

## Paul's Cancer Support Centre

Paul's Centre is a local community-based charity, providing a range of services for people affected by cancer, their family and friends. The Centre is located less than 10 minutes' walk from Clapham Junction station. They offer a warm and welcoming environment, in which each person is regarded as an individual with their own unique response to the changes brought about by a life-threatening illness.

Their services can be used at any stage – from diagnosis, through treatment and afterwards and enable people affected by cancer to find new strength, resilience and their own way of coping with the challenges cancer brings.

The Centre offers a range of one-to-one complementary therapies, counselling, and home visits, all tailored to the individual's needs. It also offers support group sessions, and wellbeing classes as well as structured courses for people recovering from their treatments and for those who support them.

The services can help people by reducing their levels of stress, trauma and anxiety, and increasing their sense of control and self-confidence. They can

also help create a renewed sense of health and well-being.

For more information, call **020 7924 3924** or email [support@paulscancersupport.org.uk](mailto:support@paulscancersupport.org.uk) with questions about the Centre and Home Visiting services, requests for appointments, bookings, information, and support. [www.paulscancersupport.org.uk](http://www.paulscancersupport.org.uk)



For further information about any item in this newsletter, please email Beverley van der Molen, Macmillan PPI Co-ordinator on [patient.voice@stgeorges.nhs.uk](mailto:patient.voice@stgeorges.nhs.uk) or contact the Macmillan Information and Support Centre on **020 8725 2677**. You can also drop in at the centre, which is on the Ground Floor, Grosvenor Wing, St George's Hospital.

**St George's University Hospitals NHS Foundation Trust, Blackshaw Road, Tooting, London SW17 0QT**  
Tel 020 8672 1255 [www.stgeorges.nhs.uk](http://www.stgeorges.nhs.uk)



**Beverley van der Molen**



### Voice

Cancer patient and carer user group



**WE LISTEN.  
WE CHANGE.  
WE CARE.**

Driving excellence in cancer care, together



St George's University Hospitals **NHS**  
NHS Foundation Trust

# Cancer Connect

The newsletter for people affected by cancer at St George's

Issue 1, Summer 2017

## Welcome

We are delighted to welcome you to Cancer Connect – the newsletter for people affected by cancer at St George's. It is co-produced with Voice, our active patient and carer user group. We hope you find it informative and motivating, whether you are a patient, current or past, a family member or friend of someone with cancer.

## St George's & Macmillan: Cancer Care Partnership for Patient Experience

Macmillan Cancer Support and St George's have joined forces to provide excellent cancer care in south-west London and beyond. Through this partnership, healthcare professionals at the hospital and in the local community are working alongside patients to improve their experience of care. The programme will run through the end of December 2018 and includes four projects and pilots:

- Redesigning the Acute Oncology Service (AOS) project for people who need to be assessed urgently due to their cancer or treatment. This project aims to map their journey and improve communication between GPs and the hospital.
- Patient and Public Involvement (PPI) Pilot aims to increase patient engagement and involvement across cancer services at the Trust.
- Surgical Pathway Experience Project aims to improve the experience of patients who need surgery and ensure they are treated with dignity and respect.
- Macmillan Support Workers Pilot aims to improve the availability of Clinical Nurse Specialists (CNS) by freeing up time for the CNSs to address patients' complex needs and improve their experiences.



'We want all patients to get the right care, at the right time and in the right place.' Sonia Dore, Macmillan Project Manager



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## Voice: Patient and carer user group

Voice is an independent patient and carer group, which started in 2007. We are made up of various people who have some involvement with cancer here at St George's, perhaps as a patient who has cancer at present or has had cancer in the past, or as a carer for a cancer patient. We also work together with the Macmillan team who add a professional viewpoint and their expertise.

Our group is a user group rather than a support group and we use our experience to help improve cancer services. We currently meet in the hospital once a month in the evening.

Voice regularly holds Listening Events for people affected by cancer, with the support and input from health professionals. These focus on different themes that reflect the concerns suggested by Voice members, patients and carers.

**A Voice Listening Event for patients and carers on psychological and emotional support was held last autumn. As a result the team altered their practice to ensure that individuals referred were seen as soon as possible for an initial assessment appointment, even if there would then be a wait for further sessions.**

Sahil Suleman, Lead of the Macmillan Cancer Psychological Support (CaPS) Team recently came to a Voice meeting to share the feedback from the event. He shared some of the common barriers to accessing psychological support which included stigma, poor previous experiences of mental health services, concerns about confidentiality and difficult attitudes from family and friends. He also shared some ways the team are addressing these barriers, including improving patient information and finding ways of reaching groups who may be less inclined to reach out to a psychological support service.



**Helen Watson**

**'It has been a huge privilege to work with a group of enthusiastic patients and carers as Chair of Voice. We know we can't change the world, but through our experiences, we can discuss issues with the professional staff and suggest ideas for change. Voice will continue to be heard and understood.'**

**As I prepare to move away from London, I leave holding St George's in a special place in my heart.'**

**Helen Watson  
Outgoing Chair of Voice**

## The Macmillan Cancer Psychological Support (CaPS) Team

The Macmillan Cancer Psychological Support (CaPS) Team offers a range of interventions to help with the psychological and emotional needs following a cancer diagnosis. The team offers counselling, clinical psychology and liaison psychiatry to adult patients who have received care for their cancer at St George's Hospital, their carers, families and partners.

The free and confidential service can include one-to-one sessions, as well as working with couples and families as appropriate. The service can also signpost people to local sources of psychological support. These include the Macmillan Support & Information Centre and Paul's Cancer Support Centre in Battersea.

Referrals can be made by GPs, a healthcare professional in the patient's clinical team, or by self-referral through calling **020 8725 0461** or email [cancer.psychologicalsupport@stgeorges.nhs.uk](mailto:cancer.psychologicalsupport@stgeorges.nhs.uk)

**'It is vital that patients and their carers have access to a range of psychological support to suit the many different types of challenges we face during and post-treatment.'**  
**Callie, Service User Representative and Voice member**



**The CaPS team from left to right**

**Catherine Bousfield** Macmillan Clinical Psychologist

**Sahil Suleman** Macmillan Consultant Clinical Psychologist (Team Lead)

**Janet Bates** Macmillan Oncology Counsellor

**Asanga Fernando** Macmillan Consultant Liaison Psychiatrist

**Alexandra Pitman** Macmillan Consultant Liaison Psychiatrist