



**FREE**

**What**  
*to do*  
**Where**  
*to go*  
**Who**  
*to see*

*Sponsored by*



This information booklet is sponsored by CancerBACUP Jersey in support of Jersey Against Cancer and is available free of charge to patients, their families, friends and anyone involved in their care and support.

Additional copies are available upon request from:  
CancerBACUP Jersey– Freephone 0800 735 0275.

The booklet has been revised and updated with the aim of making it more user-friendly and where available E-mail addresses and Web sites are detailed.

The booklet details telephone contact numbers for hospital departments and relevant States departments and also provides information on the wide range of services and support available locally from cancer charities and associations including their contact telephone numbers, addresses, email addresses and websites where available.

For patients requiring treatment or consultations in the UK, there is a section relating to accommodation and travel and an outline explanation of The Health and Social Services policy with regard to the financial support available. The telephone contact number for the hospital department responsible for patient travel arrangements is also provided. In addition, there is information specifically relevant for patients who may require treatment in the Southampton/Wessex area, including the contact telephone number for the Jersey Liaison Sister who acts as a link for these patients and their families.

## HOSPITAL AND PUBLIC HEALTH DEPARTMENTS

General Hospital	Telephone: 622000
Breast Care Nurse	Telephone: 622207
Breast Screening Service	Telephone: 623790
Continence & Urotherapy Advisory Service	Telephone: 623010
Dental Department	Telephone: 622340
Dermatology Nurse Specialist	Telephone: 624069 & 624075
District Nurses	Telephone: 623603
Erectile Dysfunction Clinic	Telephone: 622550 or 622570
Exercise Referral	Telephone: 500099
Family Nursing and Home Care	Telephone: 789950
Family Planning Clinic	Telephone: 623781
GU Medicine/Sexual Health Clinic	Telephone: 622596
Gynae-Oncology Nurse	Telephone: 716609
Haematology Department	Telephone: 622593
Health Care Team for the Elderly	Telephone: 789950
Health and Social Services Helpline	Freephone 0800 735 0365
Health Promotion Unit	Telephone: 716013
Health Visitors	Telephone: 789950
Home Helps	Telephone: 789950
Hospital and Community Social Workers	Telephone: 623047
Hospital Counsellor – Anne Lane	Telephone: 622116
Hospital Pharmacy	Telephone: 622627
Lymphoedema Clinic	Telephone 876555
Microbiology Department	Telephone 622593
Oncology Department	Telephone: 622661
Pathology Department	Telephone: 622593
Patient Travel Desk	Telephone: 622310
Physiotherapy Department	Telephone: 622639
Psychology Department	Telephone: 623757
Sexual Health Clinic	Telephone: 626012
Social Services	Telephone: 623500
States of Jersey Department of Employment & Social Security	Telephone: 280000
Stoma Nurse – Community	Telephone: 623641
Stoma Nurse – Hospital	Telephone: 622784
Well Woman Clinic	Telephone: 623781
X-Ray Department	Telephone: 622844

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# LOCAL CANCER CHARITIES, ORGANISATIONS AND SERVICES

## After Breast Care Support Group (ABC)

ABC was set up by breast cancer patients to:

- Offer hope, support and friendship to women at any stage of breast cancer.
- Actively promote awareness of breast cancer through the media, open meetings with guest speakers and, various activities.

For further information please contact: Mobile: 07797 814 522

## Age Concern

Windsor House

Val Plaisant

St Helier, JE2 4TA

Freephone: 0800 735 0345

Fax: 617942

Frozen Meal Service Telephone: 870354

Email: acjersey@localdial.com

Age Concern Jersey was set up in 1991 to promote the welfare of the aged in the Island and purchased Windsor House, which is now an established day centre and a focal point for many senior citizens in the Island. Age Concern offers:

- Regular weekly activities, ranging from social afternoons (including Dao Yin and Bingo Club) to computer classes.
- Services range from frozen meals delivered to the door, to hairdressing and a Monday to Friday luncheon served at Windsor House.

## CancerBACUP Jersey

The Gervais Le Gros Resource Centre

Le Mont les Vaux

St Aubin

St Brelade, JE3 8AF

Information Service Freephone 0800 735 0275

Fax: 498373

Email: cancerbacup@jerseymail.co.uk

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

CancerBACUP Jersey provides patients, their families and those who care for them with up to date, accurate information, practical advice, emotional support and helps to reduce the fear and uncertainty of cancer.

CancerBACUP Jersey's Drop in Centre at The Gervais Le Gros Resource Centre is open: Monday to Friday 10 am to 1.00 pm

CancerBACUP Jersey's Nurse can:

- Explain and clarify medical terms.
- Give information about all types of cancer and different treatments used.
- Help patients cope with symptoms, side effects and other aspects of cancer.
- Provide information about clinical trials.
- Advise on Support Groups and where to get help.
- Advise on the practical issues of living with cancer.

CancerBACUP Jersey believes that counselling is an important form of support for patients and their families.

CancerBACUP Jersey's Counsellor is available to listen and help to make sense of feelings and worries and, to offer support and encouragement to cope with all the uncertainties that cancer brings. To make an appointment to talk to CancerBACUP Jersey's Counsellor please telephone: 0800 735 0275 or Mrs. Lallie Clarke Telephone: 490098

## **Cancer Research UK**

Jersey Contact – Robert Christensen  
Telephone: 857802

Email: [jersey@cancer.org.uk](mailto:jersey@cancer.org.uk)  
Website: <http://www.cancerresearchukjersey.org>

## **Cancer and Leukaemia in Children (CLIC)**

The Jersey branch of CLIC supports local children and families through enabling them to benefit from CLIC Haven at Southampton, which provides free accommodation for families while their child is being treated at Southampton General Hospital.

For further details please contact the Chairman, Dr Gwyn Llewelin: Telephone 725950

## **Citizens Advice Bureau (CAB)**

St Paul's Gate  
New Street  
St Helier  
Jersey  
JE2 3WP

Telephone: (01534) 724942  
Freephone: 0800 735 0249  
Fax: (01534) 617508  
Email: [advice@cab.org.je](mailto:advice@cab.org.je)  
Website: [www.cab.org.je](http://www.cab.org.je)

- CAB provides free and completely independent advice and information on a wide range of subjects on the Island, including health and social services; legal matters and housing problems.
- CAB is able to answer queries about immigration, deal with queries on consumer issues, has vast experience on family and personal matters and will work with you to sort out debt worries and claim all the benefits you may be entitled to.
- Everything is dealt with in the strictest confidence and advice is given professionally by fully trained voluntary and paid staff.
- OPENING HOURS: Monday to Friday 10 am to 3 pm. Saturday mornings 10 am to 12 noon

## **Family Nursing & Home Care:**

Le Bas Centre  
Health Visitors  
Home Care District Nurses

Telephone: 789950  
Telephone: 789950  
Telephone: 789950

## **Health & Social Services Information LineHelpline**

Freephone 0800 735 0365

Helpline is a 24-hour service run jointly by the Department of Health & Social Services and the Citizens Advice Bureau. All calls are confidential and the helpline offers information and advice on a wide range of topics including:

- Health Care: Advice on all aspects of Health Care.
- Home Care: Home Care Assistance Scheme, Meals on Wheels, Laundry Service, Transport, Community Alarm.
- Respite Care: Residential Homes, Day Care facilities, Leisure activities, money matters, Social Security allowances, Charities, Welfare, Legal Aid.
- Counselling Services: CancerBACUP Jersey, Jersey Cancer Relief and Samaritans.

## **Jersey Association of Carers Inc. (JACI)**

The General Hospital  
Parade Entrance  
Gloucester Street  
St Helier  
JE1 3QS  
Telephone: 766276  
Fax: 876162

## **Jersey Cancer Help Centre**

P.O. Box 500  
Jersey  
JE4 8XA  
Telephone 07797 787818  
E-mail: [jerseycancerhelpcentre@supanet.com](mailto:jerseycancerhelpcentre@supanet.com)  
Website : [www.jerseycancerhelpcentre.com](http://www.jerseycancerhelpcentre.com)

### **Objectives:**

- To offer an holistic approach to the care of people with cancer treating the mind, body and spirit therefore complementing conventional care.
- To hold regular meetings offering a range of complementary therapies, information, resources and education.
- To provide an opportunity for people with cancer to experience and learn a range of self-help techniques to promote wellbeing.
- To make available a place where people with cancer, their families and carers can drop in to chat to each other and professionals over a cup of tea.

### **Jersey Cancer Relief**

Jersey Cancer Relief provides confidential financial assistance to cancer patients and their families whilst they are going through the trauma of their illness and finding bills difficult to meet. Where there is a need they can help with:

- Doctors Fees
- Medicines and Dressings
- Heating
- Travel to mainland Hospitals and subsistence grants
- Family Nursing and Home Care expenses
- Other miscellaneous costs

A home call can be requested at any time by telephoning one of our following Visitors:

Joan Richard	Telephone: 854913
Judy de la Haye	Telephone: 861215
Patricia Lees	Telephone: 481541
Ruth Lucas	Telephone: 483599
Daphne Minihane	Telephone: 861178

## **Jersey Hospice Care**

Clarkson House  
Le Mont Cochon  
St Helier, JE2 3JB  
Telephone: 876555  
Fax: 876333

Jersey Hospice Care is a charitable organisation founded in 1982 to provide specialist nursing care, counselling and support for Cancer and Motor Neurone Disease patients and their families in Jersey. To ensure quality of life; this comprehensive service is provided through:

- The Home Care Service which provides 24 hour “on call” services, assesses pain, symptom control and liaises closely with GP’s and fellow Health Care professionals in the community.
- The Day Hospice which provides an opportunity for patients to enjoy a day in the pleasant surroundings of Clarkson House and many and varied activities e.g. relaxation, massage, aromatherapy, visiting speakers and entertainers.
- The Lymphoedema Clinic is also available at Clarkson House.
- Clarkson House is a six-bedded, inpatient unit, providing respite care, treatment e.g. blood transfusions, pain and symptom control and continuing care. All Hospice services are provided free of charge.
- The Bereavement Service offers support, individual counselling, support groups and is available to anyone in the community.

## **Jersey Wig Centre**

Industria House  
Red Houses  
St Brelade  
JE3 8LD  
Telephone: 490742

Please note that a wig subsidy may be available, provided you have the appropriate documentation – for details please contact any of the following:

Oncology Department	Telephone: 622661
The Breast Care Nurse Specialist	Telephone: 622207
Dermatology Nurse Specialist	Telephone: 622564

<b>Leukemia Research Fund</b>	Telephone: 481517
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<b>Lions Club</b>	Telephone: 816025
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<b>Minden Place</b> Counselling for Teenagers	Telephone: 634144
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## **Oakwell**

Park Estate  
St Brelade  
JE3 8EQ  
Telephone: 745202

Oakwell offers support and facilities for respite care to families who have children with special needs, including children with major and 'minor' medical problems.

The individual's needs are assessed in each case in order to ensure that Oakwell is the most appropriate agency to help and to ensure that the most relevant services are provided. The premises are maintained as safe and homelike and are available for the use of families. The atmosphere provides warmth, comfort and friendship.

### **The Prostate Cancer Group Jersey**

Enquires to Bill Tower: Telephone 855040

Email: bosunjsy@localdial.com

The Prostate Cancer Group:

- Raises awareness of the condition and supports patients and their families.
- Gives access to CancerBACUP Jersey's Information Nurse.
- Organises annual seminars with leading Consultants.
- Organises regular meetings of a Support Group where patients can exchange views on matters of common concern.

**Relate**

Telephone: 734980

**Samaritans**

Freephone: 08457909090

### **Sargent Cancer Fund for Children**

The Sargent Cancer Care Fund for Children provides children and their families with financial aid. For further information telephone: 854609

**Variety Club**

Telephone: 856937

# CANCERBACUP PUBLICATIONS

## **Brain Tumours, Bone Cancers and Sarcomas**

Understanding Brain Tumours  
Understanding Kaposi's Sarcoma  
Understanding Primary Bone Cancer  
Understanding Secondary Cancer in the Bone  
Understanding Soft Tissue Sarcomas

## **Children's Cancers**

A Parents Guide to Children's Cancers

## **Digestive System Cancers**

Understanding Cancer of the Large Bowel  
Understanding Secondary Cancer in the Liver  
Understanding Cancer of the Gullet (Oesophagus)  
Understanding Cancer of the Pancreas  
Understanding Cancer of the Stomach

## **Genito-Urinary Cancers**

Understanding Cancer of the Bladder  
Understanding Cancer of the Kidney  
Understanding Cancer of the Prostate  
Understanding Testicular Cancer

## **Head and Neck Cancers**

Understanding Cancers of the Head and Neck  
Understanding Cancer of the Larynx  
Understanding Cancer of the Thyroid

## **Leukaemias and Lymphomas**

Understanding Acute Lymphoblastic Leukaemia  
Understanding Acute Myeloid Leukaemia  
Understanding Chronic Lymphocytic Leukaemia  
Understanding Chronic Myeloid Leukaemia  
Understanding Hodgkin's Disease  
Understanding Myeloma  
Understanding Non-Hodgkin's Lymphomas

## **Living with Cancer**

Cancer and Complementary Therapies  
Cancer and Older People  
CancerBACUP Recipes  
Controlling Cancer Pain  
Controlling the Symptoms of Cancer  
Coping at Home: Caring for Someone with Advanced Cancer  
Coping with Advanced Cancer  
Coping with Fatigue  
Coping with Hair Loss

## **Living with Cancer (continued)**

Diet and the Cancer Patient

Dying with Cancer

The Emotional Effects of Cancer

Lost for Words: How to Talk to Someone with Cancer

Sexuality and Cancer

Travel and Cancer

Understanding Lymphoedema

Understanding the PSA Test

What Do I Tell the Children? – A Guide for a Parent with Cancer

What Now? – Adjusting to Life After Cancer

Who Can Ever Understand? – Talking About your Cancer

## **Lung Cancers**

Understanding Cancer of the Lung

Understanding Mesothelioma

## **Men's Cancers**

Understanding Cancer of the Prostate

Understanding Testicular Cancer

## **Screening, Genetics, Referral**

Understanding Breast Screening

Understanding Cancer Genetics

Understanding Cervical Screening

Understanding the NHS Cancer Referral Guidelines

## **Skin Cancers**

Understanding Cancer of the Skin

Understanding Malignant Melanoma

## **Treatments**

Understanding Stem Cell and Bone Marrow Transplants

Understanding Breast Reconstruction

Understanding Cancer Research Trials

Understanding Chemotherapy

Understanding the FOCUS Trial

Understanding the Mesothelioma Treatment Trial (M501)

Understanding Radiotherapy

## **Women's Cancers**

Understanding Cancer of the Breast

Understanding Secondary Breast Cancer

Understanding Cancer of the Cervix

Understanding Cancer of the Ovary

Understanding Cancer of the Vulva

Understanding Cancer of the Womb

# TRAVEL AND ACCOMMODATION

## HEALTH & SOCIAL SERVICES COMMITTEE GENERAL

### INFORMATION IN RESPECT OF PATIENT TRAVEL TO THE UNITED KINGDOM

If you are referred by a hospital consultant to the UK Health Service for diagnostic tests or treatment, we are aware that you may find the situation anxiety provoking. Hospital Travel Office staff are there to help you, they will provide you with information; book your flights and even your onward travel. If accommodation is required for either yourself or a relative they can advise on availability and cost and help you to make the necessary arrangements.

Some hospitals have special arrangements, for example the Liaison Sister at Southampton General Hospital; the travel transfer arrangements offered by St. George's Hospital in London; or low cost accommodation for relatives. The travel desk staff will advise you when these special arrangements apply. It is advisable to check with the Hospital Patient Travel Desk for up to date information relating to any policy changes - Telephone: 622310.

At the time of compilation of this information booklet, the Health and Social Security Services Committee policy regarding financial support is as follows:

1. Patients who receive Welfare support, are Health Insurance Exempt (HIE) or are of limited means, will not be expected to make any contribution to their travel costs.
2. All other patients, except those with a family income in excess of £54,000 per annum, will have their airfare and reasonable airport to hospital transfer costs paid by the Committee.
3. Accommodation costs are not normally an issue for the patient, as you will be travelling on an out-patient basis, or will be admitted (free) to hospital. In the rare situations when overnight accommodation is necessary, reasonable costs will be met by the Committee unless the patient enjoys a family income in excess of £54,000 per year.
4. Relatives travel costs are not normally met by the Committee, unless the doctor has determined that an escort/companion is required on clinical grounds. Registered disabled people, the frail elderly, or those under 18 years of age, are normally escorted as a matter of course, but it is the patient's condition that determines whether an escort is necessary. In those circumstances when an escort is required on clinical grounds, support will be provided on the same basis as that offered to patients in respect of travel, as described in 1 and 2 above. Ordinarily, accommodation costs for relatives will only be met if the escort meets the criteria described in 1 above.

It is the Committee's intention to provide financial support to those who most need it. If you have to travel to the UK for diagnostic tests or treatment and the costs in any way embarrass you financially, do not hesitate to discuss the matter in confidence with the travel office staff. This advice applies even if you do not fit neatly into the groupings described in 1, 2, 3 and 4 above.

## **ACCOMMODATION**

The Manor House  
Mainsbridge Road  
West End  
Southampton SO18 3HW  
Tel: 023 8046 4721 Fax: 023 8047 2292

The Manor House is part of Southampton University Hospital Trust and provides accommodation for people receiving treatment at The Radiotherapy Department at the Royal South Hants Hospital (RSH) or Southampton General Hospital (SGH). A trained nurse is on duty Monday to Friday between 8 a.m. and 4 pm and at all other times staff can contact local GPs and District Nurses who provide out-of-hours cover. There is also a direct telephone line to radiotherapy ward staff.

The Manor House has 15 rooms of which 14 are twin rooms and residents may be asked to share with a fellow patient. Each room has en-suite washing and toilet facilities, a telephone (a charge is made for outgoing calls) and a portable television. It is possible to borrow a video combi unit and videotapes and to have use of a washing machine, tumble dryer, hairdryers, electric razors, personal cassette and CD players and a selection of Talking Books. Car parking is available free of charge.

The Manor House is situated on the East side of Southampton with easy access to Southampton Airport, Southampton Parkway Train Station, major and local bus routes and the M27, M3 and A3. Local bus companies provide regular services to: West End, Hedge End, Eastleigh, Bitterne and Southampton and bus stops are situated outside The Manor House. In addition, taxis can be arranged on request, pre-booking is advised.

A Garden Centre with Café/restaurant is situated on the opposite side of the road from The Manor House.

Townhill shops are a 5-minute walk away and include:

A Convenience Store; Grocer; Chemist; Hairdresser; Video Rental Store; Doctors' Surgery; an Indian Restaurant; a Chinese Take-away; a Fish & Chip Take-away and Two Brothers Public House.

West End Town Centre which is a 5-minute bus ride away offers:

A Convenience Store; Chemist; Baker; Post Office; Video Rental Store; Hairdresser; Chinese Take-away and West End Brewery Public House.

Hedge End Town Centre is a 10-minute bus ride away and in addition to a similar selection of shops, has Marks & Spencer and Sainsbury Superstores as well as most major Banks and Building Societies.

## **WEEKENDS**

The accommodation at The Manor House is available during the weekend, but alternatively, should you go away at the weekend, your belongings can remain at The Manor House.

## **PRIVATE PATIENT'S ACCOMMODATION**

The accommodation at The Manor House is available for private patients, who should be aware that because full-time nursing care is not available, the medical insurance companies must be contacted in advance to agree the reimbursement allowance they are sometimes able to provide in respect of the accommodation.

## **RELATIVE'S ACCOMMODATION**

Depending on availability, accommodation may occasionally be available for relatives or carers who wish to stay. Please telephone to discuss availability and all other details, including charges. Details of hotels and guesthouses in the Southampton area can be obtained from:

CancerBACUP Jersey Tel: 0800 735 0275 or the Jersey Liaison Sister Steph Hyde:  
Telephone: (02380) 794515 or Pager No.07693 675077.

Relatives and carers may be able to get help with accommodation costs and advice is available from CancerBACUP Jersey or Steph Hyde.  
A list of convenient Hotel and B & B accommodation for family and friends is also available from Steph Hyde upon request.

## **SELF CATERING ACCOMMODATION – Southampton & Portsmouth Area**

HotelApartments co.uk Limited  
PO Box 1082  
Southampton  
SO17 2WF  
Telephone: 0870 350 3567  
Email: [manager@hotelapartments.co.uk](mailto:manager@hotelapartments.co.uk)  
Website: [www.hotelapartments.co.uk](http://www.hotelapartments.co.uk)

Town or Country  
60 Oxford Street,  
Southampton  
SO14 3DL  
Telephone: 02380 881000  
Fax: 023 8088 1010  
Email: [info@town-or-country.co.uk](mailto:info@town-or-country.co.uk)  
Website: [www.town-or-country.co.uk](http://www.town-or-country.co.uk)

## **JERSEY LIAISON SISTER**

In association with the Jersey Health and Social Services and Southampton University Hospital's NHS Trust Steph Hyde has been appointed the Liaison Sister for Jersey, to act as a link for patients being admitted to regional centres, and also for their families.

Steph (as she likes to be called) is there to be a "friendly face" and to support patients and families. Steph will visit patients regularly during their stay, help with accommodation for relatives, arrange transport on discharge and will assist with any other queries and concerns. Steph will also assist the ward staff to make sure that any recovery support required is in place when patients return to Jersey.

Steph is available from 8a.m.to 4p.m Monday to Friday.  
Telephone: (02380) 794575 - there is also an answerphone service available for messages to which Steph will respond as soon as possible.  
Steph may also be contacted on Pager No: 07693 675077

## **RETURNING HOME**

### **States of Jersey Social Security**

The States of Jersey Social Security Department administers a range of contributory and non-contributory benefits. Benefits are paid for many reasons, including incapacity for work because of sickness.

Various booklets are available from the Social Security Department, but should you have any doubts or difficulties with regard to any aspects of the Social Security Scheme please contact the Department where the staff will be pleased to help you.

### **States of Jersey Social Security Department**

PO Box 55

Philip Le Feuvre House

La Motte Street

St. Helier, JE4 8PE

Telephone: 280000

Fax: 280280

# NATIONAL CANCER CHARITIES AND ORGANISATIONS

## **ACT (Action for Children with Life-threatening conditions and their Families)**

Orchard House  
Orchard Lane  
Bristol BS1 5DT  
Information Telephone: 0117 922 1556  
Fax: 0117 930 4707  
Email: [info@act.org.uk](mailto:info@act.org.uk)  
Website: [www.act.org.uk](http://www.act.org.uk)

## **Brain Tumour Foundation**

PO Box 162  
New Malden  
Surrey KT3 4WH  
Telephone: 0208 336 2020  
Email: [btf.uk@virgin.net](mailto:btf.uk@virgin.net)

## **Breast Cancer Care**

Kiln House  
210 New Kings Road  
London  
SW6 4NZ  
Telephone: 020 7384 2984  
Free helpline: 0808 800 6000  
Email: [info@breastcancercare.org.uk](mailto:info@breastcancercare.org.uk)  
Website: [www.breastcancercare.org.uk](http://www.breastcancercare.org.uk)

## **Breast Care Campaign**

Blythe Hall  
100 Blythe Road  
London W14 0HB  
Telephone: 0207 371 1510  
Email: [uk@breastcare.co.uk](mailto:uk@breastcare.co.uk)  
Website: [www.breastcare.co.uk](http://www.breastcare.co.uk)

## **Bristol Cancer Help Centre**

Grove House  
Cornwallis Grove  
Bristol BS8 4PG  
Telephone: 0117 980 9500  
Fax: 0117 923 9184  
Helpline: 0845 123 2310  
Email: [info@bristolcancerhelp.org](mailto:info@bristolcancerhelp.org)  
Website: [www.bristolcancerhelp.org](http://www.bristolcancerhelp.org)

## **British Association for Counselling & Psychotherapy**

BACP House  
35-37 Albert Street  
Rugby  
Warwickshire CV21 2SG  
Telephone: 0870 443 5252  
Fax: 0870 443 5161  
Email: [bacp@bacp.co.uk](mailto:bacp@bacp.co.uk)  
Website: [www.bacp.co.uk](http://www.bacp.co.uk)

## **British Colostomy Association**

15 Station Road  
Reading  
Berkshire RG1 1LG  
Freephone Helpline: 0800 328 4257  
Telephone: 0118 939 1537  
Fax: 0118 956 9095  
Email: [sue@bcass.org.uk](mailto:sue@bcass.org.uk)  
Website: [www.bcass.org.uk](http://www.bcass.org.uk)

## **British Lymphology Society**

1 Webb's Court  
Buckhurst Avenue  
Sevenoaks,  
Kent TN13 1LZ  
Telephone: 01732 740850  
Fax: 01732 459225  
E-mail: [admin@blsac.demon.co.uk](mailto:admin@blsac.demon.co.uk)  
Website: <http://www.lymphoedema.org/bls/>

## **CancerBACUP**

3 Bath Place, Rivington Street  
London EC2A 3JR  
Tel: 020 7696 9003  
Fax: 020 7696 9002  
Freephone: 0808 800 1234  
Website: [www.cancerbacup.org.uk](http://www.cancerbacup.org.uk)

CancerBACUP's 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.

CancerBACUP produces 66 regularly updated information booklets of up to 80 pages; they cover all the common cancers, cancer treatments, and the practical aspects of living with cancer. CancerBACUP also produces a range of over 200 fact sheets on subjects such as specific treatments and rare types of cancer. These publications are written by cancer specialists specifically for cancer patients and their families, and are extensively reviewed and regularly updated so that they represent the current consensus view of medical opinion in the UK. The booklets are also available from CancerBACUP Jersey free of charge for patients and their families - Freephone Telephone: 0800 735 0275

## **Cancer Care Society**

11 The Cornmarket  
Romsey  
Hampshire  
SO51 8GB  
Administration Telephone: 01794 830 300  
Administration Fax: 01794 518 133  
Email: [info@cancercaresociety.org](mailto:info@cancercaresociety.org)

## **The Cancerkin Centre**

Royal Free Hospital  
Pond Street  
London NW3 2QG  
Telephone: 020 7830 2310  
Fax: 020 7830 2324  
Email: [cancerkin@rfc.ucl.ac.uk](mailto:cancerkin@rfc.ucl.ac.uk)  
Website: <http://www.cancerkin.org.uk/>

## **Cancer Counselling Trust**

1 Noel Road  
London N1 8HQ  
Telephone: 020 7704 1137  
Fax: 020 7704 8620  
E-mail [support@cctrust.org.uk](mailto:support@cctrust.org.uk)  
Website: <http://www.cctrust.org.uk>

## **CancerHelp UK**

Institute for Cancer Studies  
The University of Birmingham  
Edgbaston  
Birmingham B15 2TA  
Email: [cancer.info@cancer.org.uk](mailto:cancer.info@cancer.org.uk)  
Website: <http://www.cancerhelp.org.uk>

## **Cancer Laryngectomy Trust**

PO Box 618  
Halifax  
West Yorkshire  
HX3 8WX  
Tel: 01422 205522 Fax: 01422 205522

## **Cancer Research UK**

P.O. Box 123  
Lincoln's Inn Fields  
London WC2A 3PX  
Telephone: (Customer Services) 020 7009 8820  
Telephone: (Switchboard) 020 7242 0200  
Fax: 020 7269 3100  
Website: <http://www.cancerresearchuk.org/>

## **Carers UK**

Ruth Pitter House  
20-25 Glasshouse Yard  
London EC1A 4JT  
Carersline: 0808 808 7777  
Email: [info@ukcarers.org](mailto:info@ukcarers.org)  
Website: [www.carersonline.org.uk](http://www.carersonline.org.uk)

## **Changing Faces**

1 & 2 Junction Mews  
London W2 1PN  
Telephone: (office hours) 020 7706 4232  
Fax: 020 7706 4234  
Email: [info@changingfaces.co.uk](mailto:info@changingfaces.co.uk)  
Website: <http://www.changingfaces.co.uk/>

## **Christian Lewis Children's Cancer Care**

62 Walter Road  
Swansea  
West Glamorgan  
SA1 4PT  
Telephone: 01792 480500  
Fax: 01792 480700  
Email: [enquiries@childrens-cancer-care.org.uk](mailto:enquiries@childrens-cancer-care.org.uk)  
Website: [www.childrens-cancer-care.org.uk](http://www.childrens-cancer-care.org.uk)

## **CLIC (Cancer and Leukaemia in Childhood)**

Abbey Wood Business Park  
Filton  
Bristol  
BS34 7JU  
Telephone: 0845 301 0031  
Fax: 0117 311 2649  
Email: [info@clic.org.uk](mailto:info@clic.org.uk)  
Website: <http://www.clic.uk.com>

## **Cruse Bereavement Care**

Cruse House  
126 Sheen Road  
Richmond  
Surrey TW9 1UR  
Helpline Telephone: 0870 167 1677  
Email: [helpline@crusebereavementcare.org.uk](mailto:helpline@crusebereavementcare.org.uk)  
General Email: [info@crusebereavementcare.org.uk](mailto:info@crusebereavementcare.org.uk)  
Website: [www.crusebereavementcare.org.uk](http://www.crusebereavementcare.org.uk)

## **Depression Alliance**

35 Westminster Bride Road  
London SE1 7JB  
Telephone: 0845 123 23 20  
Fax: 020 7633 0559  
Email: [information@depressionalliance.org](mailto:information@depressionalliance.org)  
Website: <http://www.depressionalliance.org/>

## **Edward's Trust**

Edward House  
St Mary's Row  
Birmingham  
B4 6NY  
Telephone: 0121 237 5656  
Fax: 0121 237 5657  
Email: [info@edwardstrust.org](mailto:info@edwardstrust.org)  
Website: [www.edwardstrust.org.uk](http://www.edwardstrust.org.uk)

## **GaysCan**

Angus W Earnshaw  
Organiser, GaysCan  
7 Baron Close  
Friern Barnet  
LONDON N11 3PS  
Telephone: 020 8368 9027 – 10am to 7pm except Sundays  
Email: [gayscan@blotholm.org.uk](mailto:gayscan@blotholm.org.uk)

## **Help Adolescents with Cancer**

1st Floor, Post Office Building  
338 Hollinwood Avenue  
New Moston  
Manchester  
M40 0JB  
Helpline: 0161 688 6244 – 24 hour service  
Fax: 0161 682 4020  
Website: [www.hawc-co-uk.com](http://www.hawc-co-uk.com)

## **Ileostomy & Internal Pouch Support Group**

Pevehill House  
1-5 Mill Road  
Ballyclare  
Co Antrim  
BT39 9DR  
Telephone: 0800 0184 724  
Fax: 028 9332 4606  
Email: [info@the-ia.org.uk](mailto:info@the-ia.org.uk)  
Website: [www.the-ia.org.uk](http://www.the-ia.org.uk)

## **IMF (UK) Myeloma**

International Myeloma Foundation (UK)

2nd Floor

31 York Place

Edinburgh

Scotland

EH1 3HP

Telephone: 0131 557 3332

Freephone Helpline: 0800 980 3332

Fax: 0131 556 9720

Email: [TheIMF@myeloma.org.uk](mailto:TheIMF@myeloma.org.uk)

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

## **Jo's Trust – Fighting Cervical Cancer**

Telephone: 01327 361787

Fax: 01327 361784

Email: [Pamela@jotrust.co.uk](mailto:Pamela@jotrust.co.uk)

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

## **Kidney Cancer UK**

50 Lower Pastures

Great Oakley

Corby

Northamptonshire

NN18 8JJ

Tel (Helpline): 024 7647 4993 Tel: 01536 741 391

Best time to telephone: 9.30am - 9.00pm, any day.

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

## **Let's Face It**

Christine Piff

14 Fallowfield

Yateley

Hampshire

GU46 6LW

Telephone: 01252 879630

Fax: 01252 872633

Website: [www.letsfaceit.force9.co.uk](http://www.letsfaceit.force9.co.uk)

## **Leukaemia CARE**

2 Shrubbery Avenue

Worcester

Worcestershire

WR1 1QH

Telephone: 01905 330003

Fax: 01905 330090

CARE Line Telephone: 0800 1696680 – 24 hours a day, 7 days a week

Email: [info@leukaemiacare.org.uk](mailto:info@leukaemiacare.org.uk)

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

## **Lymphoma Association**

PO Box 386

Aylesbury

Bucks

HP20 2GA

Freephone Helpline: 08 08 808 5555

Email: [information@lymphoma.org.uk](mailto:information@lymphoma.org.uk)

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

## **Lymphoedema Support Network**

St Luke's Crypt

Sydney Street

London SW3 6NH

Information & Support Telephone: 020 7351 4480

Administration: 020 7351 0990

Fax: 020 7349 9809

Email: [adminlsn@lymphoedema.freemove.co.uk](mailto:adminlsn@lymphoedema.freemove.co.uk)

Website: [www.lymphoedema.org/lsn](http://www.lymphoedema.org/lsn)

## **Macmillan Cancer Relief**

89 Albert Embankment

London SE1 7UQ

Tel: 0808 808 2020

Fax: 020 7840 7841

Email: [cancerline@macmillan.org.uk](mailto:cancerline@macmillan.org.uk)

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

## **Marc's Line (Melanoma and Related Cancers of the Skin)**

Telephone: 01722 415071

## **Marie Curie Cancer Care**

89 Albert Embankment

London SE1 7TP

Telephone: 0207 599 7777

Fax: 0207 599 7788

Email: [info@mariecurie.org.uk](mailto:info@mariecurie.org.uk)

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

## **NASPCS (The National Advisory Service for Parents of Children with Stoma)**

51 Anderson Drive

Darvel

Ayrshire

KA17 0DE

Telephone: 01560 322024 - Best times to phone: 24 hours (Answerphone available)

E-Mail: [john@stoma.freemove.co.uk](mailto:john@stoma.freemove.co.uk)

Web: [www.naspcs.co.uk](http://www.naspcs.co.uk)

## **National Association of Laryngectomy Clubs**

Ground Floor  
6 Rickett Street  
Fulham  
London SW6 1RU  
Telephone: 020 7381 9993 Fax: 020 7381 0025

## **National Cancer Alliance**

PO Box 579  
Oxford OX4 1LB  
Telephone: 01865 793566  
Fax: 01865 251050  
Email: [nationalcanceralliance@btinternet.com](mailto:nationalcanceralliance@btinternet.com)  
Website: <http://www.nationalcanceralliance.co.uk/>

## **New Approaches to Cancer**

St Peter's Hospital  
Guildford Road  
Chertsey  
Surrey  
KT16 0PZ  
Telephone: 01932 879882  
Fax: 01932 874349  
Freephone 0800 389 2662  
Email: [help@anac.org.uk](mailto:help@anac.org.uk)

## **Oesophageal Patients' Association**

16 Whitefields Crescent,  
Solihull, B91 3NU  
Tel: 0121 704 9860  
Email: [opa@ukgateway.net](mailto:opa@ukgateway.net)

## **Ovacome**

St Bartholomew's Hospital,  
West Smithfield, London EC1A 7BE  
Telephone: 07071 781861  
9:00am-1:00pm Monday to Wednesday, 9:00am-12:00 noon Thursdays  
E-mail : [gdq53@dial.pipex.com](mailto:gdq53@dial.pipex.com)  
Website: [www.ovacome.org.uk](http://www.ovacome.org.uk)  
Alternative E-mail: [internetfriends@ovacome.org.uk](mailto:internetfriends@ovacome.org.uk)

## **Prostate Cancer Charity**

3 Angel Walk,  
Hammersmith  
London W6 9HX  
Confidential Help Line Telephone: 0845 300 8383 – Monday to Friday 10a.m. to 4p.m.  
Telephone: 020 8222 7622  
Fax: 020 8222 7639  
Email: [info@prostate-cancer.org.uk](mailto:info@prostate-cancer.org.uk)  
Website: <http://www.prostate-cancer.org.uk>

**Prostate Help Association – Postal contact only**

PHA  
Langworth  
Lincoln  
LN3 5DF  
Web: [www.pha.u-net.com](http://www.pha.u-net.com)

**Rainbow Centre for Children**

27 Lilymead Avenue  
Bristol  
BS4 2BY  
Tel: 0117 985 3343  
Fax: 0117 985 3353  
Email: [contact@rainbowcentre.fsnet.co.uk](mailto:contact@rainbowcentre.fsnet.co.uk)

**Retinoblastoma Society**

The Royal London Hospital  
Whitechapel Road  
London  
E1 1BB  
Tel: 0207 377 5578 - Best time to telephone: 9am - 5.00pm, Monday - Friday  
Fax: 027 377 0740  
Website: [www.rbsociety.org.uk](http://www.rbsociety.org.uk)

**Sargent Cancer Care for Children**

Griffin House  
161 Hammersmith Road  
LONDON W6 8SG  
Telephone: 020 8752 2800  
Fax: 020 8752 2806  
Email: [care@sargent.org](mailto:care@sargent.org)  
Website: <http://www.sargent.org/>

**Sexual Dysfunction Association  
(Formerly The Impotence Association)**

Windmill Place Business Centre  
2-4 Windmill Lane  
Southall  
Middlesex  
UB2 4NJ  
Helpline: 0870 7743571  
Email: [info@sda.uk.net](mailto:info@sda.uk.net)  
Website: [www.sda.uk.net](http://www.sda.uk.net)

### **Skin Cancer Research Fund (ScaRF)**

Department of Plastic Surgery  
Frenchay Hospital  
Frenchay  
Bristol  
BS16 1LE  
Telephone: 0117 970 1212  
Skin Cancer Specialist Nurses 0117 9701212 Ext. 3381  
Website: [www.skin-cancer-research-fund.org.uk](http://www.skin-cancer-research-fund.org.uk)

### **The National Kidney Research Fund**

Kings Chambers  
Priestgate  
Peterborough  
PE1 1FG  
Telephone: 01733 704650  
Fax: 01733 704699  
Telephone Helpline: 0845 300 1499  
Alternatively: Text the word 'Kidney' followed by your message to 0778 620 0505  
Email: [helpline@nkrf.org.uk](mailto:helpline@nkrf.org.uk)  
Website: <http://www.nkrf.org.uk>

### **The Neuroblastoma Society**

Beverley House  
Frilford  
Oxfordshire OX13 5NU.  
Telephone: 01727 851818 - Best time to telephone: 9am - 5.30pm, Monday – Friday  
Fax: 01727 851818  
Email: [nsoc@ukonline.co.uk](mailto:nsoc@ukonline.co.uk)  
Website: [www.nsoc.co.uk](http://www.nsoc.co.uk)

### **The Teenage Cancer Trust**

38 Warren Street  
London  
W1T 6AE  
Telephone: 020 7387 1000  
Fax: 020 7387 6000  
Email: [tct@teencancer.bdx.co.uk](mailto:tct@teencancer.bdx.co.uk)  
Website: [www.teencancer.org](http://www.teencancer.org)

### **Urostomy Association**

18 Foxglove Avenue  
Uttoxeter  
Staffs  
ST14 8UN  
Telephone : 0870 770 7931  
Fax: 0870 770 7932  
Email: [secretary@classmail.co.uk](mailto:secretary@classmail.co.uk)  
Website: [www.uagbi.org](http://www.uagbi.org)

## **Wessex Cancer Trust (WCT)**

Bellis House

11 Westwood Road

Southampton

SO17 1DL

Telephone: 023 8067 2200

Fax: 023 8067 2266

Counselling: 023 8067 2255

Email: [wct@wessexcancer.org](mailto:wct@wessexcancer.org)

Web site: [www.wessexcancer.org](http://www.wessexcancer.org)

## **WCT Marc's Line (Melanoma and Related Cancers of the Skin)**

Telephone: 01722 415071

## **WCT Phone line for Men with Cancer:**

Telephone (02380) 775611

## **WCT Jane Scarth House:**

Telephone 01794 830374

The Wessex Cancer Trust supports many aspects of cancer care for adults and children throughout Dorset, Hampshire, Wiltshire, The Isle of Wight and the Channel Islands, including:

- The production of cancer prevention/patient information leaflets.
- The improvement of patient facilities.
- The purchase of equipment and the provision of mobile breast screening units.
- Counselling and complimentary therapy.
- Financial help for cancer patients and their families.
- Provides education and information for patients, families and professionals
- Promotes cancer prevention, funding early detection and research.
- Marc's Line provides telephone help and advice and a melanoma self-help network dedicated to those with personal experience of skin cancer and is a resource and advice centre for skin cancer patients and their families, providing information and literature on skin cancers and prevention strategies.
- Jane Scarth House, Romsey - Drop-in befriending/complementary therapy and counselling centre.
- A Chalet at Hoburne Naish Holiday Park, New Milton, Hampshire providing a holiday home for cancer patients and their families.

## **Winston's Wish – Supporting Bereaved Children and Young People**

Clara Burgess Centre

Bayshill Road

Cheltenham

GL50 3AW

General Enquiries Telephone: 01242 515157

Family Line: 0845 20 30 40 5

Fax: 01242 546187

Email: [info@winstonswish.org.uk](mailto:info@winstonswish.org.uk)

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

**Women's Health (now incorporating Hysterectomy Support Network)**

c/o Women's Health

52 Featherstone Street

London EC1Y 8RT

Tel: 0207 251 6580

Email: [health@womenshealthlondon.org.uk](mailto:health@womenshealthlondon.org.uk)

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

# GLOSSARY

The following glossary defines some medical terms that you may come across:

**ANALGESIC:** Pain killers.

**BIOPSY:** Sample of tissue removed for examination under a microscope.

**CHEMOTHERAPY:** Treatment with drugs that act selectively on the cause of the disorder.

**COLOSTOMY:** Opening from the large bowel.

**CONTINENCE:** Control of bladder/bowel function.

**CYTOLOGY:** The study of cells.

**DERMATOLOGY:** Dealing with skin disorder

**DIAGNOSIS:** Determination, by a doctor, of the nature and cause of a person's problem.

**DIURETIC:** Drugs that help remove excess fluid from the body by increasing the amount passed as urine.

**DIVERTICULITIS:** Inflammation of the bowel.

**HAEMATOLOGY:** Study of blood and the investigation and treatment of disorders affecting the blood and bone marrow.

**HOLISTIC:** Treating the whole person, mind and body.

**ILEOSTOMY:** Opening from the small bowel.

**LARYNGECTOMY:** Surgical removal of the larynx (voice box).

**LEUKAEMIA:** Abnormality of blood cells.

**LYMPHOEDEMA:** An abnormal accumulation of lymph in the tissues, causing swelling of the limb.

**MALIGNANT MELANOMA:** A serious form of skin cancer.

**MAMMOGRAM:** X-ray of the breast.

**MASTECTOMY:** Surgical removal of the breast.

**MYELOMA:** Tumour of bone marrow.

**ONCOLOGY:** The study and management of cancer.

**PALPATE:** Examine by touch.

**PATHOLOGY:** Deals with the causes of, and the changes produced in, the body by disease.

**PHYSIOTHERAPY:** The treatment of disorders or injury by heat, massage and exercise.

**PROGNOSIS:** Medical assessment of the probable cause and outcome of a disease.

**RADIOTHERAPY:** Treatment of disease by X-ray or other sources of radioactivity.

**STOMA:** A surgically created opening.

**TUMOUR:** An abnormal swelling.

**UROSTOMY:** An opening from which urine drains.

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**Drop In Centre**  
Open Monday - Friday  
10.00am - 1.00pm

**CANCERBACUP Jersey**  
Gervais le Gros Resource Centre  
Mont Le Vaux  
St. Aubin  
JE3 8AA

Freephone: 0800 735 0275  
Facsimile 01534 498373  
Administration 01534 498188 10am-1pm  
[www.cancerbacupjersey.co.uk](http://www.cancerbacupjersey.co.uk)

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