

In partnership with

MACMILLAN
CANCER SUPPORT

NHS

St George's University Hospitals
NHS Foundation Trust

Patient Information Pack



Macmillan Cancer Information & Support Centre

Patient Information Pack

The purpose of this pack is to highlight information and support commonly required by cancer patients, their relatives and carers.

We realise it can be difficult to take in all the information you have been given, however, hold on to this pack as you may find it helpful at a later date.

Who to contact when you need help

During your first few appointments you will be introduced to your Clinical Nurse Specialist and/or your Macmillan Support Worker who will explain everything in detail and offer support at every stage.

For additional information, support and someone to talk to, you can contact staff at the Macmillan Cancer Information & Support Centre - see page 4.

Our priority is to provide a high level of quality care to help you achieve your best possible health and wellbeing.

With best wishes,

Cancer Services at St George's.



Your Care & Support

Holistic Needs Assessment (HNA)

What is a HNA?

The Holistic Needs Assessment aims to assess your needs as a 'whole' person and not just your illness. It takes into account all the other things that are important to you and provides the opportunity to identify any worries you may have. This includes physical, practical, emotional, spiritual, financial, social, family, and relationship concerns. It helps us determine how we can support you.

What does the assessment involve?

- ✦ A simple check list to identify your concerns.
- ✦ A conversation with your healthcare professional about your needs.
- ✦ A written care plan.

The person carrying out your assessment will signpost you to services that may be of help.

Alternatively, you can ask for written information about these services.

When will the HNA take place?

You may be offered an assessment around the time of your diagnosis, during treatment and/or at the end of treatment. Because your needs may change, you can ask for an assessment at any time if you feel it would help.

Do I have to complete a HNA?

Many patients find completing a HNA useful as it can help them to identify what help is available. However, you do not have to complete it if you do not want to.

For further information click [here](#).

If you have any questions about HNAs, please contact your Clinical Nurse Specialist or your Macmillan Support Worker.

Help with Health Costs

Exemptions & Concessions

Free prescriptions

Cancer patients aged 16 or less than 60 years of age are entitled to apply for free prescriptions in England, even for medication to treat unrelated conditions.

You can get form FP92A (*Application for prescription charge exemption*) from your GP surgery. It is used to apply for the exemption certificate. It lasts for five years and can be renewed.

For further information click [here](#).

Help with travel costs

If you or your partner are on a low income, you may be able to claim help with the cost of travelling to and from hospital appointments.

Pick up form HC1 (*Claim for help with health costs*) from your GP surgery.

For further information click [here](#).

Taxicard (London only)

This scheme provides discounted transport for people with serious mobility impairment and difficulty using public transport. Taxicard holders make journeys in licensed London taxis and private-hire vehicles. The subsidy applies directly to each trip. For details click [here](#) or contact your local council.

Disabled person's Freedom Pass (London only)

For eligibility requirements and to apply, please contact your local council and/or click [here](#).

Car parking

Car parking at St George's is limited. Cancer patients and their next of kin can buy an £8 daily or £10 weekly permit when having cancer treatment. A patient/visitors application form may need to be completed. Click [here](#) to obtain more detail. You can also speak with your nurse.

Information & Support

Macmillan Information & Support Centre

The centre welcomes anyone affected by cancer including cancer patients, their family and friends. We provide essential free information and support through the entire cancer journey.

What can the service help with?

- ✦ A listening ear
- ✦ Excellent selection of booklets & leaflets about different cancer types, treatments, symptom control, diet, relationships, and more
- ✦ Welfare & benefits
- ✦ Health and wellbeing activities and events
- ✦ Signposting to complementary therapies, and patient support groups and organisations.
- ✦ More.

How do I access the service?

Tel: **020 8725 2677**
Email: **cancer.information@stgeorges.nhs.uk**
Location: Grosvenor Wing, ground floor
St George's University Hospital
Opening hours: 8.30am - 4.30pm Mon - Fri (excl. Bank Holidays)
www.stgeorges.nhs.uk/macmillan

Financial Support

Macmillan Benefits Advice Service

This is a specialist service giving free, confidential and impartial welfare and benefits advice to local people living with cancer.

What can the service help with?

- ✦ Highlighting benefits and tax credits you may be entitled to
- ✦ Guidance on application processes
- ✦ Supporting you with complicated paperwork, and appeals
- ✦ Accessing charitable grants
- ✦ Applying for transport concessions, e.g. disabled blue badge
- ✦ Housing and fuel costs
- ✦ Signposting to other organisations e.g. debt, employment, etc.
- ✦ More.

How do I access the service?

Tel: **020 7042 0332**
Opening hours: 9.30am - 5pm
Mon - Fri (excl. Bank Holidays)
www.cawandsworth.org/our-projects/macmillan

Psychological Support

Macmillan Cancer Psychological Support (CaPS) Team

The CaPS team offers support with coping and adjusting to the emotional and psychological challenges which can come with cancer. The service is confidential and free, and is available to patients who have received care for cancer at St George's Hospital, as well as those involved in their care (e.g. carers, families, partners).

What can the service help with?

- ✦ Coping with adjustment, change and loss
- ✦ Living with uncertainty
- ✦ Feelings of depression, anxiety, trauma and anger
- ✦ Coping with pain, fatigue and treatment side-effects
- ✦ Feeling unhappy about changes in the way you look
- ✦ Managing the impact on self-esteem, confidence and identity
- ✦ Adjusting to changes in relationships or sexual functioning
- ✦ Talking to children about cancer
- ✦ More.

How do I access the service?

Tel: **020 8725 0461** or email
cancer.psychologicalsupport@stgeorges.nhs.uk.

Additional Support

CanChat

CanChat is a confidential telephone helpline for St. George's cancer patients, their relatives and carers. Practical concerns such as money, work, and relationships can be discussed with trained volunteers that have been through a similar experience as you. Tel: **020 8725 2677** or email cancer.information@stgeorges.nhs.uk.

Macmillan Cancer Support

For information, support or just someone to talk to, call the Macmillan telephone support line on **0808 808 00 00**.
www.macmillan.org.uk

Macmillan Move More

Located in Wandsworth, this service offers free physical activity support during and after treatment. Tel: **0203 959 0031** or email waccg.movemorewandsworth@nhs.net. Mon - Fri 9am-5pm.

Ambulatory Oncology Care Unit

The Ambulatory Oncology Care Unit at St George's is for cancer patients experiencing complications from their medication or symptoms and are in need of urgent care. The unit helps cancer patients avoid A&E. Location: Gordon Smith Ward, Lanesborough Wing. Tel: **07831 147 653**
Mon - Fri (Excl. BH) 9am - 5pm.
www.stgeorges.nhs.uk/aos/patients/

Spiritual Care Centre

St George's Spiritual Care Centre welcomes people of all faiths and beliefs, as well as people who do not have particular religious beliefs. Space is created for you to work through the things on your mind and to help you make sense of your experiences. Location: Grosvenor Wing, ground floor. Tel: **020 8725 3071** or email chaplains@stgeorges.nhs.uk

St George's University Hospitals NHS Foundation Trust

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