul style="list-style-type: none"> <li>• Acute Oncology Clinical Nurse Specialist (CNS) Ext. 3425 or bleep 8974</li> <li>• Acute Oncology Support Sister Ext. 3425 or Bleep 8974</li> <li>• Monday to Friday, 08:30 - 16:30</li> </ul>

## SDEC: SAME DAY EMERGENCY CARE

Services Available	Contact Details
<p>Getting a cancer diagnosis and having cancer treatment may make patients feel anxious or scared.</p> <p>SDEC are there to support patients and their families through treatment and if they become or feel unwell whilst on treatment</p> <p>If patients are having chemotherapy, they are less likely to get an infection:</p> <p>How do I know if I have an infection?</p> <ul style="list-style-type: none"><li>• Temperature greater than 37.5 or below 35.0</li><li>• Uncontrollable shivering, chills or shakes</li><li>• Persistent Diarrhoea</li><li>• Persistent vomiting or nausea</li><li>• Constipation</li><li>• Bruising or any bleeding for no apparent reason eg nose bleeds</li><li>• A rash</li><li>• A cough or shortness of breath</li><li>• Discomfort or burning when passing urine</li><li>• Any pain, blisters, soreness, redness or any other concerns around the site where your chemotherapy was given</li></ul> <p style="text-align: center;"></p> <p><b>DO NOT WAIT IF YOU THINK YOU HAVE AN INFECTION OR FEEL UNWELL</b></p> <p>Chemotherapy services are being offered within THE Georgina Day Case and THE Georgina in-patient Unit (C4) at Russells Hall Hospital, where you will also find the outpatient oncology/haematology clinics.</p>	<p>Haematology/Oncology Assessment Unit (SDEC)</p> <p>On 01384 456111 ext. 4271</p> <p><a href="#">Out of hours, weekends, or Bank Holidays</a></p> <p>Ward C4/Georgina Ward on 01384 244251 or 01384 244235 08:00-16:00)</p> <p><a href="#">Lead Chemotherapy Nurse: ext. 3426 (Monday-Friday 08:00- 16:00) Home</a></p> <p>Chemotherapy Nursing Team ext. 3426 (Monday -Friday <a href="#">8am to 6.30pm, Monday to Friday</a>)</p> <p><b>OUT OF HOURS CALL C4 01384244251 OR 01384244235</b></p>

### Services Available

GP's and practice staff have an important role in supporting cancer patients and their families. Patients can access their GP during the practice opening hours. They can offer urgent advice, support, and signpost to appropriate services. GPs can refer for particular service input, however this may differ in each locality. Services that may require a GP referral include>

- Listening and guidance bereavement support for family and carers
- Psychological counselling for cancer patients via referral to palliative care teams
- Continence team support
- Dietician input
- Occupational therapy
- Physiotherapy
- Any Hospital based service referral
- Specialist Palliative care
- Social prescribing -integrated plus
- Ask your GP about Patient access:

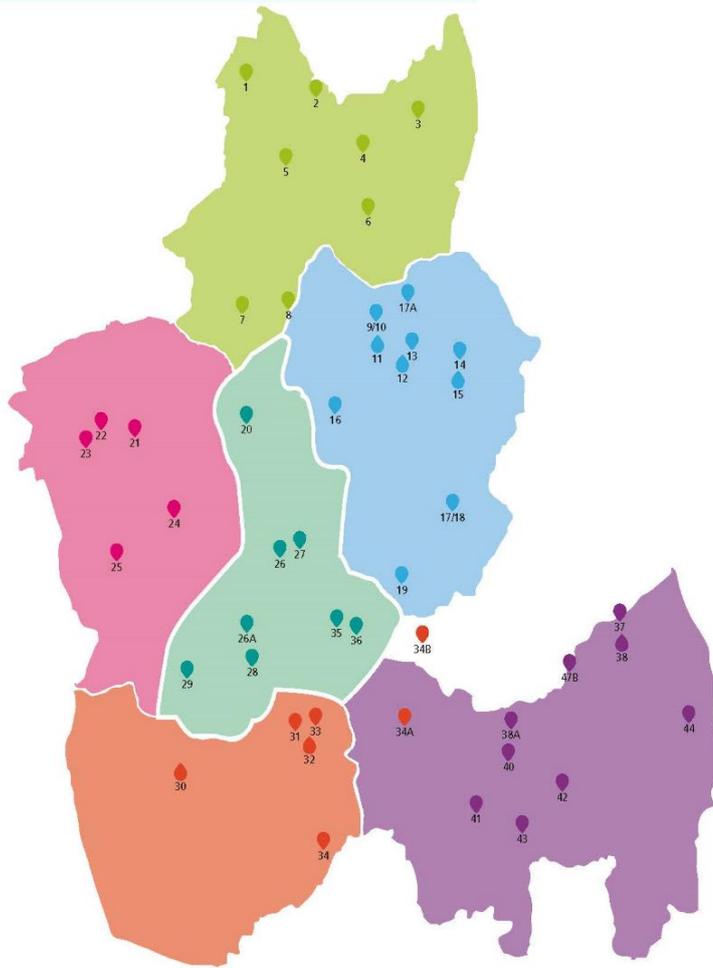
Patient Access is an APP which connects you to local health services when you need them most. Book GP appointments, order repeat prescriptions and discover local health services for you or your family via your mobile or home computer.

Please speak to your GP for referral if you require these services. You will find a useful list of all our Dudley GPS and Primary care networks on page 21-24

## Surgeries by Primary Care Network



## Dudley Clinical Commissioning Group



### Sedgley, Coseley and Gornal

- 1 Northway Surgery
- 2 Bath Street Surgery
- 3 Coseley Medical Centre
- 4 Woodseton Medical Centre
- 5 The Ridgeway Surgery
- 6 The Greens Health Centre
- 7 Lower Gornal Health Centre
- 8 Castle Meadows Surgery

### Dudley and Netherton

- 9 St James Medical Practice (Dr Jalota)
- 10 St James Medical Practice (Dr Porter)
- 11 Eve Hill Medical Practice
- 12 Steppingstones Medical Practice
- 13 Cross Street Health Centre
- 14 Central Clinic
- 15 Bean Road Surgery
- 16 Keelinge House Surgery
- 17 Links Medical Practice
- 17A Hazel Road Surgery (Links Medical Practice Branch)
- 18 Netherton Health Centre
- 19 Dudley Wood Surgery

### Kingswinford and Wordsley

- 21 Kingswinford Health Centre
- 22 Moss Grove Surgery
- 23 Summerhill Surgery
- 24 Rangeways Road Surgery
- 25 Wordsley Green Health Centre

### Brierley Hill

- 20 High Oak Surgery
- 26 AW Surgeries
- 26A Withymoor Surgery (AW Branch)
- 27 Waterfront Surgery
- 28 Quincy Rise Surgery
- 29 Three Villages Medical Practice
- 35 Thorns Road Surgery
- 36 Quarry Bank Medical Centre

### Stourbridge, Wollescote and Lye

- 30 Lion Health
- 31 Pedmore Medical Practice
- 32 Chapel Street Surgery
- 33 The Limes Surgery
- 34 Wychbury Medical Group
- 34A Chapel House Lane (Wychbury Branch)

### Halesowen

- 37 Clement Road Medical Centre
- 38 Feldon Lane Surgery
- 38A Hawne Lane Surgery (Feldon Lane Branch)
- 39 Alexandra Medical Centre
- 40 Lapal Medical Practice
- 41\* Meadowbrook Surgery
- 42 Halesowen Medical Practice (otherwise known as St Margarets Well)
- 43 Halesowen Health Centre (otherwise known as Stourside)
- 34B Cradley Road Surgery (Wychbury Branch)

Data correct as of 1 February 2019.

\* This practice has agreed that the Halesowen PCN will provide services for their population, but are not obligated to the PCN Directed Enhanced Service (DES) contract.

<b>GP Practice</b>	<b>Contact Details</b>
<b>Sedgley, Coseley and Gornal</b>	
The Northway Surgery	01902885180
Bath Street Surgery	01902 887870
Coseley Medical centre	01902882070
WoodSetton Medical Centre	01902883346
The Ridgeway Surgery	01902886500
The Greens Health centre	01902667949
Lower Gornal Health Centre	01384322400
Castle Meadows Surgery	01384234737
<b>Dudley and Netherton</b>	
St James Medical Practice	01384252729
St James Medical Practice	01384252729
Eve Hill Medical practice	01384254423
Steppingstones Medical Practice	01384458229
Cross Street Health centre	01384459044
Central clinic	01384253616
Bean Road Surgery	01384252229
Keeling House Surgery	0138477194
Links Medical Practice	01384239657
Hazel Road Surgery (Links Medical Practice Branch)	01215504917
Netherton Health Centre	01384884030
Dudley Wood Surgery	01384569050/PM: 01384634228

<b>Kingswinford and Wordsley</b>	
Kingswinford health centre	01384271241
Moss grove surgery	01384277377
Summerhill surgery	01384273275
Rangeways surgery	01384366166
Wordsley green health centre	01384277591
<b>Brierley Hill</b>	
High Oak surgery	01384366155
AW Surgeries	01384465422
Waterfront surgery	01384481235
Qunicy Rise surgery	01384422698
Three villages Medical Practice	01384322500
Thorns road surgery	01384484894
Quarry Bank Medical centre	01384566651
Withymoor Surgery (AW Branch)	01384465422
<b>Stourbridge, Lye and Wollescote</b>	
Lion health	01384460999
Pedmore Medical Practice	01384422591
Chapel street surgery	01384897668
The limes surgery	01384426929
Wychbury Medical group	01384322300
Chapel House Lane (Wychbury branch)	01384322300

<b>Halesowen</b>	
Clement road medical centre	01215592044
Feldon lane surgery	01214224703
Hawne lane surgery (Feldon lane branch)	01214224703
Alexandra medical centre	01215855188
Lapel medical practice	01214222345
Meadowbrook surgery	01215501034/01215504758
Halesowen medical practice known as St Margarets Wells	01215504917
Halesowen health centre known as Stourside	01215501010

## CLINICAL NURSE SPECIALIST TEAMS (CNS)

When a patient is diagnosed with cancer they will see a clinical nurse specialist, who is a specialist nurse within that field of expertise. All patients should have a key worker, also known as a Clinical nurse specialist (CNS) or specialist nurse (SP), so they have a point of specialist contact for their care. The clinical nurse specialist will discuss the results with the patient and provide information, including a holistic needs assessment checklist (HNA) and HNA booklet for the patient to complete when they are ready.

### **Please see below a useful list of Dudley Group of Hospitals Clinical Nurse Specialists (CNS) Teams**

Colorectal Cancer:	01384456111 ex 2286
Breast Cancer:	01384456111 ex 2065
Chemotherapy day case:	01384456111 ex 2028
Lead Chemotherapy:	01384456111 ex 3426
Gynaecology:	01384456111 ex 3355
Haematology:	01384456111 ex 2453
Head and Neck:	01384456111 ex 2655
Lung Cancer:	01384456111 ex 2752
Prostate Cancer/Urology:	01384456111 ex 2873
Skin Cancer:	01384456111 ex 3088
Upper GI:	01384456111 ex 2443
LWBC:	01384456111 ex 5315
Acute Oncology:	01384456111 ex 3425
Oncology CNS	01384456111 ex 3533

**Social Services:**

All adult social services departments provide personalised, practical support for people over 18. It supports them to live their lives the way they want. It preserves dignity and keeps people independent. People who need care should have the choice, flexibility, and control to live their lives the way they want.

Services Available	Contact Details
<p>Dudley Adult Social Care provides free comprehensive advice and information on services for all care and support needs. The team will be able to advise you on a range of social and community services, including a range of prevention services that can support you to be safe and independent at home. They offer the following:</p> <p><a href="https://www.dudley.gov.uk/residents/care-and-health/adult-health-social-care/">https://www.dudley.gov.uk/residents/care-and-health/adult-health-social-care/</a></p> <ul style="list-style-type: none"> <li> <b>DUDLEY CARERS HUB</b>                      The carers hub is for anyone who cares without payment (unpaid) for a family member, partner, friend or neighbour due to illness, disability, serious illness, lifelong condition who would be unable to cope without that support. It provides support for these carers and signposting, groups, coffee mornings to help meet other carers.                 </li> <li> <b>Dudley adult carers wellbeing service</b> </li> </ul> <p>Other services:</p> <ul style="list-style-type: none"> <li>Respite</li> <li>Dementia gateway service</li> <li>Dementia advisors</li> </ul> <p>This service supports Dudley residents who are living with dementia, including support for families and carers. It also can provide access to Crystal gateway.</p> <ul style="list-style-type: none"> <li>Crystal Gateway</li> </ul>	<p><b>Monday-Friday 03005550055</b>  <b><u>Accessteam@dudley.gov.uk</u></b>  <b>Emergency/out of hours:</b>  <b>03005558574</b></p> <p><b>01384818723</b>  <b>Monday-friday 9-1700</b>  <b><u>dudleycarershub@dudley.gov.uk</u></b></p> <p>Self-referral</p> <div data-bbox="742 1361 933 1556" data-label="Image"> </div> <p><small>for carers of all ages living in Dudley Borough</small></p> <p>Self-referral                      0300 555 0055</p>

The Crystal Gateway is a dementia day centre which is accessed via a social care assessment. Crystal provides respite and beneficial activity sessions in a dementia centre or in a person's home in the community

- Dudley telecare

The Dudley Telecare Service is a fully integrated 24/7 emergency alarm service, offering a whole range of supportive Technology Enabled Care solutions. Our aim is to enable people to continue living safely, securely, and most importantly independent.

The Dudley Telecare Service is Dudley Council's emergency alarm call service. It operates 24 hours a day, 365 days a year.

- Falls prevention
- Queens cross network
- Vision support
- Deaf support

Queens Cross Network is our local support centre for adults with physical and/or sensory disabilities. Located in Dudley, we offer person centred, tailored support programmes within a relaxed and friendly environment:

- Disability in Action
- Vision support services
- Deaf support

Continued to be accessed through Dudley social services:

- Dudley therapies
- Assisted living
- Welfare rights
- Lye community project
- Dudley home improvement
- Reablement team
- Dudley disabilities
- Dudley crisis team
  
- Caring for me and you

01384813315

03005552040

[www.dudley.gov.uk](http://www.dudley.gov.uk)

Referral form available online.

01384817475/815030

01384813460

[WWW.dudley.gov.uk](http://WWW.dudley.gov.uk)

<ul style="list-style-type: none"> <li>• Dudley safe and sound</li> </ul> <p><b>Sandwell Social services:</b> SANDWELL Social services:</p> <p><b>WORCESTERSHIRE Social services:</b></p> <p>Beacon Centre: low vision Aids and equipment</p> <p>Stair Lift Helper</p> <p>Blackcountry talking newspaper</p>	<p>0121 5692266/ Sandwell.gov.uk</p> <p>01905 765765/ Worcsetershire.gov.uk</p> <p>01902886796</p> <p>08000029205</p> <p>01384440333</p>
<p><b>Dudley Council for voluntary services (CVS)</b></p> <p>Offer support all sizes and types of voluntary and community groups, charities and social enterprises, however formal or informal, as long as they benefit the people of Dudley borough. Our teams support people of all ages looking to improve their wellbeing by helping them connect to local services and community activities. We also support carers, and people looking to share their experiences of health and care services.</p> <p>Support people to get more involved in their community with support and encouragement. We work with people who access health and care services and those who would like a bit more support to help them link with services and get more active in their communities.</p>	<p><a href="http://www.dudleycvs.org.uk">www.dudleycvs.org.uk</a></p> <p>7 Albion Street, Brierley Hill, Dudley, West Midlands DY5 3EE</p> <p>01384 573381</p> <p><b>Contact</b></p> <p><a href="mailto:info@dudleycvs.org.uk">info@dudleycvs.org.uk</a></p> 

Dudley CVS works with anyone within Dudley borough to help realise our vision, including:

- **Groups** - the voluntary and community sector that we have supported for the last 40 years
- **Volunteers and people looking to get involved in their communities**
- **People**
- **Businesses**
- **Partners**

We'll also work with people outside of the borough who can bring inspiring and innovative ideas to Dudley borough from all around the world.

**Community care coordinators** are a non-clinical team who will contact patients registered with a Dudley GP after they leave hospital to offer them extra help and support.

Carer coordinator

Carer's trust/UK

Carer's wellbeing café

Winter warmth support service

01384321811/01384321810

Carecoordinators.admin@nhs.net

01384573381/

[carers@dudley.gov.uk/resident/care-health](mailto:carers@dudley.gov.uk/resident/care-health)

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

[01384818723/carersnetwork@dudley.gov.uk](mailto:01384818723/carersnetwork@dudley.gov.uk)

01384817086

## AGE UK

Services Available	Contact details
<p>This service provides advice for the over 50s around the following:</p> <ul style="list-style-type: none"> <li>• Day care</li> <li>• Carer's support</li> <li>• Handy person support</li> <li>• Legal services</li> <li>• Wellbeing</li> <li>• Community centres</li> <li>• Befriending services</li> <li>• Advice on benefits</li> <li>• Veteran's support</li> </ul>	<p><b>01384 354508</b></p> <p><a href="http://www.ageuk.org.uk/dudley">www.ageuk.org.uk/dudley</a></p> <p><a href="mailto:mail@ageukdudley.org.uk">mail@ageukdudley.org.uk</a></p> 

## YOUR LOCAL PHARMACY

Services available	Contact details
<p>Pharmacists are healthcare professionals who focus on the safe and effective use of medications.</p> <p>They are qualified to dispense prescription medications as well as giving advice on over-the-counter remedies for:</p> <p>Minor ailments, Coughs, colds, pain relief, Contraception, Erectile Dysfunction advice/treatment</p>	<p>Please refer to your local pharmacist</p> <p>Most Chemists offer The NHS electronic prescription service (EPS) which means all repeats can be arranged and delivered direct to your chosen address from your chosen chemist.</p>  <p>Pharmacy</p>

## CANCER RESEARCH UK (CRUK)

Services Available	Contact Details
<p>Cancer research is the world's largest charity dedicated to saving lives through research</p>	<p>Telephone: 02072420200</p> <p>Email: <a href="mailto:supporter.services@cancer.org.uk">supporter.services@cancer.org.uk</a></p> <p>Website: <a href="http://www.cancerresearchuk.org">www.cancerresearchuk.org</a></p>

Provide information and resources Online forums/support Information about current clinical trials	Charity number: 1089464 
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### SUPPORT FROM MACMILLAN

Services available	Contact details/Referral
Support and information for patients and everybody affected by cancer Information on A-Z of cancer types and treatments Online support Support groups Health professional support Benefit and financial support Counselling Buddie service Health and wellbeing information	Macmillan.org.uk 0808 808 0000  Self referral GP/Clinician referral

### SUPPORT WITH MEALS

Services they offer	Contact details/Referral
The following organisations offer hot food delivery. <ul style="list-style-type: none"> <li>Wiltshire Farm Foods</li> <li>Gourmet Meal Care</li> <li>Social services</li> <li>Nanas Kitchen</li> </ul>	08082395530 01384880214 See page 07541347613

### HOME HELP

Services available	Contact/referral
Social services	Page 26

Can help with private providers and a financial assessment	
Carers Hub Can provide an independent list	Page 26
Age UK	Page 29

**PHYSICAL ACTIVITY**

<b>Services offered</b>	<b>Contact details</b>
<p>Support with physical activity and encouraging people with cancer to become more active</p> <p>Action health</p> <p>Health Hubs and outdoor gyms situated at all council parks. Action health can signpost and support with information around health hubs and all supported exercise.</p>	<p>Speak to your Clinical team/LWBC to refer OR YOUR GP</p> <p>01384456111 ex 1470</p> <p>actionhealth@actionheart.com</p> 

**TRAVEL AND TRANSPORT SUPPORT**

<b>The White House Cancer Support</b>	01384231232/ <a href="http://www.support4cancer.org.uk">www.support4cancer.org.uk</a>
The WHCS can take patients for cancer treatment and appointments. The WHCS have a team of volunteer drivers. Please contact the team to discuss if you meet the criteria.	
<b>Driving Miss Daisy</b>	03330146211/ <a href="http://drivingmissdaisy.co.uk">http://drivingmissdaisy.co.uk</a>
Companionship and Assisted Transportation by licenced, trained, and qualified Companion Drivers	

**BEFRIENDING/LUNCHEON CLUBS**

Pleased to meet you service	communitysupportserv@dudley.gov.uk
	01384812761 They provide support in your own home. For over 60ys.
Breakaway Lunch and social activity for older people	Royal British Legion KINGSWINFORD 07487404882 Wednesday 1230-1400

	Lunch club
Cornerstones senior lunch club over 60yrs club	<a href="http://www.bethalchapel.net">www.bethalchapel.net</a> Dudleyci.co.uk Lunch club
Flame community church good companions lunch club	01215617941 Lunch club
Home matters supporting people limited	<a href="http://www.hmsp-ltd.co.uk">www.hmsp-ltd.co.uk</a> 01384831489 Support for people with housing issues
Befriending services	<a href="https://www.mha.org.uk/communities/befriending/">https://www.mha.org.uk/communities/befriending/</a>
<b>Local churches, mosques, and community centres</b>	Most churches and facilities provide local activity groups, exercise classes and lunch clubs. Please signpost to local ones or request further information from LWBC EXT 5315.

## PLANNING YOUR FUTURE

When patients have a cancer diagnosis, they will often think about planning the future and putting things in order. Below you will find some useful support:

Services they offer	Contact/referral
<ul style="list-style-type: none"> <li>• Advance care planning</li> </ul> <p>Advance care planning offers people the opportunity to plan their future care and support, including medical treatment, while they have the capacity to do so. It is a document you can complete together as part of your care.</p> <p>Not everyone will want to make an advance care plan, but it may be especially relevant for:</p> <ul style="list-style-type: none"> <li>• People at risk of losing mental capacity - for example, through progressive illness.</li> <li>• People whose mental capacity varies at different times - for example, through mental illness.</li> </ul> <p>Advance care planning can make the difference between a future where a person</p>	<p>All clinical teams</p> <p>LWBC</p> <p>Palliative care team</p> <p>District nurses</p> <p>GPS</p> <p>Please refer to <a href="http://www.dgft.nhs.uk">www.dgft.nhs.uk</a>: our services/ P for palliative care for more information</p>

<p>makes their own decisions and a future where others do.</p> <p>ReSPECT : Recommended summary plan for emergency care and treatment</p>  <p><a href="https://www.resus.org.uk/respect/respect-patients-and-carers">https://www.resus.org.uk/respect/respect-patients-and-carers</a></p>	<p>This is a summary of personalised recommendations for a persons care in a future emergency, in which they do not have capacity to make or express a choice.</p> <p>ReSPECT can be discussed in primary and secondary care when planning a patients care. In the community in Dudley we have a team of clinical nurse specialists for the implementation of ReSPECT and future care planning with patients and families. This allows patients to discuss priorities of care, preferences and preferred place of care.</p>
<p>Will writing information</p>	<p>WHCS 01384231232 Macmillan free will see page 31</p>
<p>Planning a Funeral information</p>	<p>WHCS 01384231232 Macmillian.org.uk</p>

## HOUSING SUPPORT

Services they offer	Contact/ Referral
<ul style="list-style-type: none"> <li>Dudley housing support</li> </ul> <p>We aim to support residents within the Dudley Borough to access support for their needs, enabling them to live as independently as possible. The telephone service we provide is free, impartial, open to any resident in the Dudley Borough and we maintain confidentiality in accordance with the Data Protection Law.</p> <ul style="list-style-type: none"> <li>All councils will provide information and support around housing in your area. Please contact your local council for extra support.</li> </ul>	<p>01384 812504 0300 555 2345</p> 

## ADDICTION

Services they offer	Contact/Referral
<ul style="list-style-type: none"> <li>Atlantic house</li> </ul> <p>Support for drug addiction and substance misuse for adults aged over 18</p>	<p>01384426120</p>  <p>Provided by</p>  <p><b>Change Grow Live</b></p>

<ul style="list-style-type: none"> <li>• Samaritans</li> </ul> <p>Confidential support for people experiencing distress or despair</p>	 <p>116123 (24 hr)  <a href="http://www.samaritans.org.uk">www.samaritans.org.uk</a></p>
<ul style="list-style-type: none"> <li>• Alcoholics Anonymous</li> </ul> <p>A free self-help groups. Its 12-step programme to help with excessive alcohol intake</p>	<p>08009177650  <a href="http://www.alcoholics-anonymous.org.uk">www.alcoholics-anonymous.org.uk</a></p>
<ul style="list-style-type: none"> <li>• SMART Recovery</li> </ul> <p>Is a face to face and online support for people who have problems with alcohol and drugs</p>	<p><a href="http://Smartrecovery.org.uk">Smartrecovery.org.uk</a></p>
<ul style="list-style-type: none"> <li>• NHS support</li> </ul>	<p><a href="http://WWW.NHS.UK">WWW.NHS.UK</a></p>
<ul style="list-style-type: none"> <li>• FRANK</li> </ul> <p>Free confidential advice about drugs, their effects, and the law</p> 	<p>FRANKS live chat service daily 2-1800  03001236600  Text a question 82111  <a href="http://www.talktofrank.com">www.talktofrank.com</a></p>

## SUPPORT FOR PATIENTS WHO HAVE PETS AND ANIMALS

All the below charities offer peace of mind and practical help for people who require support with their animals. Providing love, care and safety for pets.



What do they offer?	Contact/Referral
<p>Macmillan Guide to pet care and advice whilst having cancer treatment</p> 	<p><a href="http://Macmillan.org.uk">Macmillan.org.uk</a></p>
<p>The Cinnamon Trust</p>	<p><a href="http://cinnamon.org.uk">http://cinnamon.org.uk</a>  01736757900</p>

A national charity for the elderly who are terminally ill and their pets	
PETPALS Information on dog walking, sitting.	<a href="http://www.petpals.com">www.petpals.com</a> 01264 326262 ukoffice@petpals.com
RSPCA Home for life scheme  	<a href="http://www.RSPCA.ORG.UK">www.RSPCA.ORG.UK</a>
DOGBUDDY service	<a href="https://uk.dogbuddy.com">https://uk.dogbuddy.com</a>
Social services	03005550055 <a href="http://www.dudley.gov.uk">www.dudley.gov.uk</a>
Borrow my doggy  	<a href="https://www.borrowmydoggy.com">https://www.borrowmydoggy.com</a>

## SUPPORT IN YOUR OWN HOME

<b>Community intravenous therapy team</b>	
<p>The Community IV Team delivers intravenous therapy (into the vein) to patients in the community. The services run 365 days per year from 8am – 6pm. After 6pm the service is supported by the out of hour's district nursing team.</p> <ul style="list-style-type: none"> <li>• Intravenous antimicrobial therapy as part of the Trust OPAT service (outpatient parenteral antimicrobial therapy). Please see below.</li> <li>• Oncology/haematology outreach service</li> <li>• Intravenous iron to correct preoperative iron deficiency anaemia</li> <li>• Artificial hydration</li> <li>• Management of hickman/picc lines which are used for chemotherapy</li> </ul>	<p>Lead Nurse Kate Owen 01384 321241 Dudley.iv-therapy@nhs.net</p> <p>A referral is required from a clinician for this service and for the patient to meet the criteria.</p>

## DISTRICT NURSES

What do they offer?	Contact/Referral
<p>District nurses visit housebound patients requiring nursing intervention. This includes dressings, removal of clips/sutures, taking of blood specimens, injections, health promotion advice, smoking cessation, care of catheters and post operative dressings.</p> <p>You can access the district nursing team via your GP surgery.</p> <p>Anyone can refer a patient to the service; however, patients do need to be housebound.</p> 	<ul style="list-style-type: none"> <li>▪ 24-hour service</li> <li>▪ Day service – 08.00-17.30</li> <li>▪ Evening service -17.30-23.00</li> <li>▪ Night service 23.00-08.00</li> <li>▪ District nursing single point of access contact</li> </ul>

## SPECIALIST PALLIATIVE CARE HOSPITAL/COMMUNITY (PREVIOUSLY KNOWN AS MACMILLAN NURSES)

What do they offer	Contact/Referral
<p>Palliative care is the active holistic care of patients with advanced progressive illness.</p> <p>The management of pain and other symptoms and provision of psychological, social, and spiritual support is paramount.</p> <p>The goal of palliative care is achievement of the best quality of life for patients and those important to them.</p> 	<p>Hospital Specialist Palliative Care Team: Russell's Hall Hospital, North Block, Second Floor, Tel: 01384 244 238 Ext: 2238</p> <p>Community Specialist Palliative Care Team: Tel: 01384 321 523 (Monday - Friday 9-5pm) Tel: 01384 321 600 - Option 1 (Weekend 9-5pm) This is via district nurses - but they will connect you to one of our team</p> <p>A referral is required from a GP/hospital team and patients are required to meet a criteria</p> <p>For out of hours advice (after 5pm) call Compton Care 0300 323 0250</p>

## MARIE CURIE

What do they offer	Referral/contact
<p>Marie curie is a national service who provides care and support for people living with any terminal illness whilst also helping families affected</p> 	<p>Self-referral 0800716146/08000902309 <a href="http://www.mariecurie.org.uk">www.mariecurie.org.uk</a> charity No: 207994</p>

## Social services

Page 27-29

## CROSSROADS:

What do they offer	Referral/ Contact
<p><b>Crossroads</b> Support and advice for carers Sitting services</p>	<p>Self-referral: 01384298513 <a href="mailto:Office.dudleycrossroads@gmail.com">Office.dudleycrossroads@gmail.com</a> <a href="http://www.dudleycrossroads.co.uk">www.dudleycrossroads.co.uk</a></p>

## GPS and support primary care

Page 21-24

## FAMILY AND RELATIONSHIP SUPPORT

### Relate:

What services do they offer	Contact/referral
<p>Relationship Counselling Family Counselling Sex Therapy Children &amp; Young People Education &amp; Learning Relationship support</p>	<p>Self-Referral Relationship Counselling Webcam Counselling Phone 01902 428447 Phone 0121 643 1638  Email <a href="mailto:admin@relate-wolverhampton.org.uk">admin@relate-wolverhampton.org.uk</a></p>

**PATIENT ADVISORY LIAISON SERVICE (PALS)**

<b>What services do they offer</b>	<b>Contact/referral</b>
<p>Patient advice and liaison service (PALS) at The Dudley group of NHS hospitals help support patients and their families through the Complaints service at The Dudley group of NHS Hospitals. PALS are also an advice and liaison service to help patients and families understand</p> <p>Patient experience at The Dudley group of NHS Hospitals</p> <p><b>POhWER</b> Supports people to get their voices heard if their illness, disability prevents this. Advocacy service</p>	<p>Self-referral 08000730510 01384321035 <a href="mailto:DGFT.pals@nhs.net">DGFT.pals@nhs.net</a></p> <p>01384244404 <a href="mailto:Dgft.patientexperience@nhs.net">Dgft.patientexperience@nhs.net</a></p> <p><a href="http://www.pohwer.net">www.pohwer.net</a> 03004562370</p>
<p><b>Dudley Council voluntary services</b> Nurturing caring, vibrant, and strong communities across dudley borough. It's about connecting, inspiring, and working alongside people and organisations to help vibrant and strong communities.</p>	<p><a href="http://www.dudleycvc.org.uk">www.dudleycvc.org.uk</a> info@dudleycvs.org.uk</p> <p>01384573381</p>
<p><b>Support for carers:</b> The following organisations provide support and information for unpaid carers.</p> <p>Carers HUB and health and wellbeing service</p> <p>Carer coordinator</p> <p>Carers UK</p>	<p>01384818723 www.dudley.gov.uk/carers http://dudleyci.co.uk www.nhs.uk carersnetwork@dudley.gov.uk 01384573381/ <a href="http://carers@dudley.gov.uk/resident/care-health">carers@dudley.gov.uk/resident/care-health</a> <a href="http://www.carers.org">www.carers.org</a></p>

Carer's trust	<a href="mailto:01384818723/carersnetwork@dudley.gov.uk">01384818723/carersnetwork@dudley.gov.uk</a> 01384817086
Carer's wellbeing café	<a href="http://www.dudley.gov.uk">www.dudley.gov.uk</a>
<p><b>Winter warmth support service</b></p> <p><b>Health watch</b></p> <p>The Accessible Information Standard gives disabled people and people with a sensory loss the legal right to get health and social care information they can understand and communications support if they need it</p> <p><b>Dudley libraries</b></p> <p>Provide online support for people who want to access the internet, resources and information. They also provide some group activities</p>	<p><a href="http://www.healthwatch.co.uk">www.healthwatch.co.uk</a></p> <p><a href="http://www.dudley.gov.uk">www.dudley.gov.uk</a></p>

## MENTAL HEALTH AND EMOTIONAL SUPPORT

<b>What services we offer</b>	<b>Contact/referral</b>
<p>Clinical Psychology service at The Dudley group of NHS hospitals</p> <p>The clinical psychology team specialise in providing psychological and emotional support to patients and their families</p>	<p>Clinician referral</p> <p>speak to your CNS team or LWBC</p> <p>01384366249</p>
<p>Macmillan Bupa free online counselling</p> <p>Free specialist counselling</p> <p>Through Bupa, Macmillan are offering up to six counselling sessions, free for people struggling emotionally because of cancer. Within days, people who are eligible can receive specialist, remote support.</p>	<p>Self-referral</p> <p><a href="tel:08088080000">0808 808 00 00</a></p> <p>Page</p> <p><a href="http://Macmillan.org.uk">Macmillan.org.uk</a></p>
<p>The lighthouse counselling</p> <p>Lighthouse Counselling offers help and support services to the residents of the Dudley and surrounding Boroughs.</p> <p>Support for play therapy counselling 3-10yrs, youth 11-18 and adults and couple counselling</p>	<p>Self-referral</p> <p>01384239222</p> <p><a href="http://www.dudleycounsellingcentre.co.uk">www.dudleycounsellingcentre.co.uk</a></p>

Referral through GP for emotional / mental health support	Contact your GP
<p>White house cancer support (WHCS) The team have volunteer counsellors and patients can self-refer.</p> <p>The WHCS also have a monthly Bereavement hub.</p> <p>This is an informal information hub to meet and talk to others who have experienced loss and grief.</p>	 <p>Self-referral</p> <p>03003230250/www.support4cancer.org.uk</p>
Compassionate communities Compton care	<a href="mailto:Compassionatecommunities@comptoncare.org.uk">Compassionatecommunities@comptoncare.org.uk</a>
<p>Let's Get scheme</p> <p>Let's get healthy is an initiative in Dudley that covers all aspects of wellbeing and bereavement support</p>	Lets.get.com
Dudley bereavement support leaflet	Please refer to the documents at the end of this directory page 59
Dudley Crisis Mental Health Team 24 hr access and support	<b>0800 008 6516</b> or by texting <b>07860 025281</b> .
Black Country Healthcare NHS Foundation Trust mental health team/Primary care network mental health team	Clinician referral through GP
<p>Safeguarding concerns</p> <p>Safeguarding means <b>protecting a citizen's health, wellbeing, and human rights</b>; enabling them to live free from harm, abuse, and neglect. It is an integral part of providing high-quality health care. Safeguarding children, young people and adults is a collective responsibility.</p>	<p>Self referral</p> <p><a href="http://safeguarding.dudley.gov.uk">http://safeguarding.dudley.gov.uk</a></p> <p>01384813200</p> <p><a href="https://www.dudleyci.co.uk">https://www.dudleyci.co.uk</a></p> <p>Dudley Access team 03005550055</p> <p>Social services Page: 26-28</p>
<p>Alzheimer's society</p> <p>Alzheimer's Society is the UK's leading dementia charity. We campaign for change, fund research to find a cure and support people living with dementia today.</p>	<p>Self-referral</p> <p>Dementia cafes 01215213020</p> <p><a href="http://www.alzheimers.org.uk">www.alzheimers.org.uk</a></p> <p>03331503456 dementia connect</p>
Chatterbox action against loneliness	<p>Self-referral</p> <p><a href="http://www.omega.uk.net">www.omega.uk.net</a></p> <p>01743245088</p>
Dementia gateway service	Self-referral

The dementia gateway service supports Dudley residents who are living with dementia, including support for carers and family members.	01384818723 www.dudley.gov.uk
Dudley talking therapies Self-referral for telephone or online support for mental health support	Self-referral 08009530404
Silver cloud Self-referral for Online support for mental health support	Self referral <a href="http://www.silvercloudhealth.com">www.silvercloudhealth.com</a>
Dudley MIND We are a mental health charity that aims to improve, promote, and enhance a better quality of life for people living across the Black Country affected by poor mental health.  www.rethink.org	Self-Referrals <a href="http://www.dudleymind.org.uk">www.dudleymind.org.uk</a> <a href="mailto:enquiries@dudleymind.org.uk">enquiries@dudleymind.org.uk</a>  01215227007

## SPIRITUAL GUIDANCE

Services they provide	Contact details
<p><b>Hospital Chaplin</b></p> <p>The Dudley Group is committed to the spiritual care of patients and their relatives.</p> <p>As part of this commitment, the Chaplaincy Service aims to help facilitate the spiritual care of patients and their visitors, and to meet whatever religious needs you may have or to make provision for you to practice your religion if you would like to</p> <p><b>Please note</b> - 'anyone' can be referred to the chaplaincy team for support.</p> <p>Pastoral Support</p> <p>At its simplest, pastoral care is the provision a school makes to ensure the physical and emotional welfare of pupils. The pastoral team</p>	<p>To contact the Chaplaincy team please call:</p> <p><b>01384456111 ext. 2352</b></p> <p>email <a href="mailto:dqft.chaplains@nhs.net">dqft.chaplains@nhs.net</a>, or in person by visiting the Prayer Centre/Chaplaincy office.</p> <p>If no one is available and you need immediate support, please contact the Trust switchboard on <b>0 for information.</b></p> <p>For children of school age please Contact your school office</p>

also offer a safe space for students to discuss concerns and talk openly about their feelings. Pastoral support can be used if a child, parent, friend of that child who attends the school is affected by cancer

## FINANCIAL SUPPORT

### What services do they provide?

Macmillan cancer support

Financial support

Macmillan benefits advice service for people affected by cancer (MACCAB)

Department of work and pensions

Dudley borough citizens advice

Local welfare grants

**DS1500** medical report for universal credit/employment and support allowance/Personal independence payment (PIP) /Disability living allowance or attendance allowance  
If a patient is living with a life limiting and applying for certain benefits, you might have been informed you are entitled to a DS1500. The DS1500 form is a factual report with information about your condition. It describes your symptoms and treatments and is completed by a healthcare professional.

The form will be used by the government office dealing with your benefit, to decide whether you can claim benefits under the special rules.

It's also known as a DS1500 medical condition report.

### Contact/referral

Self-referral

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

Chat online

Email direct

7-day telephone 0808808000 7-day cover

01384817721

[advice@dudleycabx.org](mailto:advice@dudleycabx.org)

Citizen's advice Dudley and Wolverhampton

Grants 01384817721/advice@dudleycabx.org

Referral from health professional

GP/Primary care can support with referrals

Macmillan CAB can assist patients with processing a DS1500. The clinical teams, GPS, Specialist palliative care looking after the patient will decide if a DS1500 if appropriate.

## EMPLOYMENT CONCERNS AND OCCUPATIONAL SUPPORT SERVICES

For employment concerns seek support through your employer	HR services Health and wellbeing services
Department of work and pensions (DWP)	Macmillan booklet: Know your rights as a cancer patient <a href="http://www.Macmillan.org">www.Macmillan.org</a> Work support service 08088080000
MACCAB A benefits advice service for people affected by cancer	01902932170 <a href="mailto:advice@dudleycabx.org">advice@dudleycabx.org</a>
Education support	Support for teachers 08000562561
Fire service personal	<a href="http://www.firefighterscharity.org">www.firefighterscharity.org</a>
Ambulance service personal	<a href="http://www.theasc.org.uk">www.theasc.org.uk</a>
Nursing support	Cavell Nurses trust 01527595999 <a href="http://www.cavellnursestrust.org">www.cavellnursestrust.org</a> Union support

## SERVICE PERSONNEL SUPPORT

Help for heroes	<a href="http://www.helpforheroes.org">www.helpforheroes.org</a>
Royal British legion/financial assistance	08088028080 <a href="http://www.royalbritishlegion.org.uk">www.royalbritishlegion.org.uk</a>
SSAFA The armed forces charity	08002606767 Live chat and email contact <a href="http://www.ssafa.org.uk">www.ssafa.org.uk</a>
NARPO National association of retired police officers	01924362166 <a href="http://www.narpo.org">www.narpo.org</a> <a href="http://www.policecharitiesuk.org">www.policecharitiesuk.org</a>

## BLACK, ASIAN AND MINORITY ETHNIC COMMUNITIES (BAME)

Bangladeshi Women's Association The sisters circle	<a href="http://www.bwa-org.co.uk/">http://www.bwa-org.co.uk/</a> 01215576766
BME cancer communities BME cancer communities specialise in organising and hosting events in local communities. Culturally sensitive advice to people with cancer.	<a href="http://www.bmecancer.com">www.bmecancer.com</a> 01158456432

Cancer Black Care (National charity) They aim to address the cultural and emotional needs of people affected by cancer	02089614151 <a href="http://www.cancerblackcare.org">www.cancerblackcare.org</a>
Cancer equality (National charity) -Black health lives at home A national charity sharing knowledge and expertise with services so that people living with cancer within BME communities get cultural help and support.	WWW.CANCEREQUALITY.CO.UK 07841115875
West Bromwich Afro Caribbean resource centre They provide advice, guidance, outreach, domiciliary care, and carers support.	01215259177 <a href="mailto:webenquiries@wbacrc.org.uk">webenquiries@wbacrc.org.uk</a>
Support for BAME communities	<a href="http://www.nationalvoices.org.uk">www.nationalvoices.org.uk</a>

## HEALTH AND WELLBEING EVENTS

Living with and beyond cancer team (LWBC) Russell's hall hospital Health and wellbeing clinics for cancer patients Refer to page: 13	Self referral <a href="mailto:Dqft.lwbcteam@nhs.net">Dqft.lwbcteam@nhs.net</a> Referral from LWBC team or clinical team 01384456111 Ext 5315
Let's get healthy Dudley Please refer to the APP section of this directory	<a href="https://dudleyci.co.uk">https://dudleyci.co.uk</a>  <a href="http://www.nhs.uk">www.nhs.uk</a> page 52
Publications	<a href="http://www.macmillan.org">www.macmillan.org</a> CRUK

## SUPPORT FOR CHILDREN, YOUNG ADULTS WITH CANCER AND THEIR FAMILIES.

CLIC Sargent support for families when diagnosed	<a href="http://www.clicsargent.org.uk">www.clicsargent.org.uk</a> 03003300803
Children with cancer UK	<a href="http://www.childrenwithcancer.org.uk">www.childrenwithcancer.org.uk</a> 02074040808
The children's cancer and leukaemia group	<a href="http://www.cclg.org.uk">www.cclg.org.uk</a> 03330307654
Kids cancer charity	<a href="http://WWW.kidscancercharity">WWW.kidscancercharity</a> 01792480500

Childhood cancer and patients' alliance	<a href="http://www.ccpa.org.uk">www.ccpa.org.uk</a>
Little princess trust wigs for children	<a href="http://www.littleprincess.org.uk">www.littleprincess.org.uk</a> 01432352359/01432760060
Hope support services 11-25yr	<a href="http://www.hopesupportservices.org.uk/">www.hopesupportservices.org.uk/</a> 01989566317
Teenager cancer trust 13-24yr	<a href="http://www.teenagercancertrust.org/02076120370">www.teenagercancertrust.org/02076120370</a>
School support in Dudley Support for families going through cancer	Contact the individual school where the children attend for pastoral support and school nurse support.
Edwards Trust Bereavement service	Edwardstrust.org.uk 01214541705 admin@edwardstrust.org.uk
The Osbourne Trust 16yr under Supporting children through a parent's cancer treatment and beyond	<a href="http://www.theosbournetrust.com">www.theosbournetrust.com</a> 07712089273
RIP RAP Support for teenagers when an adult has cancer	<a href="http://www.riprap.org.uk">www.riprap.org.uk</a>
The What Centre  Support for young people	<a href="http://www.thewhatcentre.co.uk">www.thewhatcentre.co.uk</a>

## SUPPORT CENTRES

Services they offer	Referral/contact
White House Cancer Support (Dudley)  Registered Charity No. 1141904	See page: 31
Dorothy Parkes community centre (Smethwick) Community centre for support and activities	<a href="http://www.dorothyparkes.org.uk">www.dorothyparkes.org.uk</a>
Help Harry help others Drop-in cancer support for families	<a href="http://www.hho.org.uk">www.hho.org.uk</a> 01217835407 enquiries@hhho.org.uk
Good Hope cancer information and support centre (Birmingham)	01214247379 <a href="http://Hgs.uhb.nhs.uk/patient-support/cancer-information-and-support-services/">Hgs.uhb.nhs.uk/patient-support/cancer-information-and-support-services/</a>
Sandwell hospital cancer courtyard centre	01215073792 cancerinformation@swbh.nhs.uk

The Patrick room- cancer centre QE (Birmingham) Drop in cancer information centre 10am-1600	01213713537/01213713539 <a href="mailto:cancerinfo@uhb.nhs.uk">cancerinfo@uhb.nhs.uk</a> <a href="http://www.uhb.nhs.uk/patrick-room">www.uhb.nhs.uk/patrick-room</a>
LWBC team based at RHH	Page 15

## SUPPORT GROUPS

What services do they offer	Contact/referral
The White House Cancer Support (WHCS) in Dudley: ART, Craft, exercise wellbeing, Relaxation, breast, gynaecology, bowel, prostate, upper GI, rainbow breast reconstruction and skin	Self-referral WHCS: 01384 231232 Email: <a href="mailto:info@support4cancer.org.uk">info@support4cancer.org.uk</a> <a href="http://www.support4cancer.org.uk">www.support4cancer.org.uk</a>
Online support groups	Macmillan.org page: CRUK: Page Please refer to Page: <a href="mailto:dgft.lwbcteam@nhs.net">dgft.lwbcteam@nhs.net</a> for site specific support groups and national charities
Living with and beyond cancer support group First Thursday of every month 1400-1600 at the WHCS. <b>Please call to book a place</b>  A support group for patients who have been diagnosed with cancer and their carers/relatives. Open discussions and talks related to living with cancer	Self-referral Contact LWBC 01384456111 ex 5315 <a href="mailto:Dgft.lwbcteam@nhs.net">Dgft.lwbcteam@nhs.net</a>

## PALLIATIVE CARE

<p><b>Specialist palliative care team community and hospital</b></p> <p>Palliative care is the active holistic care of patients with advanced progressive illness.</p> <p>The management of pain and other symptoms and provision of psychological, social, and spiritual support is paramount.</p>	<p><b>Hospital Specialist Palliative Care Team:</b> Russell's Hall Hospital, North Block, Second Floor, Tel: 01384 244 238 Ext: 2238</p> <p><b>Community Specialist Palliative Care Team:</b> Based at Stourbridge Health &amp; Social Care Centre John Corbett Drive, Stourbridge, West midlands, DY8 4JB Tel: 01384 321 523 (Monday - Friday 9-5pm)</p>
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<p>The goal of palliative care is achievement of the best quality of life for patients and those important to them.</p> <p><b>Specialist Palliative Care Team</b></p> <p>The Dudley Specialist Palliative Care team is a multidisciplinary team consisting of consultants in palliative medicine, clinical nurse specialists in palliative care, clinical psychology, occupational therapy, and physiotherapy.</p> <p><b>CLINICAL HUB END OF LIFE RAPID RESPONSE TEAM:</b></p> <p>This team helps supports patients and their families in the last hours/days of life. The patient will be known to the GP/Specialist palliative care teams and district nurses and identified as (Gold standard frameworks) GSF RED. GSF is a practical systematic, evidence-based end of life care service improvement programme, identifying the right people, promoting the right care, in the right place, at the right time, every time.</p>	<p>Tel: 01384 321 600 - Option 1 (Weekend 9-5pm) This is via district nurses - but they will connect you to one of our team</p> <p>For out of hours advice (after 5pm) call Compton Care 0300 323 0250</p> <p>A referral is required from the SPC team or GP to access this team within office hrs and district nurses/OOH GPS out of hrs.</p> <p>01384321234</p>
<p><b>Marie Curie</b></p> <p>For care and support through a life limiting illness</p> <p>For practical, clinical information and emotional support for patients and anybody affected by cancer</p> <p>Online chat</p> <p>Bereavement support</p>	<p><a href="http://www.mariecurie.org.uk">www.mariecurie.org.uk</a></p> <p>08000902309</p>
<p>Macmillan cancer support</p>	<p><a href="http://www.macmillan.org.uk">www.macmillan.org.uk</a></p> <p>08088080000</p>
<p><b>Hospice care</b></p> <p>The aim of hospice care is to improve the lives of people who have an incurable illness.</p> <p>Hospices provide care for people from the point at which their illness is diagnosed as</p>	<p>Mary Stevens Hospice</p> <p><a href="http://www.marystevenshospice.co.uk">www.marystevenshospice.co.uk</a></p> <p>221 Hagley Road, Oldswinford, DY8 2JR</p> <p>As MSH is our local hospice GPS and clinicians are able to include some of the day</p>

<p>terminal to the end of their life, however long that may be.</p> <p>That does not mean hospice care needs to be continuous. People sometimes like to take a break from hospice care if their condition has become stable and they are feeling well.</p> <p>Hospice care places a high value on dignity, respect and the wishes of the person who is ill. It aims to look after all their medical, emotional, social, practical, psychological, and spiritual needs, and the needs of the person's family and carers. Looking after all these aspects is often referred to as "holistic care".</p>	<p>services that are available and referral into this. They also have a number for patients to call in to speak to the lead nurse if any issues or day service questions. Mary Stevens hospice have a social worker and other healthcare professionals which can also support.</p> <p>Compton Hospice 4 Compton Road Wolverhampton, WV3 9DH <a href="http://www.comptoncare.org.uk">www.comptoncare.org.uk</a> 03003230250</p> <p>KEMP hospice The Wyre Forest Hospice 41 mason road Kidderminster Dy11 6AG 01562756000 <a href="http://www.kemphospice.org.uk">www.kemphospice.org.uk</a></p>
<p>Please refer to the hospice websites for information leaflets and further information</p>	

## BEREAVEMENT

What services do they offer	Contact/referral
<p>Edwards's trust Support children and families facing loss and bereavement</p>	<p><a href="https://edwardstrust.org.uk">https://edwardstrust.org.uk</a> <a href="mailto:admin@edwardstrust.org.uk">admin@edwardstrust.org.uk</a> 01214541705</p>
<p>The loss foundation Providing support for families who have lost a loved one from cancer or covid 19</p>	<p><a href="https://thelossfoundation.org">https://thelossfoundation.org</a> 03002004112</p>
<p>Bereavement information hub</p>	<p>WHCS Page 50</p>
<p>Listening and guidance- referral required through GP</p>	<p>GP referral</p>
<p>Let's get- <a href="http://lets-get.com/explore/bereavement">http://lets-get.com/explore/bereavement</a></p>	<p>Page 39</p>
<p>CRUSE bereavement</p>	<p><a href="https://www.nhs.uk/services/service-directory/cruse-bereavement-care-wolverhampton-and-dudley-area/N10956588">https://www.nhs.uk/services/service-directory/cruse-bereavement-care-wolverhampton-and-dudley-area/N10956588</a></p>

## BODY IMAGE

Wigs and fittings	<p>Wills Wigs The Studio, Bartleet House, 165a Birmingham Rd, Bromsgrove B61 0DJ <a href="tel:01527871709">01527 871709</a> Self-referral/clinician Stock a range of wigs and headwear</p>
Bohemia Head scarves	<p>Fashion headwear 01582750083/ <a href="http://www.bohemiaheadwear.co.uk">www.bohemiaheadwear.co.uk</a> Self-referral</p> <p>They provide fitted scarves, bandanas, turbans, petite headwear, sleep caps and products</p>
<b>Specialist clothing:</b>	
Able2wear	<a href="http://www.able2wear.co.uk/01417753738">www.able2wear.co.uk/01417753738</a>
<p>Look good feel better We Run Confidence Boosting Workshops to Help Manage the Side Effects of Cancer Treatment. We Provide Emotional Support During Cancer Treatment. They also provide Online Tutorials. Charity Number: 1031728.</p>	<p><a href="http://www.lookgoodfeelbetter.co.uk">www.lookgoodfeelbetter.co.uk</a> 01372747500 Face to face courses and online information, groups. Face to face coming to New cross Hospital, Sandwell Hospital</p>

## LYMPHOEDEMA

Lymphoedema is a swelling generally in a limb, but it can affect other parts of the body. It is caused due to the lymphatic system not working correctly. A patient who has had treatment for cancer including the Lymph glands or the cancer has invaded the lymph glands are at risk of developing Lymphoedema. Please speak to your GP to refer to the lymphedema service.

What services do they offer	Contact/Referral
Specialist treatments and advice for patients who have a diagnosis of Lymphoedema	<p>Referral from GP/ Consultant 01384365104 FAX: 01384375345 <a href="mailto:enquiries@lymphcare.co.uk">enquiries@lymphcare.co.uk</a> <a href="http://www.lymphcare.co.uk">www.lymphcare.co.uk</a></p>
Black country Lymphoedema support (BCLS)	01902654417
Lymphoedema support network (LSN)	02073514480

## CONTINENCE ISSUES

What service do they offer	Contact/Referral
Advice and support around continence issues: General health education Bladder training Bowel assessment and advice Products: Pads, Pants, Uri bag,	<b>Dudley continence service</b> Brierley Hill Health and Social Care Centre Venture Way Brierley Hill DY5 1RU Telephone: 01384 321517 Fax: 01384 321518  Self-referral/GP/Clinician

## ERECTILE DYSFUNCTION

Erectile Dysfunction is a common side effect to some types of cancers in men. Please speak to your GP, local pharmacist if you would like to try first line treatment.

If this treatment is not effective, ask your clinical team or GP to refer to the erectile dysfunction clinic at The Dudley group of hospitals, Urology department.

Please also refer to [www.macmillian.org](http://www.macmillian.org), [www.cancerresearch.com](http://www.cancerresearch.com) for resources on body image.

## PHYSICAL CONCERNS:

DGOH CNS Teams	Page 26
Primary care/GP	Page 22-25
Specialist Palliative care (SPC)	Page 38
District nurses	Page 38
Community equipment Patients can access equipment for their own homes through a referral from their GP/District nurses for community equipment service. A short assessment can be performed	GP referral/District nurses/Occupational therapy/ Please speak to your GP and ask for a referral
Physiotherapy/Occupational therapy Patients can access physiotherapy through a referral from their GP	Please contact your GP
Access to nutritional support  Healthy eating for Cancer patients Hospital Oncology Dietician service	GP referral dieticians Clinical team referral Oncology dietician (Hospital referral through clinical team/LWBC)

Eating well and keep moving. Macmillan resource available online: <a href="http://www.macmillan.org/healthyeating">www.macmillan.org/healthyeating</a> .	
<b>Managing Fatigue</b> Fatigue is feeling very tired most, or all, of the time. It is a very common problem for people with cancer.	Macmillan have useful information about managing fatigue. Please see <a href="http://www.macmillan.org/fatigue">www.macmillan.org/fatigue</a>
<b>Action health</b> Encouraging people with cancer to become more active	01384456111 ex 1470 Referral required through LWBC/ clinical team/GP Page 33
<b>Side effects from treatments</b>	Hospital Clinical teams Macmillan.org.uk page 32 GP/Primary care page 21-25 Specialist palliative care page 38 SDEC Page 20
<b>Side effects from Chemotherapy</b> All patients undergoing chemotherapy are given guidance on 24 hr triage if they develop any side effects they need to be concerned about.	Ward C4 and SDEC Triage See page: 20

## TERTIARY CENTRE INFORMATION:

All Hospitals will make referrals to other hospitals for specialist services this is called a tertiary referral. A tertiary referral is a hospital which provides tertiary care, a specialty **hospital** dedicated to specific sub-specialty of care. This is a level of health care obtained from specialists in a large hospital after referral from the providers of primary care and secondary care. Within the West Midlands Cancer Alliance, we refer our patients to the following:

**The Wolverhampton New Cross hospital:** Wolverhampton Rd, Heath Town, Wolverhampton WV10 0QP **Phone:** [01902 307999](tel:01902307999)

**Good Hope Hospital:** Rectory Rd, Sutton Coldfield B75 7RR **Phone:** [0121 424 2000](tel:01214242000)

**Queen Elizabeth Hospital (QEH):** Mindelsohn Way, Birmingham B15 2GW **Phone:** [0121 627 2000](tel:01216272000)

**The University Hospitals Birmingham NHS Foundation Trust (UHB) [Phone: 01216275774](tel:01216275774)** provides adult district general hospital services for Birmingham as well as specialist treatments for the West Midlands. The trust operates the Queen Elizabeth Hospital in Edgbaston, adjacent to its older namesake and connected to it by a footbridge.

**Hospitals:** [Good Hope Hospital](#); [Heartlands Hospital](#); [Queen Elizabeth Hospital Birmingham](#); [Solihull Hospital](#)

## CANCER SITE SPECIFIC INFORMATION:

Below you will find a list of cancer site-specific information from a variety of organisations. Each service provides information, support, support group information and much more information around each area of cancer.

### BOWEL CANCER

What services they offer?	How do I access them?
The charity support people living with an ileostomy or pouch, their families, friends, and carers	Ileostomy association BUBS <a href="http://www.iasupport.org">www.iasupport.org</a>
This charity is dedicated to bowel cancer providing information, support, prevention, screening, and fundraising.	<a href="http://www.bowelcancer.org.uk">www.bowelcancer.org.uk</a>
Colostomy UK offers practical and emotional advice.	<a href="mailto:info@colostomyuk.org">info@colostomyuk.org</a> <a href="http://www.colostomyuk.org">www.colostomyuk.org</a> 08003284257
Ileostomy and internal pouch foundation Their aim is to support anyone who has had their colon removed to return to a fully active lifestyle as possible. Support groups locally.	08000184724 01702549859 <a href="mailto:info@iasupport.org">info@iasupport.org</a> <a href="http://www.iasupport.org">www.iasupport.org</a>
The breakaway Foundation Offering support to children with bladder or bowel diversion/dysfunction and their families.	01283240253 <a href="mailto:info@breakawayfoundation.org.uk">info@breakawayfoundation.org.uk</a> <a href="http://www.breakawayfoundation.org.uk">www.breakawayfoundation.org.uk</a>
Purple wings Stoma charity to help patients accept their stomas and lots of support and resources.	<a href="http://www.purplewingscharity.com">www.purplewingscharity.com</a>

### BRAIN CANCER

The brain tumour charity is committed to improve life for everyone affected by a brain tumour. Support re treatments, diagnosis, and further information	<a href="http://www.thebraintumourcharity.org">www.thebraintumourcharity.org</a> 08088000004 <a href="mailto:support@thebraintumourcharity.org">support@thebraintumourcharity.org</a>
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### BREAST CANCER SUPPORT

 <p>Breast cancer care and breast cancer now</p>	<a href="http://www.breastcancer.org">www.breastcancer.org</a> 08088006000
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<p>The charity combines personal experiences of people affected by breast cancer with clinical expertise.</p> <p>They provide emotional, practical, information, campaign for early detection and much more.</p>	
 <p>Copa Feel</p> <p>A Charity to help everyone stand the best possible chance of surviving breast cancer by educating on the importance of getting to know your boobs and pecs</p>	<p><a href="https://coppafeel.org">https://coppafeel.org</a></p>
<p>Keeping abreast</p> <p>Charity based on reconstructive cancer support for patients, online, telephone and information.</p>	<p><a href="https://keepingabreast.org.uk">https://keepingabreast.org.uk</a></p>
<p>Ladies fighting breast cancer</p>	<p><a href="http://www.lfbc.org.uk">www.lfbc.org.uk</a></p> <p>01213898326</p> <p>info@lfbc.org.uk</p>
<p>Breast cancer Haven</p> <p>Holistic support for patients who have been affected by breast cancer</p>	<p>01217269570</p> <p><a href="mailto:westmidlands@breastcancerhaven.org.uk">westmidlands@breastcancerhaven.org.uk</a></p> <p><a href="http://www.breastcancerhaven.org.uk">www.breastcancerhaven.org.uk</a></p>
<p>Living with secondary breast cancer</p>	<p>03450771893</p> <p><a href="mailto:secondaryservices@breastcancercare.org.uk">secondaryservices@breastcancercare.org.uk</a></p>

## CANCER OF UNKNOWN PRIMARY (CUP)

<p>Cancer of unknown Primary</p> <p>This charity helps support patients This charity offers information and support to CUP patients, their families, and friends; whilst raising awareness of this problem to stimulate action that will improve treatment.</p>	<p>CUP Foundation-jos friends</p> <p><a href="http://www.cupfoundjo.org">www.cupfoundjo.org</a></p>
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## GYNAE-ONCOLOGY CANCER

<p>Gynaecological cancer society</p>	<p>The British Gynaecological cancer society</p>
<p>Cervical cancer support</p>	<p>jos trust <a href="http://www.jostrust.org.uk">www.jostrust.org.uk</a></p>
<p>Ovarian cancer support</p> 	<p>Ovacome</p> <p>08880087054</p> <p>02072996654</p> <p><a href="http://www.ovacome.org.uk">www.ovacome.org.uk</a></p>

Eve appeal Support for all gynaecology cancers	<a href="https://eveappeal.org.uk">https://eveappeal.org.uk</a> <a href="mailto:office@eveappeal.org.uk">office@eveappeal.org.uk</a> 02076050100
Looking forward gynae-oncology support group	First Monday of each month 10-12 pm 01215075511 <a href="http://www.macmillan.org.uk/in-your-area/local-dashboard/">www.macmillan.org.uk/in-your-area/local-dashboard/</a> Venue: City Hospital Birmingham
Premature menopause support group-Daisy network Support for women undergoing early menopause.	<a href="mailto:info@daisynetwork.org">info@daisynetwork.org</a> www.daisynetwork.org

## HEAD AND NECK CANCER

Changing Faces Changing faces is a national charity for everyone with a scar, mark or condition on their face or body that makes them look different. They provide support and psychosocial services to all ages.	03454500275 02073919270 www.changingfaces.org.uk
Mouth cancer foundation	01924 950950 <a href="http://www.mouthcancerfoundation.org">www.mouthcancerfoundation.org</a> info@mouthcancerfoundation.org

## HAEMATOLOGY

African Caribbean leukaemia trust	02037577700 <a href="mailto:info@aclt.org">info@aclt.org</a> <a href="http://www.aclt.org">www.aclt.org</a>
Leukaemia care	08088010444 WhatsApp 07500068065 <a href="http://www.leukaemiacare.org.uk">www.leukaemiacare.org.uk</a>
Lymphoma action	01296872193 <a href="mailto:information@lymphoma-action.org.uk">information@lymphoma-action.org.uk</a> <a href="http://www.lymphoma-action.org.uk">www.lymphoma-action.org.uk</a>
Myeloma UK	08009803332 <a href="mailto:asknurse@myeloma.org.uk">asknurse@myeloma.org.uk</a>

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

## LUNG

British lung foundation charity they offer support groups in Dudley.	03000030555 <a href="http://www.blf.org.uk">www.blf.org.uk</a>
Mesothelioma support	<a href="http://www.mestheliomauk.com">www.mestheliomauk.com</a> 08001692409 <a href="mailto:support@mesothelioma.uk.com">support@mesothelioma.uk.com</a> <a href="mailto:info@mesothelioma.uk.com">info@mesothelioma.uk.com</a>
Asbestos support	<a href="http://www.asbestosupportce.org">www.asbestosupportce.org</a> 0121678853 <a href="mailto:info@asbestosupportce.org">info@asbestosupportce.org</a>
The Roy castle foundation A charity who supports all patients at any time in their pathway	03333237200 <a href="http://www.roycastle.org">www.roycastle.org</a>

## SKIN

Melanoma UK	<a href="http://www.melanoma.org.uk">www.melanoma.org.uk</a> 08081712455
Melanoma focus	<a href="http://www.melanomafocus.com">www.melanomafocus.com</a>
British skin foundation	<a href="http://www.britishskinfoundation.org.uk">www.britishskinfoundation.org.uk</a>

## UPPER GI

Guts UK: including stomach, oesophagus, and pancreas	<a href="http://www.gutscharity.org.uk">www.gutscharity.org.uk</a> <a href="mailto:info@gutscharity.org.uk">info@gutscharity.org.uk</a> 02074860341
The GI blues	019022864404 01902630869
The oesophageal patient's association	0121 7049860 <a href="mailto:enquiries@opa.org.uk">enquiries@opa.org.uk</a> <a href="http://www.opa.org.uk">www.opa.org.uk</a>

## UROLOGY & PROSTATE

Prostate cancer	<a href="http://www.prostatecancer.co.uk">www.prostatecancer.co.uk</a>
Bladder cancer	<a href="http://www.actionbladdercancer.uk.org">www.actionbladdercancer.uk.org</a>

Urology cancers	British association of urology surgeons (BAUS) information and support <a href="http://www.baus.org.uk">www.baus.org.uk</a>
Kidney cancers	<a href="http://www.kcuk.uk">www.kcuk.uk</a>
Testicular cancers	<a href="http://Orchid-cancer.org.uk">Orchid-cancer.org.uk</a> (support for penile and testicular cancers)
Urinary and continence support Dudley continence services cares for patients who require assessment around their urinary and bowel issues. They also manage the service for continence aids and support	Dudley continence service Patients can self-refer 01384321517
Hospital urology support in the community This is a service provided to urology patients under secondary care who require support in their own home.	Dudley Urology hospital to home service 01384456111 Referral from clinician

## TRAVEL INSURANCE SUPPORT



Please be advised:

This is an independent list that has been compiled from recommendations from patients. The Dudley Group of Hospitals does not officially endorse any companies listed below and is unable to offer any opinions on their suitability or if there have been any changes to contact details or policies since being recommended. We would also recommend you seek support and advice from your clinical team and holiday advisor.

Please refer to useful guides: Macmillan and CRUK have a travel information and cancer leaflet which we recommend you refer to.

AA Insurance	<a href="http://www.theaa.com/insurance/travel-insurance.jsp">www.theaa.com/insurance/travel-insurance.jsp</a> 0800 975 5819
Age UK Travel Insurance	<a href="http://www.ageuk.org.uk/travelinsurance">www.ageuk.org.uk/travelinsurance</a> 0800 389 4852
Able2travel	01892 839 501 <a href="http://www.able2travel.com">www.able2travel.com</a>
All Clear Insurance Services	0845 250 5350 <a href="http://www.allcleartravel.co.uk">www.allcleartravel.co.uk</a>
Avanti	0800 508 8381 <a href="http://www.avanti.co.uk">www.avanti.co.uk</a>
Cancer Travel Insurance	0845 880 0163 <a href="http://www.cancertravelinsurance.com">www.cancertravelinsurance.com</a>

Columbus Direct	0800 083 9503 <a href="http://www.columbusdirect.com">www.columbusdirect.com</a>
FISH Insurance	0800 088 3275 <a href="http://www.fishinsurance.co.uk">www.fishinsurance.co.uk</a> Provides cover for people up to 85.01223 446 914
Freedom Insurance	<a href="http://www.freedominsure.co.uk">www.freedominsure.co.uk</a>
GetMy.com	<a href="http://www.getmy.com">www.getmy.com</a>
Good to go insurance	0844 334 0160 <a href="http://www.goodtogoinsurance.com">www.goodtogoinsurance.com</a> Will consider a noncurative/palliative diagnosis and people undergoing treatment
Holiday Extras	0800 781 4083 <a href="http://www.holidayextras.co.uk/holiday-insurance.html">http://www.holidayextras.co.uk/holiday-insurance.html</a> 08432 276 592
Insurance Choice	<a href="http://www.insurancechoice.co.uk/web592">www.insurancechoice.co.uk/web592</a> Insurance with 0845 230 7159  Created by someone who was diagnosed with cancer. Will consider people undergoing treatment and with secondary cancer
Insureblue	01732 853 411 <a href="http://www.insureblue.co.uk">www.insureblue.co.uk</a> Specialises in cover for men with testicular and prostate cancer.
InsureCancer (MediTravelCover Limited)	01252 780 190
Insurepink	0800 022 3213 <a href="http://www.insurepink.co.uk">www.insurepink.co.uk</a> Specialises in providing insurance for women with breast cancer.  0844 357 1315
It's So Easy Travel Insurance	<a href="http://www.itssoeasytravelinsurance.com">www.itssoeasytravelinsurance.com</a> Will consider a terminal diagnosis
JD Travel	0800 294 2969 <a href="http://www.justtravelcover.com">www.justtravelcover.com</a>
Leisure & Lifestyle Insurance Services	0800 458 3769 <a href="http://www.leisureandlifestyleinsurance.co.uk">www.leisureandlifestyleinsurance.co.uk</a>
LV Travel Insurance	0800 022 3919 <a href="http://www.lv.com/travel-insurance">www.lv.com/travel-insurance</a> No upper age limit for single trips. Will consider all pre-existing medical conditions
Medici Travel Insurance	0845 8800168 <a href="http://www.medicitravel.com">www.medicitravel.com</a>
MIA Travel Insurance	01268 782 745 <a href="http://www.miatravelinsurance.co.uk">www.miatravelinsurance.co.uk</a> Will consider people who are having treatment, have a terminal prognosis or secondary Cancer
MRL Insurance Direct	0845 676 0691 <a href="http://www.mrlinsurance.co.uk">www.mrlinsurance.co.uk</a>
Nowicantravel	0845 2 307 155 <a href="http://www.nowicantravel.co.uk">www.nowicantravel.co.uk</a>
Orbis Insurance Services	01424 215 315 <a href="http://www.orbisinsurance.co.uk">www.orbisinsurance.co.uk</a>
	0800 056 5464

Saga Travel Insurance	<a href="http://www.saga.co.uk/travelinsurance">www.saga.co.uk/travelinsurance</a> Will not cover a terminal diagnosis
Staysure	0844 692 8444 <a href="http://www.staysure.co.uk/travel-insurance">www.staysure.co.uk/travel-insurance</a>
Talk to Tim	0800 054 2252 <a href="http://www.talktotim.co.uk/home">www.talktotim.co.uk/home</a>
Travel Insured (part of Manor Insurance)	0845 850 1066 <a href="http://www.travelinsured.co.uk">www.travelinsured.co.uk</a>
Unique	0800 561 0159 Set up in partnership with Beating BowelCancer
World First Travel Insurance	0845 908 0171/ <a href="http://www.world-first.co.uk">www.world-first.co.uk</a>

## USEFUL RESOURCES AND APPS



Macmillan.org.uk



NHS Food scanner APP, start finding healthier food swaps



Couch to 5k APP, A running APP for beginners



Active 10 APP, Track and build up your daily walks- start with 10 minutes!



Drink free days APP, for the days you do not want to drink alcohol



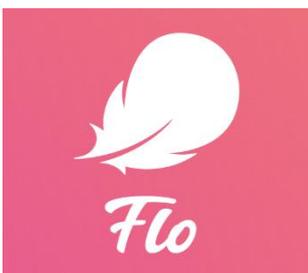
NHS Quit smoking APP, support to help you quit smoking & breathe easier



NHS every mind matters



[www.squeezyapp.com](http://www.squeezyapp.com), daily reminders to do your pelvic floor



Flow and ovulation tracker: App Store, to help ladies log their periods and symptoms



**Patient Access** connects you to local health services when you need them most. Book GP appointments, order repeat prescriptions and discover local health

- For further health and wellbeing information, resources and APPS please visit: [www.nhs.uk](http://www.nhs.uk).

• [www.cancercaremap.org](http://www.cancercaremap.org)



# Cancer Care Map

• FIND CANCER SUPPORT SERVICES NEAR YOU

[www.the-cancer-app.com](http://www.the-cancer-app.com)



# The Cancer App

HELP AT HAND

An informative cancer information APP download on google play and apple APP store

## Dudley Bereavement Leaflet

### Support contacts

Name of organisation	Support offered	Contact/visit
Age UK	Information and services for elderly and their carers	0800 678 1602
At a loss	Signposting the bereaved to support	www.ataloss.org
Bereavement Information Hub, Compton Care	Volunteer led local hubs providing information about support services	01902 774 586
Blue Cross	Pet loss support	0300 7909903
Child Bereavement UK	Support for families when a baby or child dies or is dying	0800 028 8840 www.childbereavementuk.org
Citizens Advice Bureau	Free independent and confidential information and advice	0300 3309044
Compassionate Friends	Organisation of bereaved parents and their families offering support	0345 123 2304 www.tcf.org.uk
Cruse	Face-face, telephone, email and website support	0808 808 1677 www.cruse.org.uk
Dudley Community Information Directory	Link to local information	www.dudleyci.co.uk
Dudley Council Plus	Death registration	0300 555 2345 www.dudley.gov.uk
Edwards Trust	Local support to anyone affected by the death of a child (18 or under)	0121 454 1705
Good Grief Trust	Guidance and support	0800 260 0400 www.thegoodgrieftrust.org
Grief Chat	Share experiences, explore feelings and be supported	01524 889 823
Let's get	Supporting you in bereavement and to make healthy lifestyle changes.	www.lets-get.com
Listening and Guidance Service	Up to four supportive phone calls	Referral from your GP
Mary Stevens Hospice	Telephone support line	01384 445417
NHS	Advice, tips and tools to help you make the best choices about your health and wellbeing	www.nhs.uk/live-well
Omega	Chatterbox action against loneliness and crisis support programme	01743 245088 www.omega.uk.net
Road Peace	Support and information for those bereaved or injured in a road crash	08454 500 355
Samaritans	Confidential, non-judgemental emotional support	116 123
Silverline	Telephone friendship	08004 708 090
Sudden Bereavement Helpline	Help for those affected by a sudden death	0800 2600 400 https://sudden.org/
Survivors of bereavement by suicide	National helpline	0300 1115065 www.uksobs.org
Winston's Wish	Support for children and their families after the death of a parent or sibling	08088 020 021 www.winstonswish.org

If you feel you require further support, then please speak to your GP



## Bereavement support

**Dudley**  
Metropolitan Borough Council

Let's Get Healthy  
**Dudley**

## Identifying your concerns

Discussed by: \_\_\_\_\_

Date: \_\_\_\_\_

Designation: \_\_\_\_\_

Contact details: \_\_\_\_\_

Patient's name or label

This self assessment is optional, however it will help us understand the concerns and feelings you have. It will also help us identify any information and support you may need in the future.

If any of the problems below have caused you concern in the past week and if you wish to discuss them with a health care professional, please tick the box. Leave the box blank if it doesn't apply to you or you don't want to discuss it now.

I have questions about my diagnosis/treatment that I would like to discuss.

### Physical concerns

- Breathing difficulties
- Passing urine
- Constipation
- Diarrhoea
- Eating or appetite
- Indigestion
- Sore or dry mouth
- Nausea or vomiting
- Sleep problems/nightmares
- Tired/exhausted or fatigued
- Swollen tummy or limb
- High temperature or fever
- Getting around (walking)
- Tingling in hands/feet
- Pain
- Hot flushes/sweating
- Dry, itchy or sore skin
- Wound care after surgery
- Changes in weight
- Memory or concentration
- Taste/sight/hearing
- Speech problems
- My appearance
- Sex/intimacy/fertility

### Practical concerns

- Caring responsibilities
- Work and education
- Money or housing
- Insurance and travel
- Transport or parking
- Contact/communication with NHS staff
- Laundry/housework
- Washing and dressing
- Preparing meals/drinks
- Grocery shopping

### Family/relationship concerns

- Partner
- Children
- Other relatives/friends

### Emotional concerns

- Difficulty making plans
- Loss of interest/activities
- Unable to express feelings
- Anger or frustration
- Guilt
- Hopelessness
- Loneliness or isolation
- Sadness or depression
- Worry, fear or anxiety

### Spiritual or religious concerns

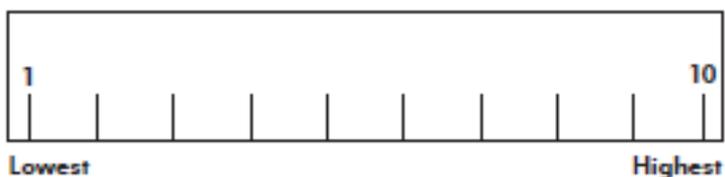
- Loss of faith or other spiritual concerns
- Loss of meaning or purpose of life
- Not being at peace with or feeling regret about the past

### Lifestyle or information needs

- Support groups
- Complementary therapies
- Diet and nutrition
- Exercise and activity
- Smoking
- Alcohol or drugs
- Sun protection
- Hobbies
- Staying in returning to work and education
- Making a will
- Other

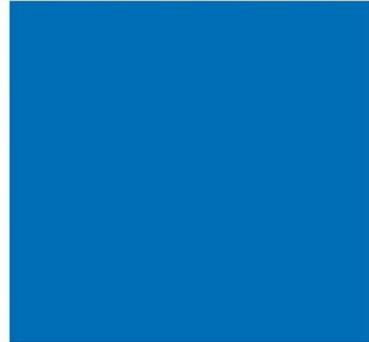
Please mark the scale to show the overall level of concern you've felt over the past week.

You may also wish to score the concerns you have ticked from 1 to 10.



**WE ARE  
MACMILLAN.  
CANCER SUPPORT**

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## Personalised Care

# WHAT IS SOCIAL PRESCRIBING?

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Many things affect your health and wellbeing. GPs tell us that a lot of people visit them feeling isolated or lonely. Or they might be stressed out by work, money and housing problems. Sometimes it's the stress of managing different long-term conditions.

That's where social prescribing comes in. It starts with a conversation. It might be the conversation you've just had with your doctor. Or with another person in the practice team. They will refer you to a social prescribing link worker.

The link worker is there to listen to you, and put you in touch with the people and activities that might help you to feel better.



Your link worker might introduce you to a community group, a new activity or a local club. Or they might help you find legal advice or debt counselling. They might just help you find information and guidance: a bit of inside knowledge on your situation or what local resources there are. They could even support you to create something new such as a gardening club, a fishing group, a 'men's shed' or knit and knatter group.

Social prescribing can help you to have more control over your own health and find ways to improve how you feel in a way that suits you.

Studies show that people get better and feel better faster than those treated with medicine alone. And because it works, it's happening more and more – including here in this area.

For more information about social prescribing visit [www.england.nhs.uk/personalisedcare/social-prescribing/](http://www.england.nhs.uk/personalisedcare/social-prescribing/)



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**"I thought I was just nothing.  
Now I feel really good.  
Every morning I wake up  
with a smile. I think I've got  
a bright future as well."**

AS – on her experience of social prescribing

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