



Richmond
Clinical Commissioning Group

**Information booklet for people living with and
beyond cancer in the London borough of
Richmond upon Thames**



December 2019

Introduction

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 offer 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 website 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 this booklet useful.

If you have any feedback or comments about the information booklet please email richmondccg.communications@swlondon.nhs.uk or write to:

NHS Kingston and Richmond CCGs
2nd floor
Thames House
180 High Street
Teddington
TW11 8HU

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Local organisations



The Mulberry Centre

A walk-in cancer information and support centre based in 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. It is a registered charity and the majority of its funding comes from charitable donations. It delivers 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. The centre is 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 that is right for them. The range of services it offers 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 email 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 83216300
Opening Hours: Monday to Friday: 10am to 4pm
Thursdays: 10am to 8pm (last appointment 7pm)
Email: talk@themulberrycentre.co.uk
Website: <https://www.themulberrycentre.co.uk>
Twitter: @MulberryCentre

Macmillan Information and Support Service, Kingston Hospital

Making sure no one has to face cancer alone

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

Whether living with or after cancer, or a family member or friend of someone with cancer, the service offers access to a wide range of quality information, as well as emotional and practical support.

If you have questions about cancer, you can have a face-to-face talk in a friendly, informal environment. No appointment is needed and you can just drop in for some information or a chat with specialist staff or with volunteers. A range of complementary therapies can be booked as well as Look Good, Feel Better workshops – see website for details and dates.

Address: Sir William Rous Unit, Kingston Hospital, Galsworthy Road,
KT2 7QB Telephone: 020 8973 5001
Opening hours: Monday to Friday: 9am to 5pm
Email: MacInfoSWRU@kingstonhospital.nhs.uk
Website: <https://kingstonhospital.nhs.uk/departments-services/clinical-services/macmillan-information-support-service.aspx>

NHS 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. The website is also useful for signposting to other sources of local support.

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

Address: NHS Richmond Wellbeing Service, 1st Floor St John's Health Centre, Oak Lane, Twickenham TW1 3PA
Telephone: 020 8548 5550
Opening Hours: Monday to Thursday: 8.15am to 8pm
Friday: 8.15am to 5.30pm
Website: www.richmondwellbeing.nhs.uk

Richmond Wellbeing and Lifestyle Support

This Richmond Council site provides links to a wide range of services for people living in the borough including:

- Help to stop smoking
- Healthy eating
- Health Walks

Website: www.richmond.gov.uk/services/wellbeing_and_lifestyle

Community Independent Living Service (CILS)

CILS provides free information, advice and support to find the right service and a range of well-being, social and practical support

The Community Independent Living Service is a partnership of 20 local Richmond upon Thames charities providing information and advice; wellbeing activities; social and practical support across the borough. The service offers advice and navigates individuals into the partnership and other services.

Information, advice, and support to find services

Email: advice@richmondaid.org.uk

Phone: 020 88316464

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

Text / SMS: 07894 215835

Address: Disability Action & Advice Centre, 4 Waldegrave Road, Teddington, TW11 8HT

Wellbeing, social and practical support

Email: info@ageukrichmond.org.uk

Phone: 020 88783073

Website: www.ageuk.org.uk/richmonduponthames/

Address: Age UK Richmond, Suite 301, 3rd Floor, Parkway House, Sheen Lane, East Sheen, London SW14 8LS

Citizens Advice Richmond

Free advice to anyone, on any issue

The service is for anyone who lives, works or studies in Richmond borough. All advice is free, confidential and impartial.

Address: 94-102 High Street, Hampton Hill, Hampton TW12 1NY.

Other offices are listed on our website: www.citizensadvicerichmond.org/get-advice/visit-us

Website: www.citizensadvicerichmond.org

Phone: 020 87127800

Advice is also available by email www.citizensadvicerichmond.org/get-advice/email-us and online www.citizensadvicerichmond.org/get-advice/online

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

Healthwatch Richmond is an independent champion for people who use health and social care services, ensuring that service providers put people at the heart of care.

They listen to what you like about services and what you think could be improved. No matter how big or small the issue. They have a [signposting directory](#) to a range of services provided by the NHS, social care and local charities.

You can also speak to Healthwatch Richmond to find information about health and social care services available locally.

Telephone: 020 8099 5335

Address: 82 Hampton Road. Twickenham, TW2 5QS

Email: info@healthwatchrichmond.co.uk

Website: www.healthwatchrichmond.co.uk

Twitter: @HW_Richmond

Look Good Feel Better

Look Good Feel Better (LGFB) helps boost the physical and emotional wellbeing of people undergoing cancer treatment through workshops, printed materials and online tutorials

The added stress of appearance related side-effects can be demoralising and feel overwhelming, which can have serious consequences at a time when a positive attitude is vital. Working closely with 140 hospitals and cancer support centres, LGFB are able to offer support to 20,000 people a year, with thousands more seeking advice online. Services are available to all ages, skin-tone and every type of cancer.

Each workshop session is led by trained volunteers and is a chance to meet others in a similar situation, as well as learning useful skills and techniques to manage the side-effects of cancer treatment.

Locally to Richmond, workshops for women take place at Kingston Hospital with Macmillan on Fridays from 3-5pm.

Telephone: 020 8973 5000 (to book) or 01372 747500 (for information)
Email: info@lgfb.co.uk
Website: www.lookgoodfeelbetter.co.uk

Richmond Health Walks

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



Richmond Health Walks is one of a range of free healthy lifestyles services on offer for local residents as part the Richmond Lifestyles Service, commissioned by the London Borough of Richmond upon Thames.

The walks are free for all to join. There is no need to pre-register, just turn up at the starting point 15 minutes before the start time and introduce yourself to the walk leader. No special equipment needed – just wear sturdy, comfortable footwear.

Contact: Pam McMillen, Health Walks Co-ordinator
Telephone: 07471 038 116
Email: pam.mcmillen@richmondandwandsworth.gov.uk
Websites: www.richmond.gov.uk/health_walks
www.walkingforhealth.org.uk/walkfinder/london/richmond-healthwalks

Local support services for unpaid carers

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. They offer free, confidential advice, information and support to all carers over the phone, by email or in person at Richmond Carers Centre. Carers who register with them can also access additional services such as regular groups and activities, counselling, short breaks and leisure opportunities, carers' workshops, listening support, signposting to other organisations that can help and information, including a [quarterly newsletter](#).

Address: 5 Briar Road, Twickenham, TW2 6RB

Telephone: 020 88672380 (for adult carers)

020 8867 2383 (for young carers)

Website: www.richmondcarers.org

Richmond Carers Hub Service

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

A group of six 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
- Training and workshops
- Emotional support for individuals and groups
- Caring Café for carers of people living with dementia
- Carers awareness training for professionals
- Opportunities for carer engagement
- Make representation of the voice and needs of carers

Telephone: 020 8867 2380

Website: www.richmondchs.org

National support organisations with walk-in access for Richmond residents

Breast Cancer Haven

Offers vital one-to-one emotional, physical and practical support to anyone affected by breast cancer

The nearest Breast Cancer Haven Centre to Richmond is in Hammersmith. The charity supports anyone affected by breast cancer for free with no geographical restrictions and no need for a doctor's referral. Counsellors, therapists and health professionals offer support to help you with your own personal challenges of living with breast cancer. Find [classes](#), talks and [workshops](#), and [support groups](#) offered at its London centre.

Telephone: 020 7384 0099 (call for an appointment)

Address: The Study Society, Colet House, 151 Talgarth Road, London, W14 9DA

Opening hours: Monday to Friday: 9.30am-5pm

Website: <https://www.breastcancerhaven.org.uk/>

Maggie's

Offers free cancer support and information in centres to people with cancer and their families and friends

Maggie's West London at Charing Cross Hospital is the nearest-centre to the borough of Richmond. The centre is for everyone with cancer, and their family and friends. Anyone can just come in, there's no need to make an appointment.

Telephone: 020 7386 1750

Address: Charing Cross Hospital, London, Fulham Palace Road, W6 8RF

Opening hours: Monday to Friday: 9am-5pm (plus some evenings)

Website: www.maggiescentres.org/our-centres/maggies-west-london/

National support organisations

Cancer Research UK

Funds scientists, doctors and nurses to help beat cancer sooner and provides information and support to the public including rare cancers

Over the past 40 years researchers at Cancer Research UK (CRUK) have made great progress in the fight against cancer, and survival has doubled. From research into the workings of molecules within cells to analysis of large-scale clinical trials of treatments, every result helps to deepen the understanding of cancer and find new ways to fight it. CRUK provides a wide range of information on the causes, tests, treatments and latest research into cancer, as well as support from specialist cancer nurses.

Telephone: 0300 123 1022 (general enquiries)

0808 800 4040 (cancer-related queries, Monday to Friday 9am-5pm)

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

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
- Click [here](#) to read information about your finances

Telephone: 0808 808 00 00

Website: <https://your.macmillan.org.uk/cancer-information-and-support>

Breast Cancer Now

The research and care charity

Anyone looking for support or information can call Breast Cancer Now's free Helpline on 0808 800 6000 (Monday to Friday - 9am to 4pm, Saturday - 9am to 1pm) or visit breastcancer.org

Prostate Cancer UK

Funding research to help men survive prostate cancer and enjoy a better quality of life

The charity invests millions of pounds into research, support services and awareness every year. It provides services to men and their families such as Specialist Nurses, one-to-one support and information about prostate problems.

Telephone: 0800 074 8383 (free, confidential Specialist Nurse telephone service on Monday, Tuesday, Thursday, Friday 9am-6pm; Wednesdays 10am-8pm)

Web: www.prostatecanceruk.org

Chat online: Monday, Tuesday, Thursday, Friday 9am-4pm; Wednesdays 10am-8pm

Jo's Cervical Cancer Trust

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

Telephone: 0808 802 8000

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

Bowel Cancer UK

Works to highlight awareness of symptoms and promote early diagnosis, as well as providing information and support to patients and their families

The UK's leading bowel cancer charity, which is determined to save lives and improve the quality of life of everyone affected by bowel cancer. It supports and funds targeted research; provides expert information and support to patients and their families; educates the public and professionals about the disease, and campaigns for early diagnosis and access to best treatment and care.

Telephone: 020 7940 1760
Website: <https://www.bowelcanceruk.org.uk/>

Leukaemia Care

Provides emotional support, advice and help to anyone affected by blood cancer

Telephone: 08088 010 444
Website: <https://www.leukaemiacare.org.uk/>

Lymphoedema Support Network

A network that is run by people who live with lymphoedema and the largest information provider about the condition in the UK

Telephone: 020 7351 4480
Website: <https://www.lymphoedema.org/>

CLIC Sargent

Provides clinical, practical, financial and emotional support for children, young people and their families to help people cope with cancer and get the most out of life

Telephone: 0300 330 0803
Website: <https://www.clicsargent.org.uk/>

NHS Smokefree

The Smokefree National Helpline offers expert advice on how to quit for good as well as regular motivational phone calls from a specialist stop smoking advisor

Telephone: 0300 123 1044 (Monday to Friday 9am-8pm;
Saturday and Sunday 11am-4pm)

The [NHS Smokefree](#) website contains detailed information about other free NHS support services to help quit smoking.



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, lryngostomy 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 that 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.

It is not possible to include all organisations that may be useful to you in this booklet.
Please click [here](#) for further sources of help and support.

The inclusion of a service or organisation does not mean that it is endorsed or approved by Richmond CCG.