



**Information booklet for people living with and  
beyond cancer**



**February 2017**

# Introduction

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This information booklet is for anyone who has been affected by cancer, either because they have been diagnosed with the disease or someone they care about has been. It provides details of a wide range of local and national organisations which can provide advice, information and support to people affected by the disease.

These services are available to help you through the various physical, emotional, psychological and other issues that you might face during and after cancer treatment. The booklet also provides advice on where you can go to get support with healthy living, finance issues and complementary therapies.

This booklet is designed for electronic use as it contains links to further information. If you do not have access to the internet please ask your GP practice to print you a copy.

We hope you find it useful. If you have any feedback or comments about the information booklet please email [ccgcomms@richmond.gov.uk](mailto:ccgcomms@richmond.gov.uk)

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## Local organisations



### **The Mulberry Centre**

*A walk in cancer information and support centre based on the grounds of West Middlesex Hospital.*

The Mulberry Centre is a walk-in cancer support and information centre with a welcoming and non-clinical environment based in Isleworth. They are a registered charity (Charity No. 1108999) and the majority of their funding comes from charitable donations. Our aim is to deliver a range of support and information services to all people affected by a diagnosis of cancer: to the cancer patient, friends and family, carers and those bereaved by cancer. We are open to all, regardless of postcode or hospital of diagnosis. The services offered by the Mulberry Centre are free of charge.

A diagnosis of cancer affects the whole person, their family and friends. The Mulberry Centre aims to guide people to the information and support which is right for them. The range of services they offer includes; counselling sessions and support groups, complementary and relaxation therapies, ongoing one to one support on a drop-in basis, a well-stocked library, information on relevant welfare and benefits, plus a wide range of workshops.

Support is also provided via e-mail and telephone. The combination of information, support, self-management and relaxation helps people feel in control; it helps them make the right decisions to manage both the physical and mental trauma of a cancer diagnosis and its short and long-term impacts.

Address: West Middlesex University Hospital, Twickenham Road, Isleworth TW7 6AF  
Telephone: 020 8321 6300  
Email: [talk@themulberrycentre.co.uk](mailto:talk@themulberrycentre.co.uk)  
Website: [www.themulberrycentre.co.uk](http://www.themulberrycentre.co.uk)  
Twitter: @MulberryCentre

### **Macmillan Information and support Centre in Kingston**

*Making sure no one has to face cancer alone*

The Macmillan Information and Support Centre at Kingston Hospital provides free, confidential information and support for anyone affected by cancer.

Whether you are living with or after cancer, are a family member or friend of someone with cancer, we are here to support you – offering access to quality information, and emotional and practical support.

If you have questions about cancer, you can come and talk to us face-to-face in a friendly, informal environment. You don't need an appointment and can just drop in for some information or a chat with our specialist staff or volunteers.

Address: Sir William Rous Unit, Kingston Hospital, Galsworthy Road, KT2 7QB  
Telephone: 020 8973 5001

## **Richmond Wellbeing Service**

*For help with anxiety, depression and living with long-term conditions*

Offers workshops, seminars and individual treatment at a variety of locations in the borough of Richmond, as well as GP practices. Patients can self refer and therapists will discuss the options available to you at your first appointment.

- Click [here](#) for information about having a long-term health problem

Address: Richmond Royal Hospital, Kew Foot Road, Richmond TW9 2TE  
Telephone: 020 8548 5550  
Website: [www.richmondwellbeingservice.nhs.uk](http://www.richmondwellbeingservice.nhs.uk)

## **Community Independent Living Service (CILS)**

*Offers useful information and advice, as well as support groups. The service also provides exercise, fitness and training opportunities*

CILS is delivered across the borough of Richmond in partnership with two local organisations:

### **Go Local**

- Helps adults of all ages live as independently as possible in their community, through maintaining or recovering physical health, social independence and emotional wellbeing

### **The Community Partnership**

- Provides information and support to signpost you to other local services

For Barnes, Mortlake, East Sheen, Twickenham and Whitton residents, contact Go Local

Telephone: 020 8973 1877  
Email: [hello@golocal.org.uk](mailto:hello@golocal.org.uk)  
Website: [www.golocal.org.uk](http://www.golocal.org.uk)

For Teddington, Hampton and Hampton Wick residents, contact The Community Partnership

Telephone: 020 8831 6464  
Email: [richmondaid@commpartnership.co.uk](mailto:richmondaid@commpartnership.co.uk)  
Website: [www.commpartnership.co.uk](http://www.commpartnership.co.uk)

For Richmond, Kew, Ham and Petersham residents, contact The Community Partnership

Telephone: 020 3693 4000

Email: [ins@commpartnership.co.uk](mailto:ins@commpartnership.co.uk)

Website: [www.commpartnership.co.uk](http://www.commpartnership.co.uk)

### **Citizens Advice Bureau**

*Free financial and benefits advice*

The Citizens Advice Bureau works with Macmillan Cancer Support to provide specialist advice and financial help for people affected by cancer. Click [here](#) to access further helpful tools and money advice from Macmillan.

- Click [here](#) to read advice and financial support from Macmillan
- Click [here](#) to read the Macmillan guide to benefits and financial help for people affected by cancer

Address: Regal House, 70 London Rd, Twickenham TW1 3QS

Phone: 020 8712 7800

Website: [www.rcabs.org](http://www.rcabs.org)

\*See page 10 for information about free prescriptions

### **Healthwatch Richmond**

*Ensures the views and experiences of local people using the NHS and social care are heard by those who run, plan and regulate services, in order to make them better.*

As part of their work, Healthwatch Richmond support volunteers to visit NHS and social care providers and give them feedback on their services including how they could, or should improve them. Every experience counts and they collect it anonymously.

They also provide information about the health and social care system so if you have a question about NHS or social care but don't know who to ask, call Healthwatch Richmond.

Telephone: 0208 099 5335

Address: 70 London Rd, Twickenham TW1 3QS

Email: [info@healthwatchrichmond.co.uk](mailto:info@healthwatchrichmond.co.uk)

Website: [www.healthwatchrichmond.co.uk](http://www.healthwatchrichmond.co.uk)

Twitter: @HW\_Richmond

### **Look Good Feel Better**

*International cancer support charity providing practical and very effective free services for women & teenagers struggling with the visible side effects of cancer treatment*

Look Good Feel Better is dedicated to improving the wellbeing and self-confidence of people undergoing treatment for any type of cancer through our two hour, free of charge skincare and make-up workshops and masterclasses that take place across the UK. Locally to Richmond the service runs at Kingston Hospital once a month on

a Friday morning from 11.00am to 1.00pm. People who have used the service have said that it helped them regain a sense of control and normality at a time when diagnosis and treatment had taken over their lives.

Telephone: 01372 747500  
Email: info@lgfb.co.uk  
Website: [www.lookgoodfeelbetter.co.uk](http://www.lookgoodfeelbetter.co.uk)

### **Mytime Active**

*Offers a range of free healthy lifestyle services for local residents*

- NHS Health Checks
- Exercise referral
- Health walks (details below)
- Adult weight management
- Walking Away from Diabetes
- Alcohol, stop smoking and wellbeing services

Telephone: 020 8323 1722  
Email: livewellstaywell@mytimeactive.co.uk  
Website: [www.mytimeactive.co.uk/richmond](http://www.mytimeactive.co.uk/richmond)

### **Walking for Health**

*Health walks are free, organised group walks for people who are currently not very active but would like to increase their physical activity*



There is growing evidence that physical exercise and walking helps recovery and wellbeing and that walking groups help to build social contact. Richmond Health Walks is one of a range of free healthy lifestyles services on offer for local residents as part the Richmond Lifestyles Service. It is run by [Mytime Active](#) and commissioned by the London Borough of Richmond-upon-Thames.

Contact: Pam McMillen, Health Walks Co-ordinator  
Telephone: 07471 038 116  
Email: pam.mcmillen@mytimeactive.co.uk  
Web: [www.richmond.gov.uk/health\\_walks](http://www.richmond.gov.uk/health_walks)

## **Richmond Carers Centre**

*Supporting unpaid carers*

Richmond Carers Centre is a local charity supporting unpaid adult and young carers living in or caring for someone living in the London Borough of Richmond upon Thames. We offer free, confidential advice, information and support to all carers over the phone, by email or in person at the centre. Carers who register with us can also access additional services such as regular groups and activities, counselling, short breaks and leisure, carers' workshops, listening support, signposting to other organisations that can help and a regular newsletter.

Address: 5 Briar Road, Twickenham, TW2 6RB

Telephone: 020 8867 2380

Web: [www.richmondcarers.org](http://www.richmondcarers.org)

## **Richmond Carers Hub Service**

*A group of seven local organisations that provide services for carers across the borough*

A group of seven local organisations led by Richmond Carers Centre and commissioned by London Borough of Richmond upon Thames and NHS Richmond Clinical Commissioning Group to provide between them, services specifically for carers in the borough. These services include:

- Universal advice and information service
- Debt management and financial advice
- Training and workshops
- Emotional support
- Carers awareness training for professionals
- Opportunities for carer engagement
- Short breaks and leisure programmes
- Make representation for the voice and needs of carers

Telephone: 020 8867 2380

Web: [www.richmondchs.org](http://www.richmondchs.org)

## National support organisations

### **Macmillan Cancer Support**

*For support, guidance, information or just someone to talk to*

Macmillan Cancer Support provides support for all people affected by cancer, including patients, carers, families and communities. It provides a wealth of information about all kinds of cancer, treatments as well as peer group support and forums. "At Macmillan, we know how a cancer diagnosis can affect everything. So we're here to support you and help you take back some control in your life. From help with money worries and advice about work, to someone who'll listen if you just want to talk, we're here."

Search for the following topics on the Macmillan website or click on the links below for more information:

- Click [here](#) to read about how you may feel after cancer treatment
- Click [here](#) to read more about how to manage your emotions
- Click [here](#) to download and read online leaflets and booklets
- Click [here](#) to read about the side effects of treatment
- Click [here](#) to see 10 top tips after cancer treatment

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

Telephone: 0808 808 00 00

## Breast Cancer Care

*Providing care, information and support to people affected by breast cancer*

Telephone: 0808 800 6000 (support line)

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

## Prostate Cancer UK (PCUK)

*Helps more men survive prostate cancer and enjoy a better quality of life*

The charity has invested millions of pounds into research, services and awareness over the last 10 years. It provides services to men and their families such as specialist nurses, one-to-one support and information leaflets.

Telephone: 0800 074 8383 (confidential helpline staffed by specialist nurses)

Web: <http://prostatecanceruk.org/>

## Jo's Cervical Cancer Trust

*Offers a range of services and information materials, including an online forum and 'ask the expert advice', to women affected by cervical cancer and cervical abnormalities*

Telephone: 0808 802 8000

Website: <http://www.jostrust.org.uk>

## Beating Bowel Cancer

*The charity provides practical and emotional help - on the phone, digitally and face-to-face. It also offers a nurse-led specialist helpline for bowel cancer*

- Click [here](#) for range of patient information, covering all aspects of bowel cancer: treatment, surgery, dietary advice and much more.

Telephone: 020 8973 0011

Website: <https://www.beatingbowelcancer.org>

## Maggie's Centres

*Offers practical, emotional and social support to people with cancer and their families and friends*

Charing Cross Hospital is the nearest Maggie's centre to the borough of Richmond:

- Maggie's Online Centre is for everyone with cancer and their family and friends. Click [here](#) to visit as a guest or sign up to become a member for more personal advice and support from its professional staff and online community.

Address: Charing Cross Hospital, London, Fulham Palace Road, W6 8RF  
Telephone: 020 7386 1750  
Website: <https://www.maggiescentres.org>

It is not possible to include all organisations which may be useful to you in this booklet. Click [here](#) for further links to other organisations which may also be useful for you. The inclusion of a service or organisation does not mean it is endorsed or approved by Richmond CCG.

## **Other useful information**

### **Free NHS prescriptions**



People with certain medical conditions can get free NHS prescriptions if:

- They have one of the conditions listed below
- They hold a valid medical exemption certificate

Medical exemption certificates are issued on application to people who have:

- A permanent fistula (for example caecostomy, colostomy, laryngostomy or ileostomy) requiring continuous surgical dressing or requiring an appliance
- A form of hypoadrenalism (for example Addison's disease) for which specific substitution therapy is essential
- Diabetes insipidus or other forms of hypopituitarism
- Diabetes mellitus, except where treatment is by diet alone
- Hypoparathyroidism
- Myasthenia gravis
- Myxoedema (that is, hypothyroidism requiring thyroid hormone replacement)
- Epilepsy requiring continuous anticonvulsive therapy
- A continuing physical disability which means the person cannot go out without the help of another person. Temporary disabilities do not count even if they last for several months

Or are undergoing treatment for cancer:

- Including the effects of cancer, or

- The effects of current or previous cancer treatment
- Also read the [medical exemption certificate FAQ](#).

### **How to apply for a medical exemption certificate**

Ask your doctor for an FP92A form. Your GP, hospital or service doctor, will sign the form to confirm that your statement is correct. At your GP's discretion, a member of the practice who has access to your medical records can also sign the form.

Your certificate will be valid from one month before the date that the NHS Business Authority receives the application form.

The MedEx lasts for five years and then needs to be renewed. You may receive a reminder that your certificate needs to be renewed. If you don't receive a reminder, it is your responsibility to ensure that it is renewed.

You can find more information [about the application process and refunds](#) on the NHS Business Authority's website.