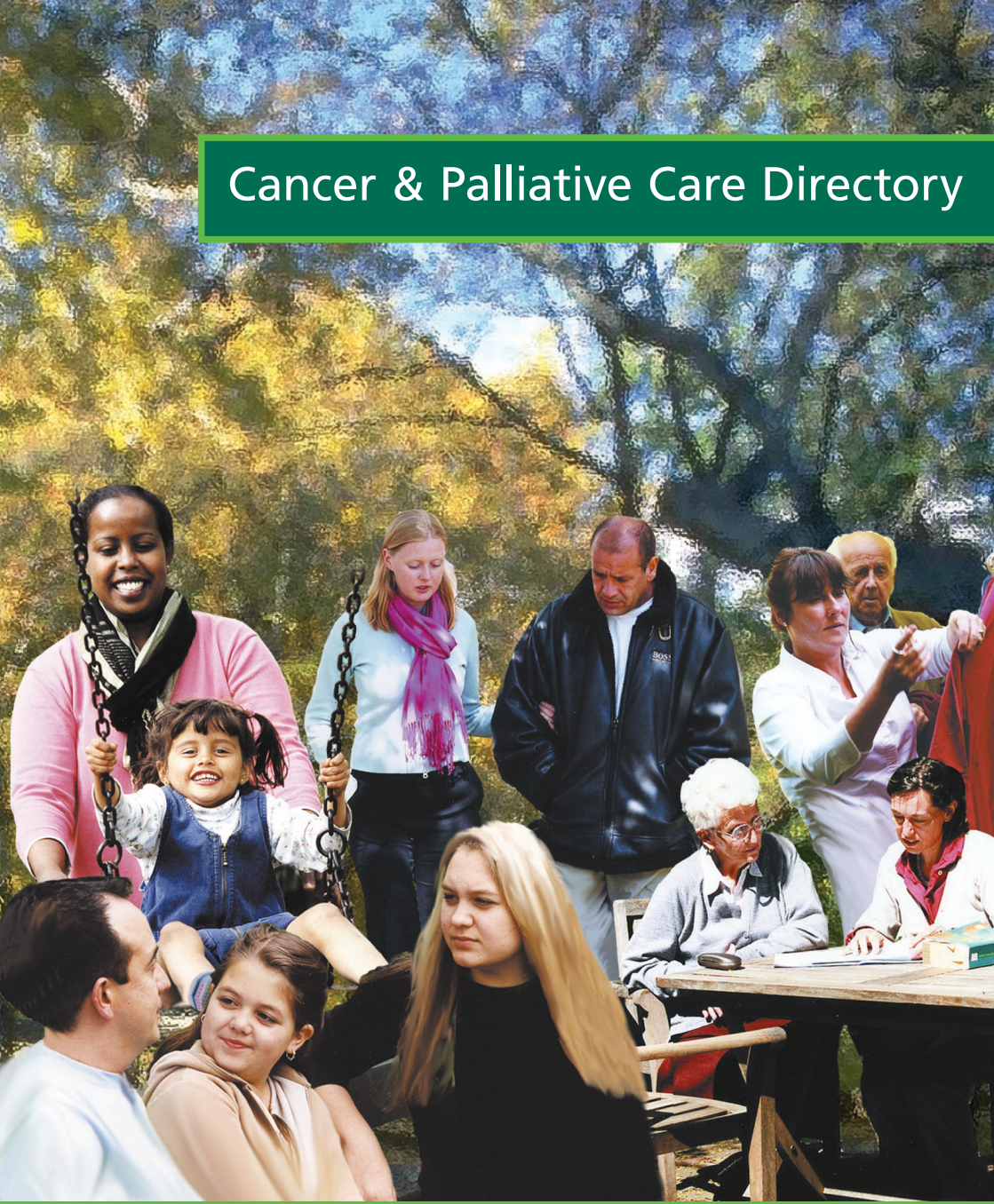


Cancer & Palliative Care Directory



West Essex **NHS**

Primary Care Trust

Please note that the information given in this Directory is believed to be correct at the time of publication. However, the authors and publishers take no responsibility for any errors contained in the Directory, but would welcome notification from readers of any errors, or changes to contact details and services available.

The authors and publishers also advise that this publication is intended as a resource document only and it should not be interpreted as providing any definitive statements or guarantees as to what services or treatments may be available or provided in individual cases.

The information provided in this 3rd edition of the Directory is accurate at the time of publication. However due to on going reconfiguration of services it is likely that some contact numbers may change in the near future. If you experience any difficulties contacting any person or organisation listed please call the local Cancer Information Office on 01279 698673.



An introduction to this Directory

This booklet has been produced by West Essex Primary Care Trust together with Macmillan Cancer Support, for use by cancer patients and their carers within the West Essex area. Information has been collected from a large variety of sources including Princess Alexandra Hospital, North Middlesex Hospital, Whipps Cross University Hospital, The West Essex Macmillan Palliative Care Team, and St. Clare Hospice, to name a few, and we are most grateful for their assistance.

Many people are diagnosed as having cancer. Many people will make a full recovery. Quite a lot of people will need additional help and information during their illness. There is a need for concise information regarding hospitals, hospices, professionals, financial help and the various voluntary organisations which you may encounter, and which may help you during your illness. We hope that this guide will help meet that need and help guide you along what some people have called 'the cancer journey'. But don't forget that your doctors and nurses are always willing to listen to you about any problems and provide help or advice.

We tend to talk about cancer as if it is a single disease, but in fact the term 'cancer' actually covers some 200 diseases including, for example, Hodgkin's disease, leukaemia, melanoma, breast cancer, bowel (colorectal) cancer and prostate cancer. So in some ways it is impossible to make general statements about 'cancer', and it is always best to talk over your particular situation with your doctor or a nurse caring for you.

We very much welcome your comments on this second edition directory. If you have any suggestions which would help us improve subsequent editions or require further copies

please contact:

The Cancer Information Manager

1st Floor, Addison House

Hamstel Road, Harlow

Essex, CM20 1DS

Tel 01279 698673

Email cancerinformationservice@

westessexpct.nhs.uk

Internet www.westessexcancer

information.nhs.uk

Third Edition January 2008

Acknowledgments

Our special thanks must go to Jonathon Burke for his generous help and advice when we first mooted the idea of putting together this local cancer directory, and for allowing us to use the work he had done as a basis for our own local information.

Thanks also to the following people for their work and contributions to this directory: Pauline Pierce, Nikki Scarlioli, Dr Christine Moss, Sally Radford, Rob Austin, Rob Tunbridge and Sam Brignell.

Thanks also to the New Opportunities Fund for funding the second edition.

West Essex PCT would like to acknowledge the sponsorship contribution to funding the third edition made by Stansted Airport Charity Committee.

Discovering you have cancer

Who can I turn to?

What about the treatment?

What if I have questions after my appointment is over?

How do I tell the family?

I'll probably need some financial help. Can someone advise me?

Is there anyone I can speak to who has been through this?

These are the kinds of questions -and many more - that you might have right now. In this situation it's essential that you ask questions of your doctors, nurses and other health care professionals. It is equally important that you gain easy access to the support available locally.

We hope that this directory will indeed help to point you in the right direction so that you get the answers you need.

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National Helplines and other information sources

CancerBACKUP

Freephone: 0808 800 1234

Tel: 020 7696 9003

Publications: 020 7696 9003

Website www.cancerbackup.org.uk

Information and support from cancer information nurse specialists about specific cancers, treatments and general care. Plus many publications available, free of charge to patients.

Macmillan CancerLine

Freephone: 0808 808 2020 (Mon-Fri. 9am – 6pm)

Textphone: 0808 808 0121

Fax: 020 7833 4963

Email: cancerline@macmillan.org.uk

Website: www.macmillan.org.uk/cancerinformation

Freephone helpline which provides information and emotional support for people living with cancer, how to access Macmillan services from nursing to grants, finding local self-help groups and identify the right information and organisations to help you.

Breast Cancer Care Helpline

Helpline: 0808 800 6000 Nationwide freeline

Free help, information and support.

Motor Neurone Disease Association

Care Information Service Tel: 01345 626262

Multiple Sclerosis Society

East Herts & West Essex Branch

Tel: 01279 420059

Parkinson's Disease Society East Anglia Area

10 Lansdown Walk, Peterborough PE2 7GD

Tel: 01733 238161

Prostate Support Association (PSA)

Helpline: 0845 601 0766 Calls charged at local rates

National helpline and information on regional and local self-help support.

Marie Curie Cancer Care

General enquiries: 020 7599 7777

Fax: 020 7599 7788

Website: www.mariecurie.org.uk

Provides high quality nursing, totally free, to give terminally ill people the choice of dying at home supported by their families.

NHS Direct

Tel: 0845 4647

24-hour telephone advice from healthcare professionals.

Ovacom (ovarian cancer support)

Tel: 020 7380 5989

Website: www.ovacom.org.uk

A support organisation for people affected by ovarian cancer. Develops and works with other cancer organisations to provide relevant literature.

The Lymphoma Association

Freephone national help line: 0808 808 5555

Providing information (telephone and written) and emotional support to anyone with lymphoma and to their families, carers and friends. They can also give details of local support groups.

Lymphoedema Support Network

St Luke's Crypt, Sydney Street,
London SW3 6NH

Support Line: 020 7351 4480

Email: adminisn@lymphoedema.freeserve.co.uk

Website: www.lymphoedema.org

Provides information and support to people with Lymphoedema.

The Cancer Black Care Information Centre

Tel: 020 7249 1097

Fax: 020 7249 0606

Email: jennifer@cancerblackcare.org

Website: www.cancerblackcare.org

Offers support and help to all ethnic communities who are affected by cancer, including friends, carers and families.

Carers National Association

Freephone 0808 808 7777

Website: www.carersuk.org

10am-noon, 2-4pm Wednesday and Thursday.
Advice and support for carers.

Caring for Harlow Carers

Fiona Langridge

3 Wych Elm, Hamstel Road, Harlow,
Essex CM20 1QP

Tel: 01279 308314.

Cinnamon Trust

Tel 01736 757900

National number which puts people in touch with a local volunteer to help with pet exercise, pet care, pet fostering.

Cruse Bereavement Care

Tel 0870 167 1677

Offers practical help and support to anyone bereaved.

Age Concern

Tel:0800 009966

Website:www.ageconcern.org.uk

Age Concern Redbridge

3rd floor, 17 Station Road, Ilford.
Tel: 020 8220 6000

Age Concern Chelmsford

12 Springfield Road, Chelmsford
Tel: 01245 264499 01245 346106

Age Concern Harlow

21 The Rows, Market Square
The High, Harlow, Essex CM20 1BZ
Tel: 01279 415553

Provides information, advice, support, fact-sheets etc for older people.

Saneline

Tel: 0845 767 8000 12 – 2pm every day

Information and support for carers of people who have mental health problems.

Disability Benefits Helpline

Tel: 08457 123456

For advice on disability living allowance and attendance allowance.

Benefits enquiry line for people with Disabilities

Tel: 08457 123456

The Willow Foundation

18 Salisbury Square, Hatfield, Herts AL9 5BE

Tel: 01707 259777

Provides special days for seriously ill young adults.

The Afiya Trust

Tel: 020 7582 0400

Provides information on audio cassettes in various languages, for people and carers with cancer, with a translation into English.

GaysCan

Helpline: 020 8368 9027 Mon-Sat 10am-7pm

Offers completely confidential mutual help and support to gay men living with cancer, their partners, carers, and bereaved partners and to gay health workers with experience of cancer.

Chai-Lifeline Cancer Care

Helpline: 0808 808 4567 020 8202 2211

Website: www.chaicancercare.org

Offers a comprehensive cancer support service to Jewish cancer patients, their families and friends. In addition to its telephone helpline, services include one-to-one caring, support groups, counselling, home, hospital and hospice visiting, spiritual guidance, nutritional advice, resource library, educational medical lectures, complementary therapies and health screening programmes.

Leukaemia Care

One Birch Court, Blackpole East
Worcester. WR3 8SG

Tel: 0800 169 6680

Website: www.leukaemiacare.org.uk

Email: www.care@lukaemiaorg.uk

Leukaemia Care provides vital care and support services to all those whose lives are affected by leukaemia and allied blood disorders. Our work extends to welfare and emotional support of carers as well as patients.

The Internet

There is a wide range of cancer-related information available on the Internet; however before embarking on a search there are a few points worth considering, such as:

Is it from a reliable source?

From a well established, reputable organisation?

When was it written?

It may be out of date.

Is it accurate?

It is possible to tamper with information on the Internet so it is best to check any information that you have found with your own doctor to see if it is accurate and, of course whether or not it relates to your particular situation.

How much does it cost?

You have to pay to access some Internet services so the cost may add up.

You can access information from the Internet in public libraries, Internet or cybercafes, or on your own pc at home.

www.cancernet.co.uk

Detailed information on lots of cancers & treatments/side effects/pain relief/drugs etc, etc. Suitable for health professionals & patients/carers

www.macmillan.org.uk

www.cancerhelp.org.uk

www.cancerindex.org.uk

www.mariecurie.org.uk

www.continence-foundation.org.uk

www.teamworkfile.org.uk

www.westessexpct.nhs.uk

Information Booklets

Some are available in large print/braille/ audio cassette as well as in the standard format.

CancerBACKUP, (Tel: 020 7696 9003) CancerLine (Tel: 080 8808 2020) and The Royal Marsden NHS Trust each provide a range of excellent information booklets (most are free of charge) to give patients and their families factual and practical information about cancer, its diagnosis, treatment and care. They also produce booklets about talking to children when an adult has cancer.

Most of these booklets include a list of organisations by type of cancer, with addresses and telephone numbers.

To order booklets from the Patient Information Service of the Royal Marsden NHS Trust (there is a charge for these booklets) contact: Hochland & Hochland Publications Ltd. Tel: 0161 929 0190 Fax: 0161 929 1818

Please Note: For a list of other helpful organisations, please consult Macmillan's "The Cancer Guide." If this is not displayed nearby, please ask a member of staff or call 01279 698673

Macmillan Cancer Information Service. For general information and signposting to local services. Tel: 01279 698673

What happens next?

your own 'cancer journey'

Cancer and its treatments are very individual things. The treatment you receive will depend on a number of factors including the type of cancer you have and when it was detected. In their Cancer Guide, Macmillan Cancer Support gives you an overall picture of what has been called 'the cancer journey'. Exactly how your treatment and care will proceed is up to you, your doctors, nurses and the other members of the team who will be helping you, so it's important for you to discuss your treatment with them, when and where it will take place, how long the treatment will last, etc.

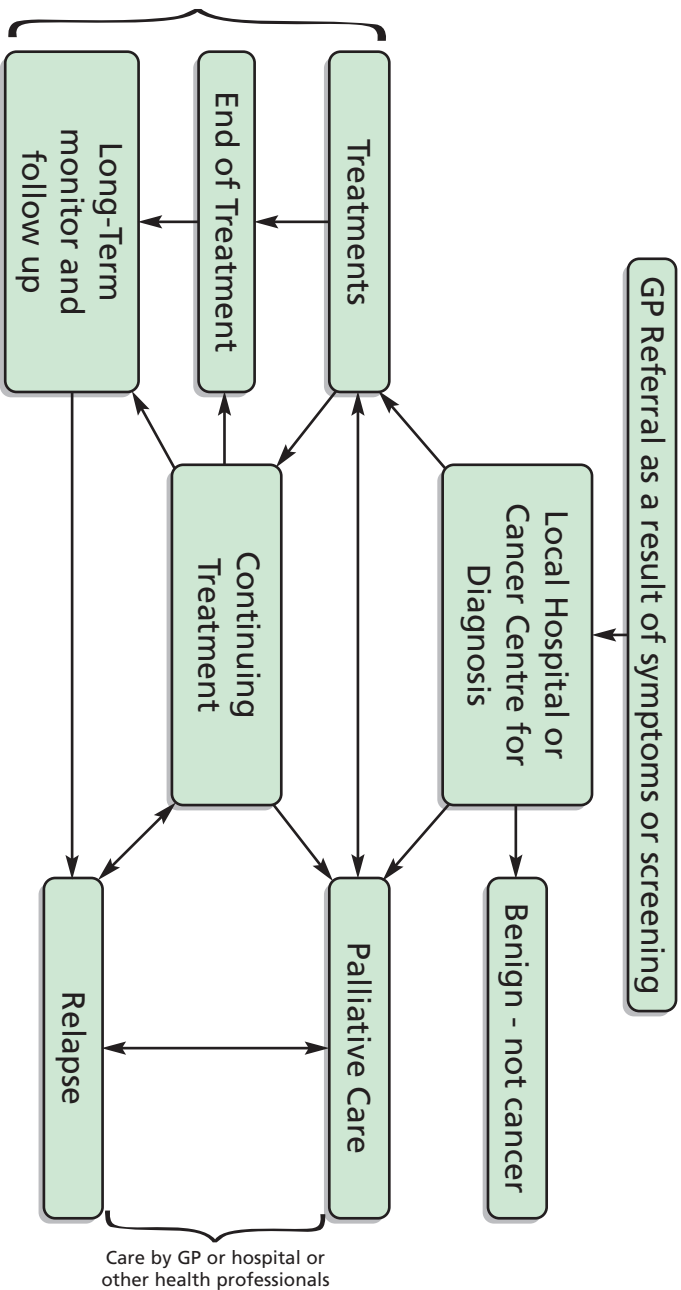
You will also be allocated a key worker who will probably be your specialist nurse. They will be your point of contact, throughout your cancer journey to guide, help and support you at any time.

On pages 22/23 we have listed some of the questions that people often have at various stages of their care. You may have many more to ask, and it's important that you ask them and get as much clarification as possible from your doctors and specialist nurses. Even if your doctor is being very clear and thorough, it may at times be difficult to take in what is being said, particularly if you are worried. To help you remember the conversation you have you could bring a friend or relative to consultations, or make notes before and after your visit. You could even use a tape recorder: (check with the doctor first that he/she has no objection).

If your first language is not English you may ask for an interpreter who will translate for you or a link worker who can help you through your course of treatment. You should make enquiries at the hospital beforehand, or talk to your GP or District Nurse.

The patient journey

Care by GP or hospital or other health professionals



Care by GP or hospital or other health professionals

Practical Help

in the West Essex area

Community-based Nurses

Epping District Nurses

Also see page 25

District Nurses work between 8.30am - 5.00pm and 7.00pm - 11.00pm every day of the year. As the District Nurses are often out on visits, you may well have to leave a message on their answer machine, the numbers are set out below.

Evening Service:

To contact the evening/weekend/Bank Holiday District Nursing service you will have to leave a message on **01279 827524**.

This is the answer machine at Rectory Lane Health Centre, serving the whole of the Epping Forest area.

In some cases your District Nurse may be able to give you her mobile telephone number.

Day Service

Buckhurst Hill 8.30am - 5.00pm
Tel: **020 8506 9031**

Chigwell 8.30am - 5.00pm
Tel: **020 8506 9030**

Debden (Rectory Lane) 8.30am - 5.00pm
Tel: **020 8272 4616**

Epping (St. Margaret's Hospital) 8.30am - 5.00pm
Tel: **01279 827327**

Loughton (The Drive) 8.30am - 5.00pm
Tel: 020 8272 4616

Ongar 8.30am - 4.00pm
Tel: **01277 366513**

Waltham Abbey 8.30am - 4.00pm
Tel: **01992 707121**

Harlow District Nurses

The District Nursing Teams in Harlow work between 08.30am & 5.00pm and are on call for telephone advice until 11.00pm.

Referral to the district nursing team will usually be made by your GP or Macmillan nurse or by the hospital when you are discharged.

Day Service Numbers

Addison House Clinic Tel: **01279 698681**

Jenner Clinic Tel: **01279 635711**

Keats Clinic Tel: **01279 698692**

Osler Clinic/Church Langley Tel: **01279 698636**

Barbara Castle Health Centre Tel: **01279 698696**

Lister House Clinic Tel: **01279 698696**

Nuffield Clinic/

Sydenham House Clinic Tel: **01279 698632**

Uttlesford District Nurses

Saffron Walden/Thaxted

District Nurses Saffron Waldon

Community Hospital

(Hospital) Tel: **01799 562900**

(District Nurse Office) Tel: **01799 562937**

(Evening Service) Tel: **01799 562975**

Dunmow/Stansted District Nurses

John Tasker House,

56 New Street, Dunmow,

Essex. CM6 1BH

Tel/Fax: **01371 874034**

West Essex Palliative Care Team

Community Macmillan Nurses: Tel: **01279 694931**

Erica Whitten

Irene O'Dell

Christine White

Other Specialist Nurses

Heart Failure Nurse – Harlow

Liz Skidmore

Keats House Community Clinic

Bush Fair

Mob: **07768 504749**

Heart Failure Nurse – Epping

Fiona Mahandru

Birchwood House, St. Margaret's Hospital

The Plain

Epping CM16 6TN

Tel: **01992 902010** ext **5554**

Parkinson's Disease Nurse Specialist

Sue Brown

West Essex PCT,

St Margaret's Hospital, Epping

Tel: **01279 827524**

Mob: **07824 543524**

Respiratory Nurse Specialist

Ram Gulrajani

Keats House Community Clinic

Bush Fair

Harlow CM18 6LY

Tel: **01279 698611**

Mob: **07900 264239**

Elaine Dean

Epping Forest Locality,

S81 2nd Floor, St Margarets

Hospital, Epping,

Essex CM16 6TN

Mob: **07880 534713**

Elaine Reid,

Respiratory Nurse Specialist (Uttlesford)

Tel: **01799 562822**

Mob: **07970 792955**

Community Specialist Prostate Support Nurse

Nikki Scarlioli For details contact:
Information Service Tel: **07920 722187**

Multiple Sclerosis Nurse

Catriona Williamson
West Essex PCT Tel: **07876 508577**

Intermediate Care

Epping evening service 7-11pm Tel: **01279 827524**
Harlow Tel: **01279 698671**

Community Services

Uttlesford Tel: **01799 562981**

Hospital-based Nurses

Princess Alexandra Hospital

Specialist Nurses:
Tracey Horey Lung Tel: **01279 694927**
Lisa Reid Gynae Tel: **01279 694927**
Amanda Lewis Urology Tel: **01279 444455 ext 5401**
Mob: **07932 526124**

St Margaret's Hospital

Herts & Essex Hospital

Macmillan Hospital Team Tel: **01279 694931**
Gill Robertson, Julie Rodgers

Addenbrookes Hospital

Hills Road, Cambridge
Switchboard Tel: **01223 245151**

Chemotherapy Day Unit Tel: **01223 216395**
Ruth Green, Mary Jacobs,
Ruth Giles **01223 216395**

In-patient cancer ward (D9) Tel: **01223 217708**

In-patient cancer ward (C10) Tel: **01223 217255**
Lorraine King

Macmillan Nurses Team Tel: **01223 274404**

Broomfield Hospital

Chelmsford
Switchboard Tel: **01245 440761**
Chemotherapy Day Unit Tel: **01245 514682**

BUPA Roding Hospital

Roding Lane South, Ilford (Private)
Switchboard Tel: **020 8551 1100**
Oncology nurse: Tel: **020 8709 7895**
Mary Casey Tel: **020 8551 1100**
Bleep 6

Essex County Hospital

Lexden Road, Colchester Tel: **01206 747474**
In-Patient cancer ward
(Rhys Lewis) Tel: **01206 744485**
(Jefferson) Tel: **01206 744442**

Herts & Essex Hospital

Haymeads Lane, Bishops Stortford
Switchboard Tel: **01279 655191**

Holly House Hospital

Buckhurst Hill (Private)
Switchboard Tel: **020 8505 6423**
Tel: **020 8505 3311**

King George's Hospital

Newbury Park, Ilford
Switchboard Tel: **020 8983 8000**
Chemotherapy Day Unit Tel: **020 8970 8230**

Cancer Information Unit Tel: **020 8970 8270**
c/o The Cedar Centre

Middlesex Hospital

London W1 (University College London Hospitals)
Switchboard Tel: **020 7636 8333**

North Middlesex Hospital

Sterling Way, Edmonton, N18
Switchboard Tel: **020 8887 2000**
Chemotherapy Day Unit Tel: **020 8887 4251**

Chemo support nurse specialist
Kate Earwicker Tel: **020 8887 3383**
for those patients **about to start** chemotherapy.

In-patient oncology ward Tel: **020 8887 2568**

Information Radiographer Tel: **020 8887 2448**
Sarah Parelle

Macmillan Nurses Team
Switchboard Tel: **020 8887 2000**
then bleep **266/659**

Parking fees reduced for patients
on radiotherapy visits

Queens Hospital

Romford
Switchboard Tel: **0845 1304204**

Chemotherapy Day Unit

Pat Flaherty, Alex Holmes
Switchboard Tel: **01708 746090 ext 3181**

In-patient cancer ward (E2) Tel: **01708 703262**

Information Radiographer Tel: **01708 435474**
Archana Sood

Macmillan Nurses Team

Lorraine McAndrews & Dot Lord
page via Switchboard Tel: **01708 746090**

Papworth Hospital

Papworth Everard, Cambs
Switchboard Tel: **01480 830541**

Princess Alexandra Hospital

Harlow

Switchboard

Tel: **01279 444455**

Chemotherapy Day Unit

Tel: **01279 694925**

Jill Herbert (Lead Nurse)

Macmillan Nurses Team

Tel: **01279 694931**

Gill Robertson, Julie Rodgers
(Also support patients at St Margaret's Hospital and Herts and Essex Hospital). There are specialist nurses within the hospitals. You will be informed of their details as you go through your cancer journey.

Saffron Walden Community Hospital

Radwinter Road, Saffron Waldon
Essex CB11 3HY

Tel: **01799 562900**

St Bartholomew's and The Royal London Hospitals Trust

London EC1

The Vicky Clement-Jones

Tel: **020 7601 7936**

CancerBACKUP Information Centre

Carol Geraghty, Specialist Oncology Nurse
1st Floor, King George V Building
St. Bartholomew's Hospital
London EC1A 7BE

Email: cgeraghty@cancerbacup.org

Free drop-in centre providing information and support to anyone affected by cancer

Open: Mon-Fri. 9am-5pm

Waiting Times

Tel: **020 7601 7963**

Co-ordinator/Appointments/Queries

St. Margaret's Hospital, Epping

Switchboard

Tel: **01992 561666**

Map of how to find North Middlesex Hospital

For maps of other hospitals, please visit the Epping Forest PCT website: www.efpct.nhs.uk



For written instructions on how to get to North Middlesex Hospital, please see inside back cover.

The Rivers Hospital

Sawbridgeworth (Private)

Switchboard Tel: **01279 600282**

Whipps Cross Hospital

Leytonstone, London E11

Switchboard Tel: **020 8539 5522**

Margaret Centre Tel: **020 8535 6604**

About Hospices

Hospices provide a range of services to improve the quality of life for people with advanced illness and their families. These usually include symptom control and pain relief, rehabilitation and respite care. Depending on your circumstances these are provided either through home care, day care or in-patient care. The hospices listed below are those within or closest to West Essex.

The Margaret Centre

(In Whipps Cross hospital grounds)

Tel: **020 8535 6604**

Provides inpatient care, and advice, usually for patients receiving care at Whipps Cross or St. Bartholomew's Hospital.

St. Clare West Essex Hospice Care Trust

Hastingwood Road, Hastingwood
Essex CM17 9JX

www.stclare-hospice.co.uk

24 hour advice line: **01279 773773**

General Enquiries: **01279 773700**

Patient Services: **01279 773770**

Provides specialist palliative care to people living in West Essex and the East Herts borders, who have life limiting disease. The hospice has eight in-patient beds, day hospice services, out-patient clinics, equipment loans, a bereavement

service and a 24hour advice line for public and professionals. Telephone number for 24hour advice line and all patient related enquiries – 01279 773773.

St. Francis Hospice

The Hall, Broxhill Road

Havering-Atte-Bower

Romford RM4 1QH

Tel: **01708 753319**

Provides in-patient care, out-patient and domiciliary medical care to patients, families and carers living in and around the Epping Forest area. Equipment loan & volunteer drivers.

St Joseph's Hospice

Mare Street, Hackney

London E8

Tel: **020 8525 6000**

The Haven House Children's Hospice

Cambridge

Tel: 01223 723130

Provides 16 beds, home care, an extended home nursing service, day care and bereavement support.

East Anglia Children's Hospice

Judy Milner, Children's Hospice,

Church Lane, Milton,

Cambridge CB4 6AB

Tel: **01223 860306**

Provides palliative respite and terminal care for children who have life-limiting/life-threatening conditions.

The Haven House Children's Hospice

Mallinson Park

Woodford Green IG8 9LB

Tel: **020 8505 9944**

Supports children and young people suffering from life-limiting conditions including cancer.

Provides palliative and respite care, offers practical help and emotional support for the whole family.

Isabelle Hospice

Griffin House Watch Mead

Welwyn Garden City AL7 1LT

Tel: **01707 330686**

Arthur Rank Hospice

Cambridge

Tel: **01223 723130**

www.arthurrankhouse.nhs.uk

Local Information

Help and Advice

Organisations giving practical support and help

This may be required in many ways, and listed below are some local organisations which can offer help and support. All these organisations have been formed by people who recognise the difficulties involved in having or caring for someone who has a long term and/or life threatening disease. They exist to help you, so don't be afraid to ask.

Cancer Care and Share Group

Meet: 62 Shepherds Close
Chadwell Heath, Romford
Essex RM6 5AH

Tel: Audrey **020 8599 7934** (before 9.30pm)
Madeleine **020 8590 6488** (before 9.30pm)

Activities: cancer support group for people with cancer meeting primarily for emotional support and offering practical help, plus telephone support, information and library.

Cancer i

Local access to information and support.

St Albans Mon-Fri 10am-4pm Tel: **01727 843401**

St Margaret's Breast Care Support Group

Meet: Epping: St Margaret's Breast Unit

Activities: monthly, every third Tuesday, 7.30 pm

For advice support and practical help.

Website: www.eppingbreast.net

Tel: **01279 827301**

Trinity Centre, Colchester

Answerphone **01206 561150**

Activities: health and healing centre offering healing, homeopathy, reflexology, aromatherapy, meditation, acupuncture, hypnotherapy, empulse, kinesiology, holistic massage, naturopathy, NLP, nutrition, shiatsu, Alexander technique, medical herbalism, McTimoney chiropractic, yoga, tai chi, pilates, workshops.

Coping with Cancer North & East London

Glenys Hollingsworth

Walthamstow Tel: **020 8556 7001**

Activities: supports women emotionally and practically to cope with daily living with cancer. It offers support meetings, counselling, telephone contact, information and relaxation.

Loughton Voluntary Care

9 Traps Hill, Loughton IG10 1SZ

Tel: **020 8508 6114**

Carers/patients can phone direct to ask for help with shopping/transport etc. Users are asked to cover petrol costs for the journey.

Waltham Abbey Voluntary Care

Tel: **01992 763557**

Helpline: **07752 957099**

Buckhurst Hill Home Support Services

Tel: **0208 504 7357**

Epping Forest and Harlow Council for Voluntary Services (CVS)

Further information on all local organisations can be obtained.

Epping Forest Tel: **01992 564178**

Harlow Tel: **01279 308310**

Dunmow/Uttlesford Tel: **01799 513626**

CVS Tel: **01992 564518**

Nightingale Disabled Taxi Service

Dave Sibley Tel: **01992 579300**

North East London Cancer Help Centre

Mon-Fri 10.30am - 4pm Tel: **020 8597 0024**

Sue's house, 10 Dawlish Drive, Ilford.
Emotional and holistic support.

Essex Cancerlink Group

Loughton Tel: **020 8508 1820**

John Wickens. Telephone line, emotional support, practical help, local information, counselling.

Social Services

Harlow Tel: **0845 603 7630**

including information on shop-mobility scheme

Loughton Tel: **0845 603 7630**

Epping Tel: **0845 603 7630**

Herts Tel: **01438 737400**

Job Centre Plus Dept. of Work & Pensions

Harlow Tel: **01279 693000**

Information on benefits and grants.

Essex County Council

Tel: **0845 743 0430**

Age Concern

Braintree Tel: **01376 330922**

Chelmsford Tel: **01245 264499/346106**

Harlow Tel: **01279 415553**

21 The Rows, Market Square, The High, Harlow.

Ilford Tel: **020 8220 6000**

Advice, information and counselling for older people in Essex. Plus **advocacy service** for older people in hospital – **01279 641930**

DIAL - Disablement Information and Advice Line

Tel: **01302 310123**

Macmillan Cancer Information Manager

Harlow Tel: **01279 698673**

Lifewalks

Epping Forest District Council,
25 Hemnall Street,
Epping CM16 4LU

Tel: **01992 564222**

Short/gentle organised walks to generally improve fitness/well-being.

Walkcheck

Epping Sports Centre Tel: **01992 564202**

Annette Duncan

PALS - Patient Advice & Liaison Service Epping Forest PCT/Harlow PCT

Jackie May & Karen Leese Tel: **01279 827473**

Epping Freephone: **0800 7833396**

Confidential help, information, advice and support, when you need it. You can also contact them if you experience any problems about your care.

Expert Patient Programme

For people with a long-term medical condition; helping you move from Patient to Person. Free six-week friendly, informative programme helping you to reduce stress, depression, manage your relationships.

Pete Moore Tel: **01245 295043**

Karen Leese Tel: **01279 827473**

Freephone: **0800 783 3396**

ProActive

ProActive is a self help group for prostate cancer patients of the West Essex Primary Care Trust (covering Epping, Ongar, Harlow, Broxbourne, Loughton and surrounding areas). It is run by and for its members, to offer support and encouragement to patients and their families. For further information please contact:

John Woods Tel: **01279 698 673**
email isambard6@ntlworld.com

Help At Home

CROSSROADS

Epping Forest & District (inc. Harlow) -
'Caring for Carers'
United Reformed Church
Lindsey Street
Epping CM16 6RB

Tel: **01992 572557**

Office Hours: 9am-4.30pm

Monday - Friday
Provides attendant support to carers looking after people within their own homes.

Uttlesford Area Tel: **01799 513496**

Trained care assistants who will provide care and company for any person with illness or disability in order to give the carer regular opportunity to take a break.

CROSSROADS

Brentwood Area Tel: **01277 201789**

Loughton Voluntary Care

9 Traps Hill, Loughton IG10 1SZ

Tel: **020 8508 6114**

Carers/patients can phone direct to ask for help with shopping and escorted shopping, collecting prescriptions, visiting and befriending, transport. (Small charge for transport).

Ongar & the Villages Voluntary Care

Tel: **01277 365363**

Patients must be registered with an Ongar GP.

West Essex Macmillan Cancer Information & Support Service

1st Floor Addison House, Hamstel Road,
Harlow CM20 1DS

Tel: **01279 698673**

Patients/carers can phone to request information or help with shopping, escorted shopping, collecting prescriptions, befriending visits, respite sitting, transport.

Home Equipment Loan

You can ask your District Nurse for information.

St. Clare Hospice

Equipment Loans

Tel: **01279 773773**

St. Francis Hospice

Diane Papidas

Tel: **01708 758635**

British Red Cross

200 New London Road, Chelmsford CM2 9AD

Tel: **01245 490090**

Loughton

Tel: **020 8508 2162**

Mon, Wed, Fri

Medical loan service: wheelchairs, nursing aids, commodes, bed cradles, raised toilet seats, etc. escorts and ambulance duties. The Red Cross has depots within West Essex and is listed in the phone book.

EDPA

Loans of refurbished equipment Tel: **0870 873 6333**

How can I help?

**'I have a relative who has cancer,
how can I be most helpful?'**

That depends on both of you, because what may be helpful for some may be anything but helpful for others.

Relatives (and friends) often find it hard to know where to start to help the person who has cancer. A first step may be to ask what the person would find most helpful.

It is often easier to accept practical things like picking the children up from school, helping to do the shopping, cooking a meal occasionally, or going along for company when the person has hospital appointments. It may be being there at the end of a telephone at any time for a chat or perhaps phoning regularly yourself.*

*From 'Cancer – the "at your fingertips" Guide', 3rd edition, by Val Speechley & Maxine Rosenfield, published by Class Publishing, Barb House, Barb Mews, London W6 7PA. £14.99.
To order please call: 01752 202301.

Transportation in and around the West Essex area

Transport assistance to and from hospital (non-emergency).

If you and your GP or consultant feels you need assistance with travel to and from hospital and the medical criteria for NHS transport are applicable, the following can be arranged:

If your GP has referred you to a local hospital and you are unable to travel on your own or need assistance, your GP surgery will request the hospital concerned to arrange transport for you. *(Be sure to check first with your GP surgery as to which hospitals are considered to be local, as some may actually be in a neighbouring borough).*

If, following an appointment to a local hospital, you are referred to a hospital outside the local area, the hospital outside the local area should arrange transport for you on the request of your consultant. You should contact the Patient Transport (non-emergency) Department of that hospital to clarify arrangements such as estimated pick-up time, etc. if you are unsure.

If you are able to travel to hospital by public transport, and are in receipt of benefits, you may be eligible to receive a refund for reasonable travel costs from the hospital. You will need to check via the hospital Social Work Department, and you will need to carry your benefits book and receipt or ticket for transport.

For further advice regarding transport please contact **West Essex Macmillan Cancer Information Service** Tel: **01279 698673**

Railcards

Disabled Person's Railcard & Senior Railcard
Please check for details at your local staffed station, or by contacting National Rail Enquiries,

Tel: **08457 484950**

Textphone: **0845 60506000**

London Transport

Tel: **020 7222 1234**

Unit for Disabled Passengers Tel: **020 7941 4600**

Transport and Mobility Schemes

Volunteer drivers:

St Francis Hospice

Diane Papidas Tel: **01708 758635**

Blue Badge Disabled Driver Scheme

To apply for Invalid Car Parking Permit - cost £2, photos required - obtain form from:

Loughton Social Services Tel: **0845 603 7630**

Epping Social Services Tel: **0845 603 7630**

Harlow Social Services Tel: **0845 603 7630**

Epping Forest Community Transport

Tel: **01992 564040**

If you are able to get in and out of a car. (Cost: 30p per mile/minimum charge £3 return trip)

Harlow Social Car Scheme

Annual Registration Fee: £7.00. Each one way journey will cost £1.75 for any distance up to 4 miles and 40p per mile thereafter.

For more information or to register contact:

Sandra Turner Tel: **01279 446868**

or write to:

Harlow Community Transport,
Aneurin Bevan Centre, Garden Terrace Road,
Old Harlow, Essex CM17 0AT.

Nightingale Disabled Transport Ltd

Dave Sibley

Tel: **01992 579300**

Specialist transport for disabled people.
All vehicles wheelchair accessible. Trained drivers, can provide trained escort if needed.

Loughton Voluntary Care

9 Traps Hill, Loughton IG10 1SZ

Tel: **020 8508 6114**

Carers/patients can phone direct to ask for help with shopping/transport etc.

Waltham Abbey Voluntary Care

Barbara Weltch (Secretary)

Tel: **01992 763557**

Helpline

07752 957099

Mainly provides help with transportation.

Citizens Advice Bureaux

in West Essex

CABs offer free, confidential and impartial advice; they are independent of any other organisation. The Bureau can give basic legal advice and also assist with practical help such as filling in forms, making telephone calls or drafting letters, referring people on to other agencies. They deal with a very wide variety of subjects, but the majority of local cases are concerned with social security, debt, housing, employment, consumer or family matters. The Bureaux are predominantly staffed by volunteers.

All the main offices provide daily drop-in services and also deal with enquiries over the phone and by letter. The addresses and opening hours are as follows:

Dunmow CAB

Tel: **01371 875 593**

Epping CAB

50a Hemnall Street, Epping Essex CM16 4LS

Tel: **01992 574989**

Opening hours:

Monday	10am-2pm
Tuesday	10am-2pm
Wednesday	10am-2pm & 5pm-7pm
Thursday	10am-2pm

Outreach Service -

Ongar, North Weald and St. Clare Hospice

For details: Tel: **01992 574989**

Harlow CAB

Rooms 1-2, Harlow Advice Centre,
2 East Gate, Harlow

Tel: **0845 120 3717**

Opening hours:	Mon, Tues,	10am-12.30pm
	Wed, Fri	(drop-in)

Loughton CAB

St Mary's Parish Centre, High Road,
Loughton, Essex IG10 1BB

Tel: **020 8502 0031**

Opening hours:

Monday	10am-1pm & 2pm-4pm
Tuesday	10am-1pm (+ evenings by appointment only)
Wednesday	10am-1pm & 2pm-4pm
Thursday	10am-1pm
Friday	10am-1pm

Outreach service at Buckhurst Hill

Parish Information Centre, Queens Road

Open 2nd & 4th Wednesday each month
2pm-4pm

Saffron Walden CAB

Tel: **08444 775986**

Waltham Abbey CAB

Town Hall (side entrance)
Waltham Abbey Essex EN91DE

Tel: **01992 710353 / 710802**

Opening hours:

Monday	10am-1pm & 6pm-8pm
Tuesday	10am-1pm (1-4pm telephone advice only)
Wednesday	10am-1pm
Thursday	10am-1pm
Friday	10am-1pm

Chigwell Primary Health Care Clinic

548 Limes Avenue, Chigwell

Tel: **020 8502 0031**

Opening hours:	Monday	10am-1pm (appointment only)
	Friday	10am-1pm

Money Matters

including benefits advice

People with cancer often find they need to spend more money because of their illness, and may not be able to afford the additional expense, or they may find their ability to earn is affected.

Where can I get some financial advice?

In Hospital: Your hospital Social Worker will be able to advise you on NHS-related benefits, and may have information on DSS benefits.

At Work: Each employer will have their own Sick Pay arrangements. Speak to your employer or to the Personnel Officer at work if there is one.

About Sick Pay

If you have been paying National Insurance Contributions then you are likely to be able to receive either Statutory Sick Pay (SSP) or Sickness Benefit.

If you are working, then claim SSP from your employer for the first 28 weeks.

If you are still sick after this period, then you should claim Incapacity Benefit from your local Benefits Agency. If you are not working you should claim Incapacity Benefit immediately.

Seek advice if you are not sure which benefit to claim.

Leaflets on Statutory Sick Pay and other benefits are available from:

- Your local Post Office
- The Benefits Enquiry Line on 0800 882200
- People with speech or hearing problems using a textphone can dial 0800 24 3355

Outside of hospital: Call your local Citizen's Advice Bureau (See page 13)

Am I entitled to any other benefits?

Your entitlement to benefits depends on many factors and the benefits available change. For accurate, current information, it's best to talk to someone who has detailed knowledge of benefits.

Ask About:

- Attendance Allowance
- Disability Living Allowance
- Disability Working Allowance
- Incapacity Benefit
- Severe Disablement Allowance
- Invalid Care Allowance
- Disability Premium and Severe Disability Premium
- Income Support
- Help from the Social Fund

Macmillan Benefits Adviceline:
Freephone: **0800 138 6568**

West Essex Macmillan Cancer Information & Support Service – 'Help with the Cost of Cancer' booklet available in outpatients departments or via West Essex Macmillan Cancer Information Service
Tel: **01279 698673**

Help with healthcare costs

Depending on your income, you may be able to get help with the cost of:

- Prescriptions
- Travel to hospital
- Fabric supports and wigs

For information on whether or not you are eligible for free prescriptions and how to claim call the the Help Desk at the Department of Health's Health Benefits Division (in Newcastle) on 0845 850 1166, or ask your pharmacist.

If you have to pay for medication you may be able to save money by buying a Prescription Payment Certificate (PPC).

Two leaflets which might be helpful are: 'Are you entitled to help with health costs?' (leaflet HC11) and 'Caring for Someone' (leaflet FB31) available at your local post office, benefit's agency or job centre/advice agency.

Patient Grants

Macmillan Cancer Support

Macmillan Cancer Support gives grants in certain circumstances. Applications are usually made by health and social services staff on behalf of the patient.

Armed Forces

A patient who has been in the armed forces may obtain a grant from the Soldier's, Sailor's and Airman's Families Association (SSAFA), The Earl Haig Fund or the RAF Benevolent Fund.

The Independent Living Fund (ILF)

This fund helps with the cost of help at home. Applications have to be made through your local Social Services department.

Other Sources of Help

There may be other sources of help available from various trusts and welfare organisations such as your trade union, your professional organisation or other employer welfare funds.

Making a Will

Attending to these things can bring peace of mind to you and people close to you. It will make dealing with financial affairs less stressful and will speed up the process of making money available to those left behind. A Solicitor will be able to help and advise you. He may be able to visit you at home or in hospital, rather than you going to his office. He/she will of course charge a fee. The Consumers Association publishes an Action Pack giving guidelines for making your own will.

Power of Attorney/ Advanced Directives

You may wish to make arrangements for the eventuality of becoming too ill to manage your own affairs. A Solicitor will be able to help and advise you. Again, he may be able to visit you rather than you going to his office. He/she will of course charge a fee.

Complementary Therapies

Complementary therapies may be available at our local hospices. Ask about this from your District Nurse, GP, Practice Nurse, Hospital Doctor or Macmillan Nurse.

For more information on complementary approaches including a 'Do's and Don'ts Checklist' see the Macmillan's 'Cancer Guide.'

Check with individual centres as charges may apply.

Complementary therapies such as aromatherapy and reflexology may be available for patients receiving treatment through the Macmillan Nurses at North Middlesex Hospital.

HEAL Cancer Charity

Room 40, Cancer Centre
North Middlesex Hospital
Tel/Fax: **020 8887 2408**

Other addresses

Institute for Complementary Medicine

PO Box 194, London SE16 1QZ
Tel: **020 7237 5165**

Bristol Cancer Help Centre

Dietary therapies homeopathy, residential courses
Tel: **0117 9809505**
Tel: **01275 370100**

HEAL Cancer Charity

Helen Rollason Cancer Care Centre, Chelmsford.
Tel: **01245 463633**

Offers manual lymph drainage, aromatherapy, reflexology, Bach flower remedies, counselling, relaxation/visualisation, information on cancer and treatments.

The Epping Physiotherapy Practice

The Old Surgery, 267 High Street, Epping
Tel: **01992 561112**

Offers acupuncture, general massage, aromatherapy, reflexology.

Complementary Medicine Treatments

201 Milwards, Harlow
Tel: **01279 310148**

The Therapy Room

Epping Sports Centre, 25 Hemnall Street, Epping
Tel: **01992 576819**

Offers beauty therapy, holistic/sports/therapeutic massage, physiotherapy, chiropody, reiki, reflexology, cupressure.

Cambridge Cancer Help Centre

Advice on complementary therapies
Tel: **01223 566151**

Support group and drop in centre open
Tuesday -Wednesday 10-1pm and 1st Thursday of every month 5.30-8pm.

Temporary phone number: **01223 871893**

Whelby House Old Harlow

Ring for appointment Tel: **01279 442602**

Offers homeopathy, nutrition, clinical hypnotherapy, osteopathy, chiropractic, specialist counselling for adolescents and family therapy.

CancerLIFE

Edmonton Tel: **020 8373 6222**

Provides information and help and fortnightly drop-in complementary therapy services.

Hummingbird Cancer Support Group

Meeting on alternate Mondays at the Rhodes Art Centre and Museum, South Bishops Stortford.
Starting Monday 3rd September 2007 10am-1pm

Complementary therapies Reflexology, Aromatherapy, Massage, Reiki Healing, and Spiritual Healing. Appointments will usually be booked in advance as well as on the day of each meeting, subject to availability.

For general enquiries: Tel: **07889 240090**

Counselling

What is counselling?

A cancer diagnosis is devastating for the patient and family. It can produce shock, worries about the future, issues of body image and sexuality, fear of treatment and financial worries, and can trigger anxieties from the past.

Counselling is a process which may help you manage your problems more effectively. It provides a safe place to explore emotional issues in confidence.

Often it is easier to talk to a professional person than your family or friends. You may be frightened of upsetting people who are close to you; equally, your family may be worried about upsetting you.

While not necessarily specialising in cancer care, counsellors can help you to explore your feelings surrounding your illness and other concerns.

Counselling may be available through your hospital or family doctor, so it is worthwhile speaking to your G.P., your hospital consultant or your Macmillan nurse about this. Alternatively you may wish to contact one of the counselling services listed below. Find out if there is a charge, and whether or not there is a waiting list.*

*Reprinted with the kind permission of the Lynda Jackson Macmillan Centre, Mount Vernon Hospital.

Careline

Loughton Tel: **020 8508 8596**

Offers counselling and pastoral support.

Mulberry Pastoral Centre

Mulberry House, Chelmsford Road,
High Ongar, Essex CM5 9NL

Tel: **01277 365398**

Open 9am - 7pm weekdays

Counselling Service for adults, children, parents, families. A telephone and one-to-one service offering help, support, encouragement and advice.

Also a Nationwide helpline: **0870 600 6170**

Independent Psychology Service

7 Lansdowne Road, London N10 2AX

Tel: **020 8883 9685**

A network of some 45 Chartered Clinical Psychologists offering consultation, assessment and therapy across North and Central London.

Whelby House Old Harlow

Ring for appointment Tel: **01279 442602**

Offers homeopathy, nutrition, clinical hypnotherapy, osteopathy, chiropractic, specialist counselling for adolescent and family therapy.

Relate Family Counselling

The Latton Bush Centre
Southern Way, Harlow CM18 7BL

West Essex & East Herts Tel: **01245 258680**

HEAL Cancer Charity

Helen Rollason Cancer Care Centre, Chelmsford

Tel: **01245 463633**

Offers manual lymph drainage, aromatherapy, reflexology, Bach flower remedies, counselling, relaxation/visualisation. Information on cancer and treatments.

The Cancer Counselling Trust

Tel: **0207 704 1137**

Offers face to face and telephone counselling, up to nine sessions free of charge.

Bereavement support and aftercare

This is often a time when people need a great deal of support, either immediately following the death of a friend or relative or at some later date. Listed below are some of the local organisations who exist specifically to help you through this period. Most are voluntary organisations and the services they offer are free.

St. Clare Hospice

Hastingwood Road,
Hastingwood Essex CM17 9JX

24-hour Helpline Tel: **01279 773773**

Offers individual contact bereavement support and counselling, family support, and works in partnership with Young Concern to provide specialist help for children and young people.

St. Francis Hospice

The Hall, Broxhill Road, Havering-atte-Bower
Romford RM4 1QH

Tel: **01708 753319**

Hospice at Home

Diane Papidas Tel: **01708 758603**

Provides bereavement support for relatives/carers of patients who have died under the care of the Hospice.

Psychological Support Service based at The Margaret Centre

Whipps Cross Hospital Tel: **020 8539 5592**

Offers one to one, group, children, young people, special needs, bereavement support to people living in Waltham Forest, Redbridge and Loughton areas.

St Lawrence Church

Waltham Abbey Tel: **01992 767916**

Joyce Smith, Rosemary Enever

Buckhurst Hill Bereavement Support Group

The Parish Office, High Road,
Buckhurst Hill, Essex IG9 5RX

Tel: **020 8506 2150**

Answerphone for outside office hours.

Waltham Abbey Church

Contact Parish Office Tel: **01992 767897**

Visiting team and bereavement support group.

Cruse Bereavement - Epping Forest & Lea Valley

Tel: **01992 651563**

Offers counselling Support on a one-to-one basis. A counsellor can visit you at home.

Epping Bereavement Visitors

The Rectory, Hartland Road
Epping CM16 4PD

Rev. Geoffrey Connor Tel: **01992 572906**

Offers bereavement visits.

Family Care Counselling Service

Epping Forest, St. Mary's Church Centre
201 High Road, Loughton Essex IG10 1BB

Ann Wright Tel: **020 8502 2714**

Offers general counselling to adults and couples over 18, also bereavement service.

Loughton Bereavement Service

PO Box 15, Loughton, Essex IG10 2NQ

Tel: **020 8508 9408**

Offers support within a group or on a one-to-one basis.

The Ongar and District Bereavement Service

Tel: **01277 366534**

Offers support through volunteer visitors on a one-to-one basis.

Waltham Abbey Cruse

8 Hewins Close, Waltham Abbey, Essex EN9 2AE

Mrs M Bruce Tel: **01992 651563**

Offers counselling support on a one-to-one basis.

Harlow Bereavement Care

Tel: **01279 453911** or **626275** or **431175**

Coffee morning meetings Thursdays 10am - 11.30am
Counselling can be arranged.

Children

Child Death Helpline

Great Ormond Street Hospital
Bereavement Services Department
Great Ormond Street, London, WC1N 3JH

Telephone Helpline: **0800 282986**

Mon–Fri 10am–1pm Weds 1pm–4pm

Mon–Sun Evenings 7pm–10pm

Staffed by bereaved parents, it is a confidential helpline for anyone affected by the death of a child of any age.

Careline

Loughton Tel: **020 8508 8596**

Offers counselling and pastoral support.

East Anglia Children's Hospice

Children's Hospice
Church Lane, Milton, Cambridge CB4 6AB

Judy Milner Tel: **01223 860306**

The Haven House Children's Hospice

Mallinson Park, Woodford Green, Essex IG8 9LB

Tel: **020 8505 9944**

Refer enquiries to the Zig-Zag Group for children and families suffering bereavement.

Tel: **020 8539 5592** (Whipps Cross Hospital)

Brentwood Crossways Counselling Foundation

Tel: **01277 219990**

Offers counselling and support.

Mulberry Parsonage Centre

New House Farm, Stondon Road, Ongar

Tel: **01277 366287** 9am - 7pm weekdays

Counselling Service for adults, children, parents and families offering a telephone and one-to-one service of help, support, encouragement and advice.

Also a Nationwide helpline **0870 600 6170**

You have every right to know

CancerBACUP has produced a document entitled 'The Right to Know'.

Here is a summary of that document: *

People affected by cancer have a right to clear, accurate, up-to-date information and considerate and confidential support.

Information

The following types of information should be available as needed and wanted:

- *Medical - diagnosis, treatment options and their implications, prognosis.*
- *Access to healthcare professionals (including out-of-hours, second opinion).*
- *Practical, social and financial sources of help.*
- *Effects on relationships and sexual health, and coping with them.*
- *Complementary therapies.*

Presentation

Information presented in suitable formats (verbal, written, audio or video tape).

Suitable expression and language, taking into account ethnic and other minority groups and different levels of understanding.

Presented with skill: honestly, clearly, kindly and confidentially.

Delivery

Timing and content to suit the person affected by cancer.

At each stage in the illness (diagnosis, treatment, remission, relapse or recurrence, terminal or cure stages).

Varying locations (home, GP's surgery, clinic, hospital).

In a comfortable and private environment.

By appropriate personnel (doctor, nurse, counsellor, information professional, other patients).

*Reprinted with the kind permission of CancerBACUP. More information on your rights is contained in 'Your Guide to the NHS', which is available on the Internet at www.nhs.uk/nhsguide

Questions

It is often useful to jot down questions you may have before your next visit to the doctor. These questions might include the following:*

When your family doctor first refers you for tests

- 1 What do you think is wrong with me?
- 2 What tests will I need?
- 3 Where will I go for tests?
- 4 When will I know the results?
- 5 Is the doctor you are referring me to a specialist in my kind of cancer?
- 6 What choices do I have about my specialist or treatment?
- 7 What difference will it make if I go privately?
- 8 How much will it cost to go privately?

When you see the hospital doctor

- 1 What tests and treatments are there to choose from?
- 2 What do the tests and treatments involve?
- 3 Are there any other methods of treatment?
- 4 Where will I have to go for treatment?
- 5 What are the benefits of the different options for treatment and for how long are they effective?
- 6 What choices do I have?
- 7 What are the risks and side effects of the treatments?
- 8 Will the treatment affect my work/treatment?
- 9 Will I still be able to look after my family, or will I need help?

- 10 Can I still have sex?
- 11 Will treatment affect my chances of having children in the future?
- 12 How can I tell my family and friends?
- 13 How long will the treatment last?
- 14 How do I know that I'm getting the best treatment?
- 15 Will my treatment affect driving?

During treatment

- 1 How can I tell if the treatment is working?
- 2 What happens when the treatment finishes?
- 3 What can I do to help myself?
- 4 Is there anything I should avoid?
- 5 Who should I talk to about what I should be eating?

After treatment

- 1 When will I know if the treatment has worked?
- 2 How long will it be before I feel better and can get back to my normal routine?
- 3 What happens next?
- 4 When do I see you next?
- 5 What happens if the treatment hasn't worked?
- 6 How will I know if the treatment has caused long-term damage?
- 7 Who can provide help for me at home?
- 8 Is there any financial help available for people like me?

*Most of the questions listed in this section are reprinted from the June 1999 edition of The Cancer Guide, with the kind permission of Macmillan Cancer Relief.

Who's who?

and who does what?

In Hospital

Ward Nurses - nurses in the wards are usually trained nurses.

Clinical Nurse Specialists in cancer care have been specially trained to help people cope with cancer and its symptoms. They work mainly in hospitals but also help people when living at home. Their specialist skills may include administering chemotherapy, stoma care, palliative care, breast care, lung care and providing emotional support.

Macmillan Nurses are all clinical nurse specialists. They are highly skilled in pain and symptom control and offer emotional support and practical advice to people with cancer and their families from the moment of diagnosis onwards. Based either in a hospital or the community, Macmillan nurses work in a team with other health professionals ensuring that patient care is continuous wherever you are. Many Macmillan nurses specialise in certain types of cancer such as breast, lung and bowel cancer and help patients cope with the particular problems associated with each illness. All Macmillan nurses are established by Macmillan Cancer Support and work as part of the NHS.

Oncologist - a doctor who specialises in treating cancer. A Clinical Oncologist, or Radiotherapist, specialises in treating cancer with radiation, and a Medical Oncologist specialises in treating cancer with drugs.

Consultant - a senior doctor who leads a team of doctors. Your consultant is in charge of your diagnosis and treatment.

Registrar - an experienced specialist doctor in the team.

Senior House Officer (SHO) - a qualified doctor who is gaining experience.

Radiologist - a doctor who carries out tests/investigations using X-rays.

Radiographer - a person with special training in using X-rays either to do tests such as X-rays or scans, or treatment with radiotherapy.

Hospital/Hospice Social Worker - someone you can talk to about things that are worrying you. He or she can also be available for members of your family or friends. Social workers will try to help with practical or financial problems.

Occupational Therapists - also known as OTs, a health professional who assists people to live as independently as possible at home.

Of course not all your care will take place in hospital and it is important to know who you can turn to once you've left hospital.

In the Community

Primary Care. Primary care is the part of the NHS which provides healthcare in the community. GPs are part of primary care, and so too are many other health professionals such as district nurses, health visitors, pharmacists and a range of specialist therapists.

Your GP Practice is your first port of call for any health problems that you are experiencing. He or she is responsible for co-ordinating your care by, for example, referring you to the appropriate specialists when needed, and following-up on the care that you receive.

District Nurses/Community Nurses

provide nursing care and practical advice at home. There are different types, including health visitors and district nurses, school nurses, nurse practitioners and community psychiatric nurses. They are usually based in a health clinic, and are sometimes available at night-time. You may access community nurses directly or your GP can contact them on your behalf. If you want to contact a district nurse direct, telephone numbers are provided on page 5. If you need help or advice out of hours contact NHS Direct Tel: 0845 4647.

Community Macmillan Nurses or **Palliative Care Nurses** are specialists in controlling the symptoms of cancer and providing support for people with cancer. They work with other health professionals such as your consultant, GP and district nurses to ensure that care is continuous from hospital to home. Your doctors or nurses can put you in touch with a palliative care nurse.

Marie Curie Cancer Care Nurses can provide care at home during the day and overnight, giving the carer a chance to have a break or sleep. Marie Curie Nurses can be contacted through Community-based Nurses/District Nurses.

Social Services – Community Care
Community Care is the support that people need to live safely and independently in the community, when because of disability, illness or frailty, they have difficulty in doing so.

An assessment is carried out in order to understand your needs and the best way to support you, together working out what you and your carers are able to do, and what services you need to meet your remaining needs.

Throughout your assessment Social Services will keep you informed of what is happening. They will always try to ensure that the help you get fits your lifestyle. You can ask for the assessment to stop at any point. If you do this, your decision will be respected, provided that it does not harm the safety of you or another person. If you want to contact Social Services again at a later date they would be happy to restart your assessment.

Some services are provided directly by Social Services, others are provided by the voluntary and independent sectors. Services provided by social services are means tested.

If you would like advice and information, or would like to ask for an assessment, please contact one of the numbers below:

Harlow	Tel: 0845 603 7630
Loughton	Tel: 0845 603 7630
Epping	Tel: 0845 603 7630
Dunmow	Tel: 0845 603 7630
Saffron Walden	Tel: 0845 603 7630

Support groups offer opportunities for people living with cancer or caring for people with cancer to share experiences, and to learn from and support one another. A list of local support groups can be found on pages 10, 11 & 12.

Hospices generally provide a specialist palliative care which focuses on meeting the holistic needs of the patients and their families and carers. Specialist pain and symptoms management, psychological, emotional and spiritual support is provided by a multi-professional team. Some people choose the hospice to be their preferred place of care at the end of their life.

Primary Care Trusts - the administrative body responsible for healthcare provision in their local geographical area.

What do they mean?

Words used in cancer care

The 'cancer journey' can sometimes feel like a journey to a foreign country with a language of its own. Here are some of the most commonly used medical words explained (in alphabetical order).

For other medical terminology please refer to pages 100-110 of 'The Macmillan Cancer Guide'.

Adjuvant therapy: A treatment given as well as the main treatment to help reduce the risk of the cancer returning. Chemotherapy, radiotherapy or hormone therapy can all be used as adjuvant therapies even if there is no sign of the cancer after your initial treatment.

Anaesthetic - local: A drug, cream or injection to make part of your body temporarily numb.

Anaesthetic – general: A drug that puts you to sleep while you have an operation or procedure done.

Cell division: The process by which cells divide in two – doubling their number each time. This is how living things develop and grow.

Consent: Agreement to treatment.

Cytology: The microscopic study of individual body cells, important for diagnosis.

General Practitioner (GP): Your family doctor.

Leukaemia: A cancer of the blood cells.

Lymphoma: A cancer of the lymph glands.

Oncology: The branch of medicine that deals with the study and treatment of cancer.

Orthotic: A surgical appliance fitted to a part of the body for support.

Portacath: A thin tube inserted completely into your chest to make chemotherapy injections easier.

Surgery: An operation.

About the treatment of cancer

In cancer care, surgery and radiotherapy are two types of treatment, which are local to the tumour.

The other two main types of treatment, chemotherapy and hormone replacement, are more general forms of treatment. Their aim is to treat the whole body to eradicate rogue cancer cells.

Other forms of treatment include bone marrow transplants and peripheral stem cell transplants.

For further information

- Remember that you can ask your doctors and nurses about any aspect of your treatment.
- Contact local and/or National helplines.
- Refer to 'The Cancer Guide' published by Macmillan Cancer Relief, a copy of which accompanies this directory.

Your personal contacts

Name:

Tel:

Address:

Name:

Tel:

Address:

Name:

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Endorsement

"I am pleased to recommend this booklet to patients with cancer, their families and carers, and health and social care professionals in the Epping Forest district.

There is a need to be able to access clear, useful and reliable information at times of concern and stress and this publication admirably fulfils these requirements".

Sheila M Jackman MBE
Non-Executive Director
West Essex Primary Care Trust
Chairman - Consultative Forum

Directions to Epping from North Middlesex Hospital

Exit the hospital and turn right onto the A406. At the traffic lights, go straight ahead, and ahead again at second set. Then take the 2nd slip road on left towards Chingford.

Bear left at the roundabout, then left at the lights onto the A1009.

Stay on the A1009 turning left at the mini roundabout, keep going and turn left onto the A112 towards Sewardstone. Turn right at the roundabout heading towards M25Epping/Loughton A121.

Turn right at the roundabout toward Loughton/Epping. The next roundabout is the Wake Arms, turn left onto B1393 towards Epping.

Directions to North Middlesex Hospital from Epping

Head towards the Wake Arms roundabout, and take the exit towards Waltham Abbey/M25 (A121). At the next roundabout turn left towards Sewardstone.

Turn left at the next roundabout onto A112.

Turn right onto A110 at the lights, and turn left and at the roundabout onto A1055 towards Tottenham/Picketts Lock.

Turn left at the next roundabout towards A406, and straight ahead at the lights.

Middle lane bears right onto A406, under tunnel and take inside lane into the hospital.

Directions to North Middlesex Hospital from Harlow

Leave Harlow via the A1169 (Southern Way) at Water Lane Roundabout turn left.

At Weatherwhites Garage, Broadley Common turn Right into Nazing Common Road.

At the next roundabout go straight on (2nd exit) into Waltham Road, carry straight on down Holyfield Road and Crooked Mile (B194)

At the next roundabout take 2nd exit (A112) Sewardstone Road.

At next roundabout take 2nd exit A1037 Waltham Way

At next roundabout take 2nd exit A1009 Hall Lane.

At traffic lights turn Right.

Follow the road to roundabout and follow signs for A406 North Circular Road Edmonton.

Go through tunnel, as you come out of the tunnel get into Left lane and take the first road on left

Bull Lane up to the end, turn Left and entrance to N. Mid is on your left.

Directions to St. Clare Hospice

Situated adjacent to J7 of the M11/414.

Exit the roundabout for North Weald/Chelmsford, keep left, turn left onto Hastingwood Road, the hospice is on the left.



West Essex Primary Care Trust