
Your guide to
support, practical
help and
complementary
therapies

Patient Information



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Introduction

This booklet is a guide to the services available for patients, families and carers at the The Royal Marsden to help you get better and feel well. We hope you will find the information useful.

A diagnosis of cancer can have an effect on many different areas of a person's life. Sometimes your illness and the treatment you receive may leave you with problems that our medical, nursing and rehabilitation teams can help you overcome. There is a wide range of services available which aim to support you and help you recover to lead an active and productive life. Some services can help you with physical difficulties while others may be able to help you cope with social and emotional worries. Quality of life is very important and we are working together to provide you with the support and care that may help you.

We may be unaware of some of your problems so it is important, after reading this booklet, that you discuss with your doctor, nurse or another staff member, those services which you think may benefit you. If you have any questions they will be happy to discuss them with you.

How to use this booklet

This booklet is organised alphabetically according to the department or type of therapy provided. These are listed in the contents page. At the end of the booklet is the index where you can find words that may describe different types of problems or worries commonly experienced by people who have had a cancer diagnosis. Turn to the page number given in the index. The word you are looking for appears in **bold type** and the information given may help you to decide if this service could be of help to you. You will also find details of how to be referred to or contact the service.

Also towards the end of this booklet there is a list of The Royal Marsden support groups and local community cancer centres.

Some of the problems mentioned may not affect you and you may have other worries that are not described in this booklet. If you are not sure who is the best person to help you, you can talk to your specialist nurse or another member of your clinical team.



Alternatively, you can ask in The Royal Marsden Help Centre where booklets and leaflets referred to are also available.

Access to services

Most of the services described in this booklet are available free of charge to both NHS inpatients and outpatients. Some services are also available to families and carers where indicated. You can either refer yourself by contacting the relevant department or a member of your clinical team or The Royal Marsden Help Centre can do this for you. If you are an inpatient you can talk to the nurse caring for you. Some services require a referral from a health professional.

Not all services are included in private health care insurance and charges are made accordingly. You may wish to check with your insurer before arranging an appointment.

Acupuncture

Acupuncture can be helpful for people who experience symptoms such as **pain, nausea, dry mouth, hot flushes, fatigue and breathlessness.**

The acupuncturist inserts very fine sterile stainless steel needles into the skin at various points on the body. Acupuncture works by releasing natural morphine-like substances in the body, such as endorphins, which can ease symptoms.

How do I get referred?

The service is open to any patient of any age and diagnosis. However, in order to access this service you will need to be referred by your medical team or a clinical member of staff involved in your care.

If it has been decided that acupuncture is appropriate for your symptoms, treatment sessions are usually once a week for six weeks. Further top-ups are given as necessary. If long term follow-up is needed, we may be able to find a suitable practitioner to carry on the treatment closer to your home.

You will receive acupuncture as an outpatient, and clinics are held in Sutton on a Tuesday and in Chelsea on a Wednesday.

Appliances

The service is offered to both inpatients and outpatients and you can be seen at any stage during or after your treatment.

The **appliance officer** can help with:

- fitting and ordering an external **breast prosthesis** if you have had a mastectomy. There is no charge for NHS patients. She will explain the procedure when she contacts you.
- choosing and ordering a **wig** if you have **hair loss** related to your cancer treatment. There is a prescription charge which is outlined below.

We offer a range of prescription wigs in different colours and styles. If you have been told that your treatment may cause your hair to fall out, the staff will refer you to the appliance officer or **hairdresser**.

Our hairdresser can also help with choosing and ordering a wig. It is much easier to match for style and colour when you still have your natural hair. Our appliance officer or hairdresser can show you pictures of a range of acrylic wigs, colour swatches and examples of wigs on mannequin heads.

Cutting and blow drying is available for inpatients only, as we do not have a salon. You can ask your ward nurse to make you an appointment; outpatients need to go to their own hairdressers.

You can still visit your own hairdresser before you lose your hair. However, if you are an inpatient you may prefer our hairdresser to cut your hair if it is falling out, as you may not be able to visit a salon at this time.

Prescription charges for wigs:

The Department of Health **prescription charge** for a wig is currently £59.20, which you have to pay unless you meet the criteria on the list of exemptions.



How do I get to see the appliance officer or hairdresser?

You can contact the appliance officer directly for an appointment or ask a member of staff to refer you.

Chelsea	Appliance officer	020 7808 2812
Sutton	Appliance officer	020 8661 3079

Art Therapy

Sometimes people can be emotionally distressed about their present circumstances, their illness or previous experiences. For some people talking about these may be difficult. **Art therapy** is an activity that uses art materials to help self-expression and reflection in the presence of an **art therapist**.

How can art therapy help?

The process of making art within a safe, accepting relationship with the therapist can allow people to express difficult **feelings** that may be hard to put into words. It therefore offers a different way of understanding and processing emotional difficulties.

Improving self expression and **communication** within a therapeutic relationship can help by reducing feelings of **isolation** and help to contain emotions which may then reduce **anxiety** and **stress**.

Who are art therapists?

Art therapists are qualified and state registered. He or she will have a degree in art or a related field and will have worked in education, health or social services before undergoing a post-graduate training in art psychotherapy. Art therapists have considerable understanding of art processes. They are one of the Allied Health Professions (AHPs) registered by the Health Professions Council (HPC) and are bound by the British Association of Art Therapists and the HPC ethics and standards.

How does it work?

Art therapy can take place individually and/or in groups. You do not need to be good at art or have any previous experience in making art. The art therapist can work with you either in the art therapy room or, if appropriate, at your bedside.

The therapist's focus is not necessarily just on the artwork, but on the therapeutic process where the relationship between you and the therapist is of central importance. The making of art and the art object offers the opportunity for expression and communication and is particularly helpful to people who find it hard to talk about their **thoughts** and feelings. The therapist can then explore the content of the artwork and the feelings it may have brought up while you were making it.

How do I get to see an art therapist?


Art therapy is available to both inpatients and outpatients. Referrals can be made to art therapy by The Royal Marsden staff, or patients can refer themselves to the art therapist who can be contacted at:

Chelsea	Art Therapist	020 7808 2968
Sutton	Art Therapist	020 8661 3789

CLIC Sargent

Teenagers and young adults have specific needs and can feel quite **isolated** when they are going through treatment. The **CLIC Sargent Social Work Team** work only with **children, young people** and **adults** under the age of 25 and can offer social, **emotional** and **practical support** to help minimise the impact of the illness and treatment on your life. As well as providing individual support to patients and their **families** the team runs a variety of group work events for patients and family members.

If you are under the age of 25 years and need hospital treatment during an important time in your **education**, for example, when you are studying for external examinations, you can contact the CLIC Sargent Social Work Team. Together with the hospital



school staff they can provide advice and information as well as liaise with schools or colleges on your behalf. Any pupil or student on treatment is entitled to ‘special consideration’. For those who are too unwell to sit an examination, it may be possible to set a grade based on other evidence such as mock exam results.

How do I get to see a CLIC Sargent Social Worker?

You can contact the department yourself or through any member of staff.

Sutton CLIC Sargent

020 8661 3880

Children’s Psychological Care Services

We are a multi-professional team consisting of **clinical psychologists** and a **child psychiatrist** and we work very closely with our CLIC Sargent Social Workers, **play specialists**, **teachers** and nursing and medical staff colleagues. We are very aware what a stressful time it is for the family when a child or young person is diagnosed with cancer, and many family members ask for extra support throughout their child’s treatment. We offer many groups which we run jointly with the CLIC Sargent team.

Clinical psychologists are specialised in child and adolescent development, assessment and treatment and will work with any member of the family to offer psychological therapy, support and advice. We are available to talk about how having a diagnosis of cancer affects everyone in the family and how it may change people’s behaviour and feelings. We can offer help with problems such as **feeding**, **sleeping**, toileting, tantrums, difficult or aggressive behaviour, changes in **mood** or **anger** issues. We can also offer advice about **relationship** problems and other complex issues. We are happy to offer a confidential space for parents or children to talk through what has happened to their family and offer advice to parents about how best to help their child.

The psychiatrist works closely with other members of the team particularly when there are more complex difficulties affecting mood or general **well-being**. The psychiatrist will offer advice and support to all members of the family as appropriate.

We also offer advice about any problems to do with school or attendance, **memory**, **attention** and **concentration**, and will advise about the need for psychometric assessments and statementing for special education needs.

A referral can be made through the doctors or nurses or CLIC Sargent team, or any member of the family can contact us for an appointment.

Sutton Children's Psychological Care Services	020 8661 3676
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Discharge Support Team

These are specialist health professionals who have both hospital and community experience. Their role is to advise and help with planning the care you may need after you leave hospital. The discharge support team work closely with other hospital staff such as **physiotherapists** and **occupational therapists** to assess your needs and the needs of your carer before you go home. They also work very closely with community nursing services, community palliative care teams, Social Services, Primary Care Trusts and Macmillan nurses, to arrange for the right nursing care and support to be provided for you at home.

How do I get referred to the Discharge Support Team?

This service is offered to both inpatients and outpatients. It is important to tell a member of staff as early as possible if you think you will need help when you go home. You or your **carer** can contact the team directly. Hospital and community based staff can also make referrals.

For more information about services available in the community see the booklet **Support at home**.

Chelsea	Discharge Support Team	020 7808 2320
Sutton	Discharge Support Team	020 8661 3382



Integrated Care

You may see the words ‘integrated care’ in a book or hear it being talked about. Integrated care is when **complementary therapies** run along side the standard medical care that you receive, this can be either as an inpatient or as an outpatient. It aims to take into account all your individual needs, and treats you as a whole person. Complementary therapies may include treatments such as **acupuncture, massage therapy** and **relaxation techniques**. We encourage you to discuss any complementary therapies you are having, or thinking of having, either from The Royal Marsden or from elsewhere, with your medical team.

Some herbal and vitamin supplements interact with each other. The Trust therefore encourages patients and healthcare professionals to communicate with Medicines Information, Pharmacy and/or the Department of Nutrition and Dietetics respectively about using any herbs, homeopathic preparations, supplements, vitamins, minerals or exclusion diets. This is so you can make an informed decision, particularly while you are having any form of active treatment for your cancer.

Look Good... Feel Better

Adult female patients may be interested in **Look Good... Feel Better**. This is a free programme of beauty workshops which is now running in more than 35 hospitals in the UK. It consists of a small informal workshop lasting about two hours. A beauty advisor demonstrates a 12 step skin care and make-up regime and you will be given a gift of products to take home. Look Good... Feel Better can help you deal with the visible side effects of treatment and help you to develop your make-up skills.

How do I get to go to a workshop?

These workshops generally run once a month and you will need to book an appointment. Leaflets are available in the Help Centres and around the hospital. You can book to attend a workshop at another hospital nearer to home if you wish.

All women are welcome however, if you are in the age group 14 to 24 years and are interested in these workshops you can ask your nurse if there is a **young person's** workshop coming up.

Chelsea	Project Administrator Rehabilitation Outreach Team	020 7352 0171 Ext 4022
Sutton	Medical Day Unit	020 8661 3174

Lymphoedema Service

The staff in the **Lymphoedema Service** can help if you develop any **swelling** related to the treatment of your lymph glands. They will discuss with you various ways of managing your swelling. These may include the use of a special garment, a specific type of massage or lifestyle adjustments.

Please note, **prescription charges** may apply for compression garments.

Not all swelling is lymphoedema. You can talk to your doctor or to the lymphoedema team who can advise you as to the cause of your swelling.

For further information about lymphoedema see the leaflet **Lymphoedema** *your questions answered* (if you have been told you are at risk of developing lymphoedema) and booklet **Lymphoedema** *advice for cancer patients* (if you have lymphoedema).

How do I get referred to the Lymphoedema Service?

You can contact the Lymphoedema Service yourself and are encouraged to use the telephone clinic, available most days between 9am and 10am. Outside of these hours a message can be left on the answer phone, which we will respond to as soon as possible.

Chelsea	Lymphoedema Service	020 7808 2981
Sutton	Lymphoedema Service	020 8661 3504



Massage Therapy

Massage therapy is helpful for people **coping** or having problems relaxing or getting to sleep. It can help you cope with **pain**, muscle stiffness, **breathlessness**, **anxiety** and **fatigue**, or if you just feel you need something to lift your **mood**. The massage therapist uses gentle movements with the addition of **essential** oil (**aromatherapy**) to enhance the effects of the massage. Essential oils are also used in **aromasticks** and diffusers for additional help with symptom management.

Treatment sessions

If you are an outpatient you will be offered a course of four one hour sessions; there is usually a short waiting list for this. Inpatients are seen on the day they are referred if possible, or the next day when a therapist is available. There is not a set limit to the number of treatments you may have as an inpatient.

How do I get referred for massage therapy?

The service is open to any patient of any age or diagnosis. You may be referred by a member of the team caring for you or you can refer yourself.

Massage is free of charge to NHS patients. However, the hospital (not the therapist) makes a charge for private patients.

There is usually a therapist available on each site, Monday to Friday, between 9am and 5pm. A member of staff can refer you or you may book your own appointment on the following numbers:

Chelsea	Rehabilitation Secretary	020 7808 2811
Sutton	Rehabilitation Secretary	020 8661 3028
	Massage Secretary	020 8661 3005

Medicines Information Service

The Medicines Information Service, based in the main pharmacy at Sutton, provides support for patients and healthcare staff who have any questions about medicines. The service provides an enquiry answering service on all aspects of drug therapy and aims to support the safe, effective and efficient use of medicines.

It is important during every consultation with any doctor, nurse or pharmacist that you tell them about all the medicines you are taking, including medicines prescribed by your GP, **complementary medicines, vitamins and supplements** or any medicines which you may buy at your local supermarket or pharmacy. You can contact the Medicines Information Service to check if any of these medicines will interfere with your cancer treatment.


The service is staffed by pharmacists and a pharmacy technician with clinical expertise, and particular skills in locating, assessing and interpreting information about medicines. Patients and staff can contact the centre on the patient telephone helpline, or by e-mail.

Helpline: 020 8770 3821 - Monday to Friday 9am to 5pm
(you can leave a message outside of these hours)
Email: medicines.information@rmh.nhs.uk

Nutrition and Dietetic Service

It is important to try and maintain a good nutritional status during and after your treatment. **Dietitians** are available to provide advice on **eating well** when you are having cancer treatment. Once treatment is finished they aim to help you achieve as healthy a diet as possible by following recommendations on good nutrition.

If you are able to eat a healthy diet with a variety of foods, it should give you a wide variety of **vitamins** and **minerals**. However, if your **appetite** is poor, you may wish to see a dietitian who can check whether you are eating a balanced diet. You may need a **supplement** to meet your daily requirements.



It is important to remember that some vitamins and minerals can be harmful when taken in high doses and can react with some medications. Ask your dietitian, doctor or pharmacist before starting to take supplements. The dietitians are able to provide you with evidence-based but simple advice on how to follow a sensible, well balanced **diet** and how to maintain good **nutrition**. They may also give advice on how to use supplements if this is appropriate.

Nausea and **vomiting** are side effects of some cancer treatments. They may also be due to the illness itself or to **constipation**. There is a range of anti-sickness (anti-emetic) medicines available. Ask your doctor which would be suitable for you. If your appetite is affected or you have **taste problems**, you may find it helpful to ask your dietitian for advice on what to eat and drink to help with nausea, taste problems and preventing constipation.

If you suffer from constipation or **diarrhoea**, then it would be advisable to speak to a member of your medical team or Clinical Nurse Specialist.

You may also find **relaxation** helpful. Our **occupational therapists** can teach you a variety of relaxation techniques. You may also find the use of **aromasticks** containing **essential oils** helpful. One of the massage therapy team can advise you on this.

For further information about eating well while you are on treatment see the booklet: **Eating well when you have cancer**.

For more information see booklets: **Coping with nausea and vomiting** and **Understanding constipation**.

How do I get referred to a dietitian?

The dietitians provide both an inpatient and outpatient service. If you are an inpatient and feel you need to see a dietitian you can ask your doctor or nurse. You may be seen during your inpatient stay or be given an outpatient appointment. If you are an outpatient you can contact the dietitians directly or ask for a written or verbal referral from any member of the team caring for you. You will not be seen on the day of referral but a dietitian will contact you by post with an appointment. There are morning and afternoon appointments available each week at both hospital sites.

Unfortunately, the dietitians are unable to see patients for dietary advice that is unrelated to cancer.

Chelsea	Nutrition and Dietetic service	020 7808 2814 020 7808 2689
Sutton	Nutrition and Dietetic service	020 8661 3066

Occupational Therapy

Occupational therapists can help with various problems you might experience including:

- difficulties in **cop**ing with everyday **activities** such as getting washed, dressed, in and out of the bath or shower or on and off low furniture, cooking and domestic or **work**-related activities.
- **shortness of breath**, extreme **tiredness (fatigue)** and **anxiety**, for which we run specific sessions for learning **relaxation**, fatigue management and **breathing techniques**.

We may show you different techniques or **equipment** to help you manage.

We may order specific equipment for you for home or advise on where you can hire or buy it depending on your situation.

Treatment sessions

We can see all patients as inpatients on the wards as many times as is necessary and as outpatients for four to six sessions.

No prescription charges are made to NHS patients. Private patients are charged by the hour, which is usually covered if you are an inpatient although you may need to check your insurance policy for outpatient cover.

How do I get referred to Occupational Therapy?

You can refer yourself or ask any member of staff to do so.

We are available to all age groups and have a specialist **children's** service.

If you wish to find a more local service for occupational therapy, please contact the department and we will try to find one for you.

Chelsea	Occupational Therapy Department	020 7808 2830
Sutton	Occupational Therapy Department	020 8661 3090

Pain Clinic

If you have **pain, tingling** or **numbness** talk to one of the team looking after you, for example your doctor or nurse. The pain clinic offers a service to help people improve their pain management, ways of **copng** and abilities. You may be offered a combination of different therapies, which may include medication, **physiotherapy**, **occupational therapy** (including relaxation training), **psychological support**, **acupuncture** or **massage**.

How do I get referred to the Pain Clinic?

If you have ongoing problems with pain, ask a member of your medical team for a referral to the **pain clinic** or a specialist who manages pain.

Chelsea and Sutton Pain Clinic Medical PA	020 7808 2954
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Palliative Care

The aim of **palliative care** is to achieve the best quality of life for patients and their families throughout their cancer illness. This can involve controlling **pain** and other **symptoms**, as well as providing **emotional** and **practical support**.

How do I get referred to the palliative care team?

Please discuss with a member of your medical or nursing team whether it might be appropriate to be referred to the palliative care team.

Your medical care may either be shared with your existing consultant or led by the Palliative Care Consultant. This will depend on what problems you are experiencing.

Pastoral and Psychological Care Department

The Pastoral and Psychological department includes:

- The chaplains and pastoral care
- The psychological and counselling services

Chaplains

You may be asking yourself questions such as “Why is this happening to me?” or “Is there some purpose in all of this?” These are very common questions for people faced with a life changing illness. You may find it helpful to speak, in confidence to a chaplain who is a member of the pastoral care team. Chaplains are available to offer **spiritual care** to patients and their families. You do not have to follow any faith or religion to see a chaplain.

There is always a duty chaplain available, who you can contact through the hospital switchboard, ask your ward nurse or call into the Help Centre. The chaplaincy team consists of Anglican, Free Church, Roman Catholic and Muslim chaplains. We have links with other faith communities and we can get in touch with a representative for you.

Chelsea	Chaplain	Switchboard	020 7352 8171
		Direct Dial	020 7808 2818
Sutton	Chaplain	Switchboard	020 8642 6011
		Direct Dial	

Chapels

You may feel you would like to get away from people and have some time to reflect by yourself. There are two chapels one on each hospital site, which are always open and available for quiet times and prayer. There are also two **prayer rooms**. These rooms are for the use of people of all faiths and are open at all times. Please ask a member of staff for directions.

Psychological and Counselling Care Service

Alongside the care you receive from doctors, nurses and other health professionals we offer a dedicated and confidential **psychological and emotional support service**. It is quite usual to experience **stress, worry** and concerns as a result of your diagnosis or treatment. Having cancer may lead people to experience one or more of the following: **anxiety**, uncertainty about the future, **anger, adjustment difficulties, distress, family communication** problems, changes in **body image, depression** or **decision making** difficulties, challenges **balancing** the demands of illness and treatment alongside being a patient. Some people find that a safe and confidential space to discuss and receive support for these issues beneficial.

Some people can find it helpful to discuss their **feelings**, needs and concerns with our specialist team.

We are **psychiatrists, psychologists** and **nurse counsellors** experienced in helping adults, children with cancer and those close to them.

Our psychological and counselling care service offers:

- Individual sessions on a one to one basis
- Sessions for you together with a partner, relative or carer
- Individual sessions on a one to one basis for your partner, relative or carer
- Telephone-based sessions taken in the comfort of your home
- Family sessions to support children where a **parent** has cancer

The department can also provide support if you are having difficulties with **sexuality** or **intimacy**. This may be a response to having an altered body image following cancer treatment, for example **scarring** following surgery, colostomy or hair loss as a result of chemotherapy or whole brain radiotherapy. If you need specialist support you can be referred to an appropriate service.

Chelsea	Psychological Medicine Department	020 7808 2777
Sutton	Psychological Medicine Department	020 8661 3006

Physiotherapy

The physiotherapists at The Royal Marsden are experienced in the assessment and treatment of a wide range of physical problems that people may develop as a result of their cancer or its treatment.

Below is a list of some examples of situations where physiotherapy may help you:

- Helping to regain **independence** and function following treatment
- Preventing and treating **breathing difficulties** after major operations
- Teaching techniques to help control certain types of **breathlessness**
- Giving **exercises** and advice following certain types of surgery and radiotherapy
- Assessing and teaching exercises to people with **muscle weakness**
- Assessing and treating weakness and paralysis caused by brain and spinal tumours
- Helping to control certain types of **pain**
- Assessing and treating patients with **numbness** and **tingling (peripheral neuropathy)**
- Assessing and treating joint mobility problems as a consequence of treatment
- Advice and information about exercise during and after treatment to help any **fatigue** issues and to regain fitness
- Assisting patients with problems of **balance** and **coordination**
- Assessing and providing **equipment** such as sticks, crutches and frames to **help with walking** and promoting wellbeing and independence

There is no charge for physiotherapy for NHS patients. Private patients may need to check individual policies but physiotherapy is usually included as part of an episode of care.

Any equipment provided is loaned to the patient, however, must be returned.

How do I get referred to Physiotherapy?

If you are an inpatient you can speak to the nurse caring for you. If you are an outpatient speak to a member of your medical team or call in to the Help Centre. The number of sessions offered is dependent on the physiotherapist's assessment and treatment plan.

A specialised paediatric physiotherapist is available to treat children and young people.

The Physiotherapy departments are open Monday to Friday, excluding bank holidays, between 8.30am and 4.30pm at Chelsea and 9.00am and 5.00pm at Sutton. There is an emergency on call physiotherapy service which operates out of hours for urgent respiratory problems and is used at the discretion of the medical team.

Chelsea	Physiotherapy Department	020 7808 2821
Sutton	Physiotherapy Department	020 8661 3098

Social Services

Social workers are experienced in working with people who have to adjust to change in their lives. As well as yourself, this may include your partner or **carer**.

A social worker can talk with you about any help you may need at home. If you need services to be provided at home, this may be arranged with your local social services department or through your primary care trust and continuing NHS healthcare funding. See also the booklet **Support at home**.

You can also talk to a social worker about the **emotional effects** of your illness on your children and other **family** members.

Welfare Rights

If you are experiencing **housing, employment, immigration, work, financial or welfare benefits** issues, you can arrange to see a Welfare Benefits Advisor. These are people who have a vast understanding of procedures, regulations and legislations and can provide advice and support. Welfare Benefits Advisors can also provide a welfare benefit check to ensure you and your family are in receipt of all the benefits that you are entitled to. This service is available for both inpatients and outpatients through an appointments only system but telephone advice is also available. Help can be provided with filling in application forms for benefits.

How do I get referred to Social Services?

You can make your own appointment or ask any member of your medical team to contact them for you.


Chelsea	Welfare and Benefits Advisor	020 7808 2484
Sutton	Welfare and Benefits Advisor	020 8661 3383

Specialist Nurses

There are a variety of specialist nurses that work within the hospital, these nurses are not based on a particular ward or clinical area. The list below provides a brief definition of their roles.

Clinical nurse specialists: A clinical nurse specialist (CNS) is an expert nurse, teacher and researcher with a cancer and/or palliative care background in a particular area, for example bowel cancer. As a CNS he or she provides information, practical and emotional support to patients, carers and staff.

Specialist sisters: A specialist sister is a nurse with expertise who will provide you with support and information about your symptoms and their management. They will also provide support for you and your family and may be able to help you plan for leaving the hospital.



Matrons: Matrons aim to provide a clear focus for clinical leadership across a group of wards by providing a highly visible and authoritative presence. They are responsible for ensuring that delivery of care is of the highest quality. You will notice that all wards and clinical areas have a poster with the name of the matron and further details of their roles.

Research nurse: A research nurse is someone who helps run clinical trials and provides specific information and support to patients involved in trials.

Key worker: Your key worker acts as a point of contact for you and your carers throughout your treatment. This may be a CNS, ward manager or another health care professional involved in your care.

Nurse consultants: This group of nurses are very experienced within a specialist area. They provide additional support to you and your carers.

Nurse practitioners: These nurses are also very experienced nurses who have taken additional responsibilities within the clinical environment. They can diagnose, treat and prescribe medications as appropriate. They have undertaken further training to gain this high level of knowledge.

How do I get to see a specialist nurse?

If you would like to meet a specialist nurse, you can speak to a member of your medical team or call in to the Help Centre.

Speech and Language Therapy

Some cancers or their treatments may make it more difficult to communicate with people. For example, your **speech** may sound slurred and unclear, or your voice may sound weak or hoarse. Other difficulties you may experience are muddling words when speaking, or finding it difficult to read or write. A **speech and language therapist** can help you find the best ways to communicate with family, friends and staff. A clinical psychologist can also help assess and advise on managing memory problems.

Difficulties with **swallowing** can be caused by cancer or its treatment. After assessing how you swallow, **speech and language therapists** are able to offer practical help with your particular swallowing difficulties.

How do I get referred to Speech and Language Therapy?

If you have a communication difficulty, you can contact a speech and language therapist directly or ask a member of staff to refer you. If you have a swallowing difficulty, your doctor will need to send a written referral. Unfortunately, the therapists are unable to see patients for advice that is unrelated to cancer treatment.

Chelsea	Speech Therapy Department	020 7808 2815
Sutton	Speech Therapy Department	020 8661 3038

Stopping smoking


The Trust is currently looking at ways of helping people to stop smoking. More information will be made available as this develops. If you would like information on your local NHS Stop Smoking service, please visit the Help Centre.

The Royal Marsden Help Centre

Patient Information Service

The impact of a diagnosis of cancer can affect both you, your family and friends. You may want **information** about the practical help and support available on living with cancer, as well as about cancer itself. Finding the right information and support can help you and your family to cope in a better way.

The cancer information service complements the information given to you by your clinical team. Information is available about cancer, its treatment, effects and side effects. We also have information about the help and support available to help you live with cancer. Information is available in different forms including leaflets, booklets, books, CDs, DVDs and the Internet. You can browse through the information or talk to a patient information officer in the centre.



You are welcome to browse through our library. As well as booklets and leaflets, we have books, CDs and DVDs that you may borrow.

We also offer Internet access and we can help you search for information.

The Royal Marsden publishes a number of booklets and leaflets about cancer and its treatments and these are available free of charge.

Support

We offer support to all our patients, their families and friends at any stage of their cancer experience. Where appropriate, we can refer you on to other professionals for specialist or more long-term support.

The Patient Advice and Liaison Service (PALS)

Any patients, carers, relatives, visitors and staff, can use PALS. For contact details see pages 27 and 31.

PALS staff are here to:

- Provide you with **information** about services at the The Royal Marsden.
- Guide you to other health and social care resources which may be available to you close to home, including cancer support group, carers support services and advocacy services.
- Help you with any questions, **concerns** or **complaints** you may have about your treatment and care.
- Support you and listen to your views and suggestions.
- Specifically, we will try to resolve any concerns or complaints you may have about your care or the services you receive as soon as possible.

PALS is a confidential service and information will not be disclosed to any other person without your consent.

Comments and suggestions

Patients and visitors look at the services provided by The Royal Marsden from a different viewpoint and sometimes see things we may have overlooked. If you have general comments or suggestions that may help us, please complete a separate Viewpoint card and post it in one of the boxes to be found throughout the hospital.

Listening Post

Listening Post is a place where you can share your **thoughts** about your **experience** of the hospital. The Listening Post is a service run by members of the hospital's **Patient and Carer Advisory Group** (PCAG), a voluntary group consisting of patients and carers.

The collection of suggestions, comments and observations that are provided will be used to help improve the experience of patients at The Royal Marsden. It is an informal discussion so names are not recorded, what we want to hear is your view.

The Royal Marsden support and educational groups

Name of Group	Location	Contact person(s)	Contact details
Breast cancer post treatment well-being support group	Chelsea	Clinical psychologist	2777
		Clinical Nurse Specialist	1999
Breast Radiotherapy Information Sessions (BRIS) Chelsea and Sutton	Chelsea & Sutton	Clinical specialist Physiotherapist (Chels)	1846
		CNS/Head of Lymphoedema Services	3919
		Senior Physiotherapist (Sut)	1076
		Senior 1 Radiographer (Chels)	2643
BRCA carrier support group	Chelsea	Senior Genetic Nurse Counselors	3375
Support group for breast cancer patients	Sutton	Consultant Clinical Psychologist – clinical Nurse Specialists	3006
		Head of Service Occupational Therapy	3090
Fast Forward Out-patients with haematological malignancy who have undergone transplant	Sutton	Occupational Therapist	1069
		Physiotherapist	1206
		Senior Dietitian	1135
'Living well after surgery for oesophageal (gullet) and gastric (stomach) cancer'	Chelsea	CNS (Chels)	1754
		CNS (Sut)	1058
Pre-transplant clinic	Sutton	Occupational Therapist	1069
		Physiotherapist	1084
		Senior Dietitian	1135
		Matron	1416
Sarcoma support group	Chelsea	Specialist Sister	1887
		Senior Occupational Therapist	1504

Pelvic Radiation Disease support group	Sutton	Research Nurse South West London Research Network Urology Oncology	1752
Mesothelioma support group	Sutton	Nurse Consultant in Rehabilitation	1791
		CNS	3150
South West London Cancer Network lung cancer support group	South East Self Help Centre, Purley, Surrey	CNS Lung Cancer Volunteer South East Cancer Self Help Centre Lung CNS, Epsom & St Helier	3150
Living Well following breast cancer treatment programme	Fundraising Department Meeting Room, Chelsea	CNS Breast (Team Leader)	2813
		CNS Breast	2813
		Consultant Nurse in Cancer Rehabilitation	1791
		Specialist Occupational Therapist	1504

This list is correct at the time of printing.

If you are looking for something that is not listed, then please contact the Help Centre.

Any number in this list beginning with 1*** can be contacted through Switchboard on 020 7352 8171 (Chelsea) or 020 8642 6011 (Sutton).

Those beginning with 2*** can be dialled directly using 020 7808 ****.

Those beginning with 3*** can be dialled directly using 020 8661 ****.



National sources of information and support

Macmillan Cancer Support

89 Albert Embankment
London SE1 7UQ

Telephone: 020 7840 7840

Macmillan Cancerline: 0808 808 0000

Website: *www.macmillan.org.uk*

Provides a range of free information and support on all aspects of cancer including:

- diagnosis and treatments
- secondary cancer
- advanced cancer
- palliative care
- advice on benefits and other kinds of financial support
- information on local cancer support groups and organisations near you

Cancer Research UK

P.O. Box 123
Lincoln's Inn Fields
London WC2A 3PX

Telephone number (Supporter Services): 020 7121 6699

Telephone number (Switchboard): 020 7242 0200

Website: *www.cancerresearchuk.org*

Cancer Research UK is another place to find information about cancer and support. They also provide information about current research.

Cancer Black Care

79 Acton Lane
London NW10 8UT

Telephone: 020 8961 4151

E-mail: *info@cancerblackcare.org.uk*

Cancer Black Care (CBC) provides information about the cultural and emotional needs of those affected by cancer. Families, friends and carers can get in touch with CBC for advice/support face to face or over the telephone. CBC provides a counselling service, befriending service, welfare and benefit advice, monthly user meetings.

Website: www.cancerblackcare.org.uk

Carers UK

Website: www.carersuk.org

Tel: 0808 808 7777

Carers UK is an organisation that was founded for the support and provision of advice and information for carers.

Cancer support services local to Sutton

The Royal Marsden Help Centre

The Royal Marsden NHS Foundation Trust (Surrey branch)

Downs Road

Sutton, Surrey SM2 5PT

Telephone: 020 8661 3759

Open hours: Monday to Friday (excluding bank holidays) 9.30am to 4.00pm.

Freephone number: 0800 783 7176 (please note that this is not connected to the hospital switchboard therefore cannot put you through to departments or persons as requested)

E-mail: patientcentre@rmh.nhs.uk

Website: www.royalmarsden.nhs.uk

The Help Centre can be found in the main entrance of the Surrey branch and in the Outpatient Department of the Chelsea branch. Confidential chat and support, information giving and signposting to necessary services is available. Internet access and a small library of information materials are available. Booklets and leaflets are provided on request. The Centres are for patients, family members, carers, friends and staff. Staff can assist in communication between you and your medical team if requested.



The Butterfly Centre (Epsom)

Epsom Hospital
The Macmillan Butterfly Centre
First Floor, Bradbury Wing

Tel: 01372 735456.

E-Mail address: www.epsom-sthelier.nhs.uk/cancercare/

Open hours: Monday - Friday (excluding public holidays), 9.30am - 4.30pm.

Operates and provides a drop-in service and an information library, complementary therapies and counselling services. Also at:

St Helier Hospital

Cancer Information and Support Centre
Springall Unit, Ferguson House

Telephone: 020 8296 4730

Open hours: Thursday and Friday 9.30am - 4pm. Open only for a limited time, but the service may be extended.

Macmillan Information and Support at the Sir William Rous Unit, Kingston Hospital.

The Sir William Rous Unit
Kingston Hospital
Galsworthy Road
Kingston upon Thames,
Surrey KT2 7QB

Telephone: 020 8973 5001

E-mail address: MacInfoSWRU@kingstonhospital.nhs.uk

Open hours: Monday to Friday 9am -5pm (except Bank Holidays).

No appointment is needed. Drop in service offering information and support. Offer complementary therapies at Kingston Hospital.

South East Cancerhelp Centre

2 Purley Road (Tesco Development)
Purley, CR8 2HA

Telephone: 020 8668 0974

Web address: *www.sechc.org.uk*

Opening hours: Monday to Friday 9.30am to 5pm and until 9pm on Tuesdays.

This offers a complementary approach to cancer. The centre offers both individual and group support, a variety of complementary therapies and information.

There are monthly lung and prostate support groups.

Membership is £20.00 per annum; there are no extra charges for any therapies.

Paul's Cancer Support Centre (formerly The Cancer Resource Centre)

20–22 York Road
London SW11 3QA

Telephone: 020 7924 3924

Website: *www.paulscancersupportcentre.org.uk*

Offers an information and support service accessed either by telephone, in person or by e-mail.

Membership is free; there is a one to one service. Individuals are usually invited in for an initial assessment. There are complementary therapies and an information centre for users.

Telephone helpline is answered by a Macmillan Cancer information officer in person Mondays, Wednesdays and Thursday from 10am – 1pm and 2pm – 5pm. Messages can be left on an answer machine and will be answered as soon as possible.

Can provide support and information in various languages.

Hold regular groups and classes.



The Olive Tree

Crawley Hospital
West Green Drive
Crawley
West Sussex, RH11 7DH

Telephone: 01293 534465

Helpline: 02193 534466

Website: www.olivetreecancersupportorg.uk

Open hours: open sessions for newly diagnosed patients and those who are in the early stage of treatment Tuesday afternoons 2pm – 5pm.

General drop in session where everyone is welcome Thursday afternoon 2pm – 5pm.

Provide a range of complementary therapies, counselling, coaching and have a number of support groups.

Hold specific male patient groups on the first Tuesday of each month from 7pm.

Support group Olivine for younger women with breast cancer – meetings take place on the first Thursday of each month.

Also provides family support groups for those families affected by cancer who have children between the ages of 5 – 11 years. Meeting takes place on a Saturday morning once a month.

The Fountain Centre

St Luke's Cancer Centre
Royal Surrey County Hospital
Egerton Road
Guildford, Surrey
GU2 7XX

Telephone: General enquiries 01483 406618

Telephone: Therapy bookings 01483 406629

E-mail address: thefountaincentre@royalsurrey.nhs.uk

Open hours: Monday to Friday 9am – 5pm.

Provides drop-in facility, complementary therapies, has a library with books, leaflets, CDs DVDs, audiotapes. Provide counsellors, group classes, regular self help meetings, education programmes

that are run throughout the year and provide outreach work with other voluntary and statutory organisations.

To fully access this service, you will need to be under the care of a consultant working within the St Luke's Cancer Centre. If this is not the case you can, however, make use of the information centre.

Cancer support services local to Chelsea

The Royal Marsden Help Centre

The Royal Marsden NHS Foundation Trust (London branch)
Fulham Road
London SW3 6JJ

Telephone: 020 7808 2083

Open hours: Monday to Friday (excluding bank holidays) 9.30am to 4.00pm.

Freephone number: 0800 783 7176 (please note that this is not connected to the hospital switchboard therefore cannot put you through to departments or persons as requested)

E-mail: patientcentre@rmh.nhs.uk

Website: www.royalmarsden.nhs.uk


The Help Centre located on both sites of the hospital can be found in the main entrance of the Surrey branch and in the Outpatient Department of the Chelsea branch. Confidential chat and support, information giving and signposting to necessary services is available. Internet access and a small library of information materials are available. Booklets and leaflets are provided on request. The centres are for patients, family members, carers, friends and staff. Staff can assist in communication between you and your medical team if requested.

The Macmillan Cancer Information and Support at Chelsea and Westminster Hospital

Chelsea and Westminster Hospital
369 Fulham Road
London SW10 9NH

Telephone: 020 3315 2386

Website: www.macmillancentre.org.uk



Open hours: Monday to Friday 10am – 4pm (except bank holidays). Provides drop-in centre, confidential one to one support, provision of information regarding living with cancer and treatments that are available, complementary therapies, information about diet and nutrition, internet access, access to support for psychologists and counselling services. Some of the resources are available in different languages and other formats that are suitable for people with special needs. Available for patients, relatives and friends.

Cherry Lodge Cancer Care

23 Union Street
Barnett
EN5 4HY

Telephone: 020 8441 7000

Website: www.cherrylodgecancercare.org.uk

Open hours: Monday to Friday 10am – 4pm (except bank holidays).

The Cherry Lodge Cancer Centre is an independent registered charity that provides a variety of services to improve the lives of those who have cancer. It is based in North London, providing services for this and the surrounding area.

Services provided include information provision, welfare benefits advice, internet access, a variety of complementary therapies, group activities which include specific support groups, lymphoma group and ovarian cancer. They also provide educational workshops. They also provide a befriending and home visiting service.

The Mulberry Centre

West Middlesex University Hospital
Twickenham Road
Isleworth
Middlesex. TW7 6AF

Telephone: 020 8321 6300

Website: www.themulberrycentre.co.uk

Open hours: Monday to Friday 10am – 4pm (except bank holidays), 1st and 3rd Thursday every month 10am – 8pm.

The Mulberry Centre offers a variety of services to patients, families, carers and friends who have been affected by cancer. It provides a drop-in service during working hours. Services provided include complementary therapies, counselling, support groups, information and library services, welfare and benefits advice, and a rolling programme of workshops.

Community Cancer Centre

18A Fairfield Road
Yiewsley
Middlesex UB7 8EX

Telephone: 01895 461016

Website: www.communitycancercentre.org.uk

Open hours Monday to Friday 09.30am – 4.30pm. Thursday evening and Saturday morning open by appointment.

Community cancer support for those in the Hillingdon area, however, people from surrounding areas are welcome. They provide a variety of services which include cancer information, counselling, complementary therapies, relaxation and support groups.

They have a 24-hour answer phone service and they provide links with national and local support organisations and other community networks.

The Maggie Centre

Charing Cross Hospital
Fulham Palace Road
London W6 8RF

Telephone: 020 7386 1750

Website: www.maggiescentres.org

The Maggie Centre provides additional support alongside the medical support that you are receiving. The Maggie Centre is also a place of support for your partner or family member. It has wide range of activities that may be of assistance to you. It provides complementary therapy services, welfare and benefits advice; it has a well stocked library and information centre. They provide a variety of workshops.



Breast Cancer Haven

Effie Road
Fulham
London SW6 1TB

Telephone: 020 7384 0099

Website: www.breastcancerhaven.org.uk

Open hours: Monday to Friday 9.30am – 5.00pm.

The Breast Cancer Haven offers support, information and complementary therapies to anyone affected by breast cancer. The service is free of charge. Services are provided by both specialist nurses and therapists who are experienced within breast cancer and complementary therapies.

Services provided include individual consultations with a therapist, an introductory day and a chance to meet other people in similar situations, a retreat day, seminars, regular reviews of your needs with a therapist, groups and classes and telephone support. They also provide information about concerns about lymphoedema. There is a counselling service available to relatives and carers (of breast cancer).

Some seminars are open to anyone with cancer; contact the Breast Cancer Haven for further details.

Paul's Cancer Support Centre (formerly The Cancer Resource Centre)

20–22 York Road
London SW11 3QA

Telephone: 020 7924 3924

Website: www.paulscancersupportcentre.org.uk

Offers an information and support service accessed either by telephone, in person or by e-mail.

Membership is free; there is a one to one service and individuals are usually invited in for an initial assessment. There are complementary therapies and an information centre for users.

A telephone helpline is answered by a Macmillan Cancer information officer in person on Mondays, Wednesdays and

Thursday from 10am – 1pm and 2pm – 5pm. Messages can be left on an answer machine and will be answered as soon as possible. Can provide support and information in various languages. Hold regular groups and classes.

Useful addresses and websites

The Macmillan website www.macmillan.org.uk offers useful information about accessing complementary therapies outside this hospital.

British Association of Art Therapists (BAAT)

24-27 White Lion Street,
London N1 9PD

Telephone: 020 7686 4216

Website: www.baat.org

This is an organization that governs art therapists in the UK; it provides its own Code of Conduct for art therapists. The website is informative as it includes definitions as to what art therapy is, provision of art therapists who are in private practice, course and general information about art therapy.

For further information please see the BAAT website.

British Medical Acupuncture Society

Promotes the use and understanding of acupuncture as part of the practice of medicine. Trains qualified doctors and dentists and publishes a journal. A list of members and a patient information leaflet is available to the public.

Website: www.medical-acupuncture.co.uk

BMAS House
3 Winnington Court
Northwich
Cheshire CW8 1AQ

Telephone: 01606 786782



Complementary & Natural Healthcare Council (CNHC)

The UK regulator for complementary healthcare practitioners. Its key function is to enhance public protection by setting standards for registration with CNHC. The CNHC ‘quality mark’ is being recognised as the hallmark of quality for the sector. This means that the general public, and those who commission the services of complementary healthcare practitioners, will be able to choose with confidence by looking for the CNHC quality mark.

The Department of Health in November 2009 stated: “CNHC is the only voluntary regulatory body for complementary healthcare which has official government backing. No other organisation has the same exacting criteria or focus on safety and quality.”

To find a practitioner in your area and/or check registration:

Telephone: 020 3178 2199

Website: *www.cnhc.org.uk*

Notes and Questions



Notes and Questions

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This booklet is evidence-based where appropriate and where evidence is available.

Details of the references used in writing this booklet are available on request from: The Royal Marsden Help Centre
Freephone: 0800 783 7176
Email: patientcentre@rmh.nhs.uk

The Royal Marsden NHS Foundation Trust
Fulham Road
London SW3 6JJ

www.royalmarsden.nhs.uk

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The Royal Marsden publishes a number of booklets and leaflets about cancer. Here is a list of information available to you.



Diagnosis

- A beginner's guide to the *BRCA1* and *BRCA2* genes
- CT scan
- MRI scan
- Ultrasound scan



Treatment

- Central venous access devices
- Chemotherapy
- Clinical trials
- Radiotherapy
- Radionuclide therapy
- Your operation and anaesthetic



Supportive Care

- After treatment
- Coping with nausea and vomiting
- Eating well when you have cancer
- Infection Prevention and Control
- Lymphoedema
- Support at home
- Your guide to support, practical help and complimentary therapies



Your hospital experience

- Help Centre for PALS and patient information
- How to raise a concern or make a complaint
- Your comments please
- Your health information, your confidentiality



Life demands excellence

