



North East London Cancer Network

YOUR LOCAL CANCER SERVICES DIRECTORY

TOWER HAMLETS

AN INFORMATION BOOKLET FOR YOU



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INTRODUCTION TO DIRECTORY

The experience of cancer touches everyone. It may be your own experience of having cancer, or you may be a family member, carer or a friend of someone living with cancer. Knowing what information, help and support are available may help you and your family to cope in a better way.

This directory has been developed to guide you through some of the local help and support available for anyone affected by cancer and living in your local area. It includes information about the services and organisations that are especially for people with cancer, as well as other local non-cancer organisations that you may find helpful.

People with cancer, their families and carers will probably need different help, support and information at different stages of the illness.

There are two main types of information that can be helpful. The first of these is information on cancer itself. The second is information to help you live with cancer, as it can have an effect on many areas of day-to-day living. It may bring about changes in your family and social relationships, your work or your financial situation.

The time you spend in hospital is likely to be only a small part of your cancer experience. Knowing what local services are available to give you practical help and support at home can really make a difference.

CANCER NETWORKS AND THE NHS CANCER PLAN

Cancer networks have been set up across the country to bring together cancer services. There are 34 networks nationally. A cancer network is the group of cancer services available in your area. Your local network is the North East London Cancer Network and all the local information contained within this directory relate to services available in this network.

Each network will help improve communication between all the health professionals involved in diagnosing and treating cancer. This includes your GP, health professionals in hospitals and the community and other organisations involved in your care.

The North East London Cancer Network

The network is working towards involving patients and the public in all aspects of its work.

The contact details of the North East London Cancer Network (NELCN) are:

25-29 Ashfield Street, London E1 2AJ

Telephone: 020 7377 7241

Fax: 020 7377 1544

Website: www.nelcn.nhs.uk

Network contacts

The network contact for any issue regarding patient information and support is Caroline Moren. The network contact for any issue regarding user involvement is Darshani Mistry.

Both can be contacted at the address and telephone number above.

Hospitals providing cancer care – local NHS hospitals

Hospital switchboard 020 7377 7000

The Royal London Hospital

Whitechapel, London E1 1BB

St Bartholomew’s Hospital (Barts)

West Smithfield, London EC1A 7BE

The London Chest Hospital

Bonner Road, London E2 9JX

Prescot Street

9 Prescot Street, Aldgate, London E1 8PR

NHS Walk-in Centres

NHS Walk-in Centres offer fast and convenient access to local NHS services, information and treatment without needing an appointment. They do not replace local GP or hospital services but complement them.

There are some variations between services offered by Walk-in Centres across the country but normally most centres can provide the following services:

Advice on local GP and pharmacy services	Blood pressure checks
Contraceptive advice	Coughs, colds and flu-like symptoms
Dressing care	Emergency contraception
Hayfever, bites and stings	Health promotion: diet and exercise
Information on staying healthy/local services	Minor cuts and wounds – care, dressings

Muscle and joint injuries – strains and sprains

Smoking cessation support

Suturing

Skin complaints – rashes, sunburn, headlice

Stomach ache, indigestion, constipation, vomiting and diarrhoea

Women’s health problems, e.g. thrush, menstrual advice

Walk in Centre, Whitechapel

Local hospices and palliative care services

Hospices and palliative care units specialise in providing palliative care. Some work within the NHS, others are independent registered charities.

Palliative care is about achieving the best possible quality of life for people with any progressive illness, such as some cancers, and for those who are close to them. It involves both controlling symptoms and offering support with emotional, social and spiritual needs. It is also about providing information on the illness and its treatment, and the chance to talk through any issues causing concern for the individual and their family and friends.

Palliative care should be available at any time, from diagnosis onwards. It is often used alongside treatments.

Sometimes it can be helpful to spend a short time in a hospice to sort out symptoms and get them under control before returning home. Respite care (a short break) may also be offered so that carers and families can have a rest.

It may be that you, your GP or your cancer team feel that specialist support at home would be a good idea. The community palliative care team that will visit you at home will usually depend on where you live and which hospital you go to for your treatment.

Most hospices ask for a referral from your GP, hospital doctor or hospital specialist nurse. You are still entitled to NHS palliative care even if your cancer was treated at an independent hospital.

Palliative Care Teams within the North East London Cancer Network

Macmillan Palliative Care Team – Barts & The London

Hospices within the North East London Cancer Network

St Joseph's Hospice

St Francis Hospice

Haven House Hospice

Richard House Children's Hospice

Local support groups and organisations

This part of the directory lists the organisations that offer information and support for people living with cancer. The organisations listed provide a local service for Tower Hamlets. The type of service they provide is indicated under the relevant section.

Breast Cancer Support Group
Council for Voluntary Services
Prostate Cancer Support Group

COMMUNITY CARE

A wide range of support is available within the community to help you to live at home as independently as possible. This is provided by a number of services, which include Primary Care Trusts (PCTs) and Social Services.

The aim of the PCT's is to improve the health of their local population. They provide high quality health services for local people and work on projects to make it easier for people to get healthcare.

Below are details of your local PCT who provide contact details and information.

Tower Hamlets Primary Care Trust (PCT)

Arranging your care at home

Community health services and social services work closely together to meet your health and social care needs at home. Services can be arranged at any time while you re at home or in hospital. You can also ask directly to see a district nurse, social worker or your GP – you do not need to wait for another professional to do this for you.

If you are going home from hospital, any nursing care you need from the community nursing service will be arranged for you by the ward staff. Your GP will be kept

informed. You can ask to see a hospital-based social worker that will discuss what help and support is available through social services. Many of the hospital palliative care teams have social workers within their teams now. This help and support can then be organised before you leave hospital. They may also tell you about local voluntary organisations that can provide extra practical support, help and advice. Some of these are described in the Practical help and support section.

Primary care and community health services

Healthcare services within primary care

You may have contact with the following services within the community:

General practitioner (GP)

Dieticians

District nurses

Physiotherapists

Occupational therapists

Practice nurses

Speech therapists

BENEFITS INFORMATION

Financial problems often arise as a result of illness. For example, your income might go down because you are unable to work.

The Department for Work and Pensions (DWP) is a new department responsible for benefits and other services (including employment, equality, pensions and child

support). It replaces the former Department of Social Security.

If you are turned down for a benefit

If you are turned down for a benefit you can question that decision. For advice about how you can appeal, contact your local Citizens Advice Bureau.

Benefits for people who are ill or disabled

Statutory sick pay

Your employer pays Statutory Sick Pay to you during the first 28 weeks you are unable to work because of ill health.

Incapacity Benefit

This benefit is paid if you are unable to work due to illness or disability and have paid enough National Insurance contributions. It is paid at three different rates according to the length of time you have off work.

If you are not entitled to Statutory Sick Pay, but have paid enough National Insurance contributions, you will be able to claim the lower rate of incapacity benefit.

After you have received either Statutory Sick Pay or Incapacity Benefit for 28 weeks, you will be sent a questionnaire to fill in to assess your ability to work. You will be sent the questionnaire earlier than this if you were not working before you became ill.

If you are assessed by the Benefits Agency as unfit for work, you will get the higher rate of Incapacity Benefit for weeks 29-52. This will be followed by payment of the

long term rate. You will receive the long term rate after 28 weeks if you are terminally ill.

In certain situations you will not be asked to complete a questionnaire for Incapacity Benefit:

- If you have certain severe physical or mental health conditions
- If you are terminally ill
- If you are registered blind
- If you are getting the higher rate of disability Living Allowance (care component)

Sometimes the Benefits Agency may require more information in order to assess whether you are able to work. The doctor from the Benefits Agency Medical Service might ask your own GP for further information or ask you to attend for an interview.

If the Benefits Agency decides that you are fit for work or refers you for a medical interview, you should seek advice. Your local Citizens Advice Bureau might be a good place to start.

Attendance allowance

Attendance Allowance is paid if you are over 65 and need regular help with personal care due to illness or disability. It can also be paid if you cannot be left on your own and need regular supervision. There are two rates, lower and higher, depending on the level of care that you need. It is paid no matter what other income, benefits or savings you have.

Disability Living Allowance

You can claim Disability Living Allowance up to the age of 65. It is divided up into two components, care and mobility. The care component is for help with personal care and supervision, and the mobility component is for help with getting around. This allowance is paid at different rates depending on your needs.

You can claim Disability Living Allowance even if you are working. It is paid no matter what other income, benefits or savings you may have.

People with life-threatening illnesses may be able to apply for Disability Living Allowance or Attendance Allowance under Special Rules. It means they can get the Disability Living Allowance or the Attendance Allowance more quickly and easily, and will be paid at the higher rate. To apply under Special Rules a doctor's medical report, called a DS1500 is sent with your claim form. Ask your GP, hospital doctor, specialist nurse or social worker for more information.

Congestion charging

Not all drivers have to pay the central London congestion charge.

There are a range of exemptions and discounts available to certain categories of drivers and certain categories of vehicles and individuals.

Patients who are clinically assessed as being too ill to travel to an appointment on public transport may also be eligible to claim a reimbursement of the congestion charge from their treating hospital.

TfL (Transport for London) is working with the NHS and London Fire and Emergency Planning Authority to develop and implement these reimbursement schemes.

Several of the categories require registration. If you are confident that you are eligible for any of these, please print out a registration form. The forms will make clear how you fill them in, what information to provide and where to send them. You can also ask your health care professional at the hospital who will be able to help you.

Contact details

<http://www.cclondon.com/exemptions.shtml>

Address: Congestion Charging
PO Box 2982
Coventry CV7 8WR

Telephone: 0845 9001234
Minicom: 020 7649 9123

The Royal London Hospital

Congestion charging applies west of Aldgate East tube station. Certain patients/visitors may be exempt.

St Bartholomew's Hospital

Congestion charging applies in the area, although certain patients/visitors may be exempt.

There are a small number of public parking spaces for disabled people outside the main hospital gate in West Smithfield.

Benefits for people on low incomes

Income support

This benefit is paid if you or your partner has a low income and work fewer than 16 hours a week. It is not paid to people with savings over a certain amount, and both income and savings are taken into account when calculating the level of benefit.

A Disability Premium is also added to your Income Support if you are entitled to Disability Living Allowance (care component), Attendance Allowance, Severe Disablement Allowance or long term rate Incapacity Benefit.

Lone parents

If you are a lone parent and receive Income Support, it is worth sending in medical certificates (from your GP) to the Department of Work and Pensions (DWP) as you will become entitled to Disability Premium if you are ill for over a year.

Income-based Job Seeker's Allowance

This is paid if you are unemployed and Department for Work and Pensions (DWP) expects you to be looking for a job.

Tax Credits

Two new Tax Credits were introduced in April 2003 replacing Working Families' Tax Credit, Disabled Person's Tax Credit and Children's Tax Credit.

Child Tax Credit

For those on a low or middle income who have responsibility for at least one child in full time non-advanced education.

Working Tax Credit

Is a means tested benefit for those working 16 hours or more a week and on a low income. Payments can be made towards child care costs.

Tax Credit Helpline: 0845 300 3900.

Social Fund Loans and Community Care Grants

If you receive Income Support or Income-based Job Seeker's Allowances, you may be able to claim money from the Social Fund to cover fares for visiting someone in hospital, funeral costs, essential household items, clothes and removal costs. The rules are complicated, so seek advice about this.

Housing Benefit

This benefit is paid if you rent your home and have a low income. The amount of Housing Benefit you get will depend on your weekly income and the amount of savings you have.

Council Tax Benefit

If you pay Council Tax and have a low income, you may be able to claim Council Tax Benefit. Both Housing Benefit and Council Tax are paid by local councils and not by the Department for Works and Pensions. You should apply to your local council.

Debt

If you are concerned about debt, your local Citizens Advice Bureau (CAB) may be able to give you specialist

advice. For more information about your local CAB and other organisations that could help you, see the Local Organisations section.

There is a national helpline for people with debt problems on 0808 808 4000.

Benefits for Carers

Carer's Allowance

Carer's Allowance is paid to people who spend at least 35 hours each week looking after someone who are receiving Attendance Allowance or the middle or higher rate of the care component of Disability Living Allowance. You are allowed to earn a certain amount of money each week while still being entitled to this benefit. If you do not live with the person you are caring for, seek advice before claiming, as it may affect their benefits. If you receive Income Support then you may be entitled to a Carer Premium.

Where to get advice about carers benefits

For more advice about carers benefits, contact your local Benefits Office (see Local Organisations section), carers organisations (national and local) or contact the Invalid Care Allowance Unit directly.

Invalid Care Allowance Unit (ICA Unit)

Help with fares and visiting

If you are on Income Support, Child Tax Credit and Working Tax Credit, Income-based Jobseeker's Allowance or Disability Working Allowance, you may be entitled to be reimbursed for your return journey to the

hospital. You can claim for public transport fares or if you drive, the return mileage.

You will need to provide evidence of receiving benefit, for example, your benefit book or a letter from the Department of Work and Pensions and if possible, the relevant receipts for your journey. Not everyone receiving Child Tax Credit and Working Tax Credit will get help. You will need to take your documents to the hospital cashiers who will calculate how much you will be able to claim for your journey.

If you are not on these benefits but your income is low, you can apply to reclaim fares by filling in form HC1 (available from your local Department for Work and Pensions, Post Office or the hospital social services team).

Escorts

If you get help with your fares and need an escort to come to the hospital with you, you can claim their fares as well. You will need a letter from your GP or hospital doctor saying that there are medical grounds for someone to accompany you to hospital.

People visiting inpatients

If your close relatives are on Income Support or Income-based Jobseeker's Allowance, then they can apply to reclaim the cost of their fares for visiting you whilst you are in hospital. This help comes from the Social Fund.

Help with funeral costs

The Department for Work and Pensions may be able to help you with a grant from the Social Fund if you are responsible for funeral costs. If you are a close friend or

relative of someone who has died and you are on Income Support, Income-based Jobseeker's Allowance, Child Tax Credit (which is paid at a rate which is greater than the family entitlement), Working Tax Credit (which includes the Disability or Severe Disability element), Housing Benefit or Council Tax Benefit, you can apply for help towards the cost of a funeral. You need to make a claim on form SF200.

Bereavement benefits

If your spouse has died you may be able to apply for bereavement benefits. The husband or wife who has died must have paid National Insurance contributions. Further advice about these benefits is available from your local Citizens Advice Bureau or from the Benefits Advice Line

There are three bereavement benefits:

- **Bereavement payment** – this is a one-off lump sum payment that must be claimed within three months of the death
- **Widowed Parent's Allowance** – this is a weekly benefit that is paid to widows and widowers who have dependent children living at home
- **Bereavement Allowance** – This is a weekly benefit paid for up to 52 weeks to a widow or widower who was 45 or over when their spouse died.

Where to find out about benefits

Many people are unsure of the benefits they can apply for. There are a number of agencies that offer help and advice. If you already have a social worker they can advise you about whom to approach. You can contact a

social worker through your local social services or the hospital where you are being treated.

Information about benefits, information leaflets and application forms are available from your local Benefits Office Agency office, Post Offices or your hospital social work team.

You can find the number for your local Benefits Agency in the Local Organisations section and under “Benefits Agency” in the business and services section of your local phone book.

The Citizens Advice Bureau (CAB) service can offer you free, independent and confidential advice on benefits. This and other organisations providing financial advice can be found in the Finance section.

**Citizens Advice Bureau – Whitechapel
Invalid Care Allowance Unit (ICA Unit)
Seniorline**

Macmillan Cancer Support

This charity provides grants to people in financial need who have cancer or who are still affected by their illness. Contact details for Macmillan Cancer Relief can be found in the National Organisations section.

They do not accept applications from individuals with cancer. You will need to ask a professional to apply on your behalf, e.g. a Macmillan nurse, district nurse, GP, social worker or welfare rights advisor.

You will not qualify for a grant if your savings or your next weekly income is over a certain amount.

Macmillan Cancer Support

Cancerbackup

Cancerbackup provides an information and support service where Cancerbackup's specialist cancer nurses answer questions about any type of cancer, cancer treatments, or cancer-related issues. An interpreting service is available for non-English speakers.

Cancerbackup

Cancerbackup – Vicky Clement Jones Information Centre

INFORMATION AND ADVICE

Having cancer is likely to affect various areas of your life, including your family, social activities and work. It's not easy to be faced with extra problems when all your energy is focused on trying to get better. This section provides information about some of the organisations giving specific information and advice and about others that provide a more general service.

Employment information

Citizens Advice Bureau – Whitechapel

Financial information

You can find information on the benefits that are available through the Department for Work and Pensions.

Citizens Advice Bureau

The Citizens Advice Bureau (CAB) service can offer you free, independent and confidential advice on matters such as debt and consumer issues, benefits, housing, legal matters, employment and immigration.

Citizens Advice Bureau – Whitechapel

Council information points

Tower Hamlets Council

One Stop shop – Bethnal Green

One Stop shop – Bow and North Poplar

One Stop shop – Isle of Dogs and South Poplar

One Stop shop – Mile End

One Stop shop – Stepney and Wapping

Social Services

Social Care Team – Tower Hamlets

Councils for Voluntary Services (CVS)

A Council for Voluntary Services (CVS) have detailed information about local voluntary organisations. Some have websites offering this information.

Council for Voluntary Services (CVS) Community Partnership Team

Mobile Libraries

Mobile Library –Tower Hamlets

Legal advice

You may need legal advice on a variety of issues such as welfare benefits, housing, employment or immigration..

Citizens Advice Bureau – Whitechapel

Patient Advice and Liaison Service (PALS)

The Trust's Patient Advice and Liaison Service (PALS) offers confidential and on-the-spot advice for patients, their carers and families.

PALS offer support, information and advice about NHS services and patients' rights, and point patients to other local health or support organisations that may be able to help. PALS is also able to put patients, their carers and families in contact with the Trust's bi-lingual health advocates who can interpret on their behalf if English is not the first language.

Patients, their families and carers should always talk to their doctor, the nursing staff or the relevant person in the outpatient clinic or department in the first instance if there is a problem. If having done this, the problem or concern remains, they should contact the PALS service.

PALS can help with resolving – immediately, where possible – any problems patients experience at the Trust's hospitals, facilitating communication with the relevant health professionals. They can also advise on the Trust's complaint procedure.

Location

The main PALS office is based in the main reception at The Royal London. There is also a PALS office in the main reception at Barts.

Opening times

The Royal London PALS office is open Monday to Friday, 9.30am – 5.30pm.

Barts PALS office is open Monday to Thursday, 10am – 3pm. Both are wheelchair accessible.

Contact details

Telephone: 020 7943 1335

Fax: 020 7377 7361

Minicom: 020 7943 1350

Patient Advice and Liaison Services in the Community

Tower Hamlets PCT PALS service

PRACTICAL HELP

For many people, whatever their age, it is very important to stay as independent as possible for as long as possible. While your local social services will be able to provide you with services to help you stay at home, there are also other local organisations that offer practical help and support.

North London Dial a Ride

Community alarm services

These are available in many councils or boroughs. You will find they have different names, such as Aidcall, Careline or Helpline. This service is usually provided for anyone who feels vulnerable at home. People feel vulnerable for different reasons. Some fear falling over when there is no one else around to help them, while others feel unsafe because they live alone.

A special alarm unit is placed in your home and you are given a push button alarm to wear around your neck or wrist. You press the alarm button during an emergency, and then a community operator speaks to you through the unit to find out what help you need. The operator can then contact the named key holder, the mobile warden service or the emergency services, depending on local arrangements and the sort of help you need.

Age Concern AidCall
SeniorLine
Tower Hamlets Care Alarm Service

Voluntary organisations and charities providing equipment

British Red Cross

COMMUNITY SUPPORT

This section lists some of the organisations that provide support for specific groups of people. These may be people who share a common culture or ethnic background, or who have a disability. It also includes carers, older people, men, women and children. Some of these organisations may offer a particular service such as counselling, interpreting or information and advice.

Carers organisations

Carers UK – City of London
Carers UK – Tower Hamlets

Counselling

Relate

Relate has local centres throughout the country. It provides a confidential counselling service for anyone who is experiencing difficulties in marriage, or an adult couple relationship.

Relate - Aldgate
Relate – City of London

Samaritans

The Samaritans provide confidential emotional support to anyone who is suicidal or despairing. You can telephone, fax or e-mail 24 hours a day, seven days a week. There is also a correspondence branch for people who cannot use a telephone or who prefer to put their feelings down on paper.

Samaritans – Central London
Samaritans – Correspondence Branch

**BARTS AND THE LONDON NHS TRUST
CANCER SERVICES DIRECTORY
2006**

BLT Cancer Strategy Unit

The BLT Cancer Strategy Unit (CSU) co-ordinates trust wide cancer initiatives and provide a point of contact for network and external cancer organisations. Working closely with the Cancer Services Directorate and other clinical and corporate directorates, the CSU ensures BLT provides a strategic approach to the development of first class cancer care that is integrated with NHS, cancer network, academic and research partners.

Core team

Lead Cancer Doctor

Address: Floor 2, Front Block, Royal London Hospital
Telephone: 14-7439

General Manager (CSU) / Lead Cancer Manager

Address: 39–41 Little Britain, St Bartholomew's Hospital
Pager: 07659 150 978
Telephone 0207 601 8621

Lead Cancer Nurse

Address: 39–41 Little Britain, St Bartholomew's Hospital
Telephone: 0207 601 7583

Service Improvement Facilitator

Address:39–41 Little Britain, S Bartholomew’s Hospital
Telephone: 0207 601 8122

Data manager

Address:39–41 Little Britain, St Bartholomew’s Hospital
Telephone: 0207 601 8617

Cancer Management Team

Cancer Directorate General Manager

Telephone: 020 7601 8111

Radiotherapy Services Manager

Telephone: 020 7601 8365

Head of Radiotherapy Physics

Telephone: 020 7601 8356

PALLIATIVE CARE SERVICES

Team contact number, secretaries
and appointments: 020 7601 8500

Contact telephone number for all: 020 7601 8500
Fax: 020 7601 7589

THE RADIOTHERAPY TEAM

Radiotherapy Reception 020 7601
8357/8358

RADIOTHERAPY SERVICES AT BARTS & THE LONDON NHS TRUST

The Radiotherapy Department is located on the St Bartholomew's Hospital site in Bartholomew Close and is part of The Trust's Cancer Directorate. The core hours are Monday – Friday, 9am – 5pm; in certain circumstances treatment may occur outside these hours. An on – call service at weekends and Bank Holidays is offered for emergency treatment.

The department aims to provide a high quality, safe, accurate and effective service to both patients referred from the North East London Cancer Network and from further a field.

The department treatment facilities consist of 4 Linear Accelerators, 1 Superficial / Orthovoltage Unit, and 1 HDR Brachytherapy Unit. Treatment planning is equipped with a Simulator CT, CT Scanner and 5 dosimetry work stations. The treatment and planning equipment are connected using a secure department specific network.

The clinical oncologist explains the purpose of treatment and the short and long term side effects. The patient will be asked if they wish to proceed to treatment, although the actual treatment protocol to be used may not have been decided at this point, so treatment consent may be sought from the patient at a later date. The decision to treat with Radiotherapy prompts the completion of a radiotherapy booking form. Patients are offered the first available appointment based on a priority assessment undertaken by the clinical oncologist in parallel with

national guidelines. The production of an accurate customised treatment plan can involve the Mould-room, Simulator and / or CT Scanner appointments. The number of planning appointments is dependant upon the proposed treatment technique. During the time between the first planning appointment and the start of your treatment, a multi – disciplinary team including doctors, radiographers, technicians and physicists will design an individual plan for the radiotherapy treatment. In the interest of patient safety agreed checking procedures must be completed before the first treatment and during the course of treatment.

The first treatment appointment is generally longer than subsequent appointments. This allows time for the patient to be counselled about the treatment process. Additional clinical checks are required at the first treatment session. Dates and times of future treatments, support appointments and how to arrange additional unplanned appointments if required are also discussed with the patient.

Before the end of the treatment, appropriate follow up appointments will be discussed. The appointments may be within the Clinical Oncology clinic at BLT, with the Clinical Oncologists clinic at another Trust, or at a joint follow up clinic with the referring clinician.

The department works closely with staff within BLT, associated Trusts and the community. Here follows a list of some departmental contacts.

ALPHABETICAL LIST OF ORGANISATIONS WITHIN DIRECTORY

Age Concern AidCall

Linhay House, Linhay Business Park, Ashburton, Devon
TQ13 7UP

Tel: 01364654321

E-mail: careline@aidcall.co.uk

Website: www.aidcall.co.uk

Services offered: An emergency alarm service for anyone living in the UK. Available to anyone who feels vulnerable, due to an accident, fall or disability, who wants to maintain his or her independence in his or her own home.

- available to anyone who would benefit from 24hour contact
 - trained operators arrange assistance in emergency situations, usually from key holders who may be family, friends or neighbours
 - the AidCall system works anywhere in the UK
- Contact: Freephone daily, 7am–7pm. Office open Monday–Friday, 9am–5.30pm

Breast Cancer Support Group

Barts & The London NHS Trust, Resource Centre,
Ground Floor West Wing, West Smithfield, London
EC1A 7BE

Tel: 020 7601 8490

Services offered: The group meet on the 3rd Thursday of each month, May-September 5pm-7pm and October-April 2.30pm- 4.30pm. A diagnosis of breast cancer can leave you feeling shocked and isolated. This group meets once a month to provide support and information for women who have experience of breast cancer. If you are interested and are a patient of Barts & The London NHS Trust, please come along. If you want to find out

more, please contact the Breast Care Nurses

British Red Cross

10th Floor Westminster Tower, 3 Albert Embankment,
London SE1 7SP

Tel: 020 7793 3360

Fax: 020 7793 3361

E-mail: london_enquiries@redcross.org.uk

Website: www.redcross.org.uk

Services offered: first aid training; wheelchair loan; first aid cover at public events; home from hospital; information pack for new arrivals and refugees; medical loan; transport and escort; youth and schools service

Cancerbackup - National

3 Bath Place, Rivington Street, London EC2A 3JR

Tel: 020 7739 2280 or freephone 0808 8001234

Fax: 020 7696 9002

Website: www.cancerbacup.org.uk

Services offered: Our mission is to give cancer patients and their families the up-to-date information, practical advice and support they need to reduce the fear and uncertainty of cancer. Provide a cancer information service, cancer in your language, local centres, publications, a guide to information and support. Lines are open Monday-Friday, 9am-8pm

Cancerbackup - Vicky Clement Jones Centre

St Bartholomew's Hospital, West Smithfield, London
EC1A 7BE

Tel: 020 7601 7936 Fax: 020 7601 7893

E-mail: info@cancerbacup.org

Website: www.cancerbacup.org.uk

Services offered: Information about cancer and its treatment, publications, information and support,

internet access. Opening hours 9am-5pm, Mon-Friday

Carers UK - City of London

London TLC Services, St Leonards Hospital, Nuttall Street,

London N1 5LZ

Tel: 020 7749 2385

Fax: 020 7729 0184

E-mail: info@tlccare.org.uk

Website: www.tlccare.org.uk

Services offered: Support and information for carers

Carers UK - Tower Hamlets

PRTC Resource Centre, 21 Bayford Square, Stepney, Tower

Hamlets, London E10SG

Tel: 020 7779 1765

Website: www.carersuk.org/Information/Findinghelp

Services offered: Support and information for carers

Citizens Advice Bureau - Whitechapel

Unit 32 Greatorex Street, Hackney, London E1 5NP

Tel: 0870 1264014

Fax: 020 7375 2256

Website: www.citizensadvice.org.uk

Services offered: Drop in service Mon-Thu 10am-3pm

Phone advice Mon-Thu 1pm-3pm. Languages: Bengali, French, Hindi, Urdu

Community Partnership Team

Mulberry Place, 5 Clove Crescent, London E14 2BG

Tel: 020 7364 4454

Website: www.towerhamlets.gov.uk

Services offered: Provides a range of services relating to community groups and voluntary organisations, including grants

Council for Voluntary Services (CVS)

Faircross Community Complex, Hulse Avenue, Barking
IG11 9UP

Website: www.barking-dagenham.gov.uk

Services offered: Advice and information on voluntary services within the local areas

Dial-a-Ride

Mobility Section, Room 98, Social Services Department,
Civic Centre, Rainham Road North, Dagenham RM10
7BW

Tel: 020 8498 8200

Services offered: A local service that helps with the mobility needs of the disabled and elderly. The service operates from 8am to 12pm with passengers required to pay a small fee for each journey

Haven House Foundation

The White House, Mallinson Park, Woodford Green,
Essex IG8 9LB

Tel: 020 8505 9944

Fax: 020 8504 5894

E-mail: info@havenhouse.org.uk

Website: www.havenhouse.org.uk

Services offered: Haven House aims to provide short-term residential respite care. We endorse the need for children to be cared for at home in familiar surroundings but there is also a case to be made for residential respite care. 4 beds. Patient group - Children's service services available

Invalid Care Allowance Unit (ICA Unit)

Palatine House, Lancaster Road, Preston, Lancashire
PR1 1HB

E-mail: ICA-Customer-Services@MS21.dss.gsi.gov.uk

Services offered: Advice on and provision of the Invalid Care Allowance

London Chest Hospital (The)

Bonner Road, London E2 9JX

Tel: 020 7377 7000

Website: www.bartsandthelondon.org.uk

Macmillan Cancer Support

89 Albert Embankment, London, SE1 7UQ

Tel: 020 7840 7840

Fax: 020 7840 7841

E-mail: cancerline@macmillan.org.uk

Website: www.macmillan.org.uk

Services offered: A national cancer charity supporting people with cancer and their families with specialist information, treatment and care.

- a national information telephone helpline
- specialist advice on treatment, symptom management and psychological support, from diagnosis onwards, by Macmillan doctors and Macmillan nurses
- buildings for cancer treatment
- grants for people with cancer who are in financial need
- a nursing and medical educational programme

Contact Telephone, fax or email Monday–Thursday, 9am–5.30pm and Friday, 9am–5pm. Information line is available Monday–Friday, 9.30am–7.30pm

Macmillan Palliative Care Team - Barts

First Floor East Wing, St Bartholomew's Hospital, West Smithfield, London WC1A 7BE

Tel: 020 7601 8500

Fax: 020 7601 7589

Website: www.bartsandthelondon.org.uk

Services offered: Hospital support. Patient group – Adults

Mobile Library service - Tower Hamlets

Bancroft Library, 277 Bancroft Road, London E1 4DQ

Tel: 020 7364 1282

Fax: 020 7364 1286

E-mail: outreachlibrary@towerhamlets.gov.uk

Website: www.towerhamlets.gov.uk

Services offered: Minicom 020 8983 7057

Outreach and mobile library services. Home delivery service, visits to day centres and community centres, hospital visits, specialist outreach staff available

North London Dial A Ride

Units CD, Regents Avenue Industrial Estate, Regents Avenue,

Palmers Green, London N13 5UR

Tel: 020 8829 1200

Fax: 020 8829 1221

Services offered: For residents of who find it difficult or impossible to use public transport services

- can be used for any purpose except for a hospital appointment

 - unless visiting inpatients

- advance booking of journeys are required

- fares are roughly the same as on public transport.

One stop shop - Bethnal Green

255-279 Cambridge Heath Road, London E2 0HQ

Tel: 020 7364 3696

Fax: 020 7364 3641

E-mail: onestopshop.service@towerhamlets.gov.uk

Website: www.towerhamlets.gov.uk

Services offered: Information on community centres; council services; dealing with disabilities; environmental issues; health and safety; social services; support groups and transport

One Stop Shop - Bow and North Poplar

1 Ewart Place, Gladstone Place, London E3 5EQ

Tel: 020 7364 5516

Fax: 020 7364 5911

E-mail: onestopshop.service@towerhamlets.gov.uk

Website: www.towerhamlets.gov.uk

Services offered: Information on community centres; council services; dealing with disabilities; environmental issues; health and safety; social services; support groups and transport

One Stop Shop - Isle of Dogs and South Poplar

Jack Dash House, 2 Lawn House Close, Marsh Wall, London E14 9YQ

Tel: 020 7364 6111 Fax: 020 7364 6254

E-mail: onestopshop.service@towerhamlets.gov.uk

Website: www.towerhamlets.gov.uk

Services offered: Information on community centres; council services; dealing with disabilities; environmental issues; health and safety; social services; support groups and transport

One Stop Shop - Mile End

150 Burdett Road, Mile End, London E3 4JT

Tel: 020 8880 6190

E-mail: onestopshop.service@towerhamlets.gov.uk

Website: www.towerhamlets.org.uk

Services offered: Information on community centres; council services; dealing with disabilities; environmental issues; health and safety; social services; support groups and transport

One Stop Shop - Stepney and Wapping

Cheviot House, 227-233 Commercial Road, London E1 2BU

Tel: 020 7364 2714

E-mail: onestopshop.service@towerhamlets.gov.uk

Website: www.towerhamlets.gov.uk

Services offered: Information on community centres; council services; dealing with disabilities; environmental issues; health and safety; social services; support groups and transport

PALS - Tower Hamlets PCT

Mile End Hospital, Bancroft Road, London E1 4DG

Tel: 0800 3893093

Website: www.thpct.nhs.uk/ourservices

Services offered: We provide advice and information about local NHS services to help patients, their families, carers and health professionals

Patient Advice & Liaison Service (PALS) Barts

Old Home, Royal London Hospital, Whitechapel, London
E1 1BB

Tel: 020 7943 1335 Minicom 020 7943 1350

Fax: 020 7377 7361

E-mail: pals@bartsandthelondon.nhs.uk

Website: www.bartsandthelondon.nhs.uk

Prostate Cancer Support Group

Barts & The London NHS Trust, Abernethy Ward,
Ground Floor, KGV Wing, West Smithfield, London
EC1A 7BE

Tel: 020 7601 7831 / 020 7601 7394

Services offered: We are a forum where any patient (or friends/family) can talk about prostate cancer in a relaxed, informal setting. We meet on the second Tuesday of alternate months.

You can come along to seek advice or information, offer your own experience or simply gain support from others in a similar situation. A nurse specialist and a consultant urologist will be available for advice. For details of the next meeting, please contact Angela or Kemi

Relate – Aldgate

Aldgate

Tel: 020 8905 5175 / 07764 477190

E-mail: evelyncooney@hotmail.com

Services offered: Relationship counselling, sex therapy

Relate - City of London

Blackfriars

Tel: 07940 041025

E-mail: julie.shankly@easynet.co.uk

Website: www.121psychotherapy.co.uk

Services offered: Relationship counselling, sex therapy

Richard House Children's Hospice

Richard House Drive, London E16 3RG

Tel: 020 7511 0222

Fax: 020 7511 0220

E-mail: rich@richardhouse.org.uk

Website: www.richardhouse.org.uk

Services offered: Children's Hospices provide respite and terminal care for children and young people who are not expected to live into adulthood. Home Care sessions (average 3 hours), Day Care, Residential Care. Support is also offered to families, carers and siblings of children via our Befriending Service

Royal London Hospital (The)

Whitechapel Road, Whitechapel, London E1 1BB

Tel: 020 7377 7000

Website: www.bartsandthelondon.org.uk

St Bartholomew's Hospital

West Smithfield, London EC1A 7BE

Tel: 020 7377 7000

Website: www.bartsandthelondon.org.uk

St Francis Hospice

The Hall, Broxhill Road, Havering-atte-Bower, Romford,
Essex RM4 1QH

Tel: 01708 753319 Fax: 01708 757957

Website: www.stfrancishospice.co.uk

Services offered: 22 beds, home care, day care, hospice
at home

Patient group – Adults

St Joseph's Hospice

Mare Street, Hackney, London E8 4SA

Tel: 020 8525 6000/6084 (Admissions)

Fax: 020 8533 0513/020 8525 6085 (Admissions)

Website: www.stjh.org.uk

Services offered: 61 beds, home care, day care

Patient group - Adults

Samaritans - Central London

46 Marshall Street, London W1F 9BF

Tel: 020 7734 2800

Usual opening hours to receive callers, 9am to 9pm
every day of the year

Samaritans Correspondence Branch

PO Box 9090, Stirling, FK8 2SA

Services offered: Provides a confidential
correspondence service offering emotional support for
anyone in crisis or who is feeling isolated, despairing or
suicidal.

- for people without easy access to a telephone, who
have physical or sensory disabilities, are uncomfortable
using a telephone or who find it difficult to put feelings
into spoken words. Contact: by letter only

SeniorLine

Help the Aged, 207-221 Pentonville Road, London N1 9UZ

Tel: 020 7239 1837

Fax: 020 7278 1116

E-mail: info@helptheaged.org.uk

Website: www.helptheaged.org.uk

Services provided: Provides a telephone information and advice service for older people and their relatives, carers and friends

- information and advice on welfare and disability welfare benefits, community and residential care, housing options and adaptations
- help to access health and community services
- details of agencies offering local practical assistance

Contact Telephone, fax, text phone or email Monday–Friday, 9am–4pm

Social Care Team - Tower Hamlets

Customer Contact Centre, Tower Hamlet Town Hall, 6th Floor Mulberry Place, 5 Clove Crescent, London E14 3BG

Tel: 020 7364 3838

Fax: 020 7364 3860

E-mail: socialcare.team@towerhamlets.gov.uk

Website: www.towerhamlets.gov.uk

Services offered: Access to social services and advice on council services. Out of hours service telephone 020 7364 7000 5pm–9am

Tower Hamlets Care Alarm Service

London Borough of Tower Hamlets, 40-50 Southern Grove, Mile End, London E3 4PX

Tel: 020 7364 4827 (24 hours)

Website: www.towerhamlets.gov.uk

Services offered: The care alarm system is a 24 hour emergency service operated 365 days a year.

Installation is free and the service costs £100 per year

Tower Hamlets Council

Town Hall, Mulberry Place, 5 Clove Crescent, London E14 2BG

Tel: 020 7364 5000

Website: www.towerhamlets.gov.uk

Services offered: Services for local communities

Tower Hamlets PCT

Trust Offices, Mile End Hospital, Bancroft Road, London E1 4DG

Tel: 020 8223 8900

Fax: 020 8223 8907

E-mail: enquiries@thpct.nhs.uk

Website: www.thpct.nhs.uk

Services offered: Local NHS services for community

Walk in Centre – Whitechapel

Royal London Hospital, 174 Whitechapel Road, London E1 1BZ

Tel: 020 7943 1333

Services offered: No appointments required for this service where the public can attend with minor injuries and non-emergency medical conditions

Please send completed form to:

Caroline Moren MSc , Macmillan Information & Support
Manager
North East London Cancer Network
25-29 Ashfield Street, London E1 2AJ

Fax: 020 7377 1544

E-mail: caroline.moren@bartsandthelondon.nhs.uk