



Lancashire and South Cumbria
Cancer Services Network



Morecambe Bay

Cancer Information

A Guide for

Patients and Carers

Introduction

If you, your relative or your friend has been diagnosed with cancer it can often be a very trying time. What does living with cancer mean? What happens next? Who can help? Where can I get advice and support?

For some, the diagnosis will be more serious than for others. Some will be able to adjust to the new situation easily, whilst others may have more difficulty. Financial matters may be a problem for some, but not for all. No matter how, or how much cancer may affect you, help is at hand.

There is a wealth of advice and support available in the Morecambe Bay area and this booklet aims to help you find what you need. It includes details of:

- Local cancer support organisations
- National cancer organisations
- Other information and support services
- Welfare and benefits advice and support organisations.

This booklet has been produced by Morecambe Bay Primary Care Trust, Morecambe Bay Hospitals NHS Trust and the local Cancer Patient Partnership Group who are committed to provide as much helpful information as possible. Any comments would be welcome. Please write to Sue Coates at the address below or email to: sue.coates@mbpct.nhs.uk

This booklet is also available at www.mbpct.nhs.uk .

A large print version of the booklet is available on request from:

Morecambe Bay Primary Care Trust
Tenterfield, Brigsteer Road,
Kendal LA9 5EA.

Tel: 01539 735565

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Local Specialist Cancer Organisations

CancerCare – North Lancs and South Lakeland CancerCare – Lancaster

Address: Slynedales, Slyne Road, Lancaster, LA2 6ST

Tel: 01524 381820

Email: admin@cancare.org.uk

Web: www.cancare.org.uk

Availability: 9.00am-5.00 pm Monday-Friday

CancerCare – Kendal

Address: Lakes Centre, Blackhall Road, Kendal LA9 4BT

Tel No: 01539 735800

Availability: 9.00am-5.00pm Monday-Friday

Services provided: Both centres offer emotional, social and psychological support, individually or in groups, together with advice, information, practical help (including transport and financial advice), and an extensive range of complementary therapies. Some services are also available in the Furness area. Referrals are accepted directly from cancer patients and their carers, as well as from medical and nursing staff in local primary care and cancer networks. All CancerCare's services are free of charge for patients, family and carers.

Drop-ins (with nurse support): offer a friendly point of contact, valuable support and information for patients, carers and the bereaved together with those who wish to know more about CancerCare and its services. Drop-ins are held weekly (excluding Public Holidays) at:

Windermere: Mondays 1000-1200
Methodist Coffee Lounge, Longlands Road, Bowness

Ambleside: Mondays 1400-1600
Kelsick Centre, St Mary's Lane, Ambleside.

Lancaster: Tuesdays 1000-1200
Trinity URC, Bowerham Road, Lancaster.

Morecambe: Tuesdays 1400-1600
Christ Church URC, Broadway, Morecambe.

Kendal: Thursdays 1000-1200
Kirkland Hall, Kirkland, Kendal.

Carnforth: Thursdays 1400-1600
Salvation Army Hall, Preston Street, Carnforth.

Cancer Nurse Specialists

Community Nurse Specialists

Specialist Palliative Care Nurses are attached to GP surgeries and referral to the service is normally by GP, hospital consultant or District Nurse. Once a referral is received contact with the patient or family will be made as soon as possible. An 'out-of hours' service is not currently available.

Hospital Nurse Specialists

There are teams of nurse specialists available to provide information and support to patients and their carers. Morecambe Bay Hospitals Trust has nurses who specialise in the following types of cancer:

Bladder	Bowel	Breast
Cervical	Lung	Ovarian
Prostate	Testicular	Uterine

In addition, the Palliative Care Team offers advice and support to patients with incurable diseases.

The nurse specialists work alongside other health care professionals, for example GPs, Consultants, District and Hospital Nurses, Physiotherapists and Dieticians. If you would like to see a nurse specialist please ask one of the health care professionals looking after you to make a referral.

The cancer nursing service is being continually developed. If you have a type of cancer that is not mentioned above please do not hesitate to ask for advice and support when you are in the hospital.

Cancer Support Groups

Furness Cancer Support Group

Address: c /o 18 Maryport Avenue,
Barrow-in-Furness LA14 3LR

Tel: 01229 471650 / 01229 834016

Availability: 24 hour ansaphone

Services Provided: Drop-In Centre: 2.00-4.00pm Wednesdays
For information, support and advice for
people with cancer, including
complementary therapy.

Lancaster Breast Care Group

Address: CancerCare, Slynedales, Slyne Road,
Lancaster LA2 6ST

Tel: 01524 381820

Availability: 9.00am-5.00pm: Monday-Friday

Services Provided: Drop-In: 2.00-4.00pm
2nd Tuesday of every month
Young Persons Drop-In:
7.00pm-9.00pm 2nd Wednesday of
every month.

Cancer Support Groups

South Lakeland Breast Cancer Support Group

Address: c/o Flaxmans Court, Westmorland General Hospital, Burton Road, Kendal LA9 4RG.
Tel: 01539 795907
Email: clarefox@mbpct.nhs.uk
Availability: 9.00am-5.00pm (ansaphone) Monday-Friday
Services Provided: Support Group: Meets 1st Thursday of every month at CancerCare, Kendal. Aquacize classes, Younger Women's Support Group and Library facilities.

Hospice Support Services

St John's Hospice, Lancaster

Address: Slyne Road, Lancaster LA2 6ST
Tel: 01524 382538
Fax: 01524 848665
Email: clive@sjhospice.org.uk
Web: www.sjhospice.org.uk
Availability: 8.30am-9.00pm 7 Days per week
Services Provided: Welfare and spiritual support, bereavement support and visiting, 24 hour advice for carers and professionals. In-patients services, daycare and outpatients clinic (two days per week) can be accessed via a GP's referral.

St. Mary's Hospice, Ulverston

Address: Ford Park, Ulverston LA12 7JP.
Tel: 01229 580305
Fax: 01229 583072
Email: stmarys.ulverston@virgin.net
Availability: Normal office hours, although phone manned 24 hours, seven days per week for informal advice for carers and professionals.
Services Provided: Welfare advice, spiritual support, bereavement visiting. In-patients services, Community Macmillan Nurses, Day-care (two days per week) 'out-reach service' and complementary therapies.

North West Organisations

Cancer Partnership Group

Lancashire & South Cumbria Cancer Services

Address: Room 113, Preston Business Centre,
Watling Street Road, Fulwood,
Preston PR2 8DY

Tel: 01772 647040

Fax: 01772 220291

Availability: 9.00am-5.00pm Monday-Friday

Services Provided: Umbrella group of cancer patients involved with the NHS to influence the development of services.

Gentle Approach to Cancer Association

Address: 13 Lambert Road, Ribbleton,
Preston PR2 6YQ

Tel: 01772 705465

Email: Colin@gentleapproach.org.uk

Web: www.gentleapproach.org.uk

Availability: 9.00am-9.00pm
7 days a week for telephone advice

Services Provided: Drop-Ins:
Preston 2nd Saturday: 10.30am-3.30pm
Blackpool 4th Saturday: 10.00am-3.00pm
Complementary Therapies and counselling

Linden Centre

Offers information, support and counselling services, useful links for patients and carers and information for professionals.

Tel: 01253 595552 (24 hours 7 days per week)

Email: information@lindencentre.org.uk

Web: www.lindencentre.org.uk

Welfare Advice Agencies

Citizens' Advice Bureaux

For your nearest Bureau refer to 'The Phone Book'.

Citizens Advice On-Line

www.adviceguide.org.uk

Organisations to assist with making benefit claims and form filling

Age Concern (over 55 years of age only)

Citizens Advice Bureaux (refer to 'The Phone Book')

Department for Work & Pensions (DWP, formerly DSS). Visiting Officers will assist either at the relevant office or in your own home if necessary.

Kendal

Tel : 01539 795000

Barrow/Ulverston

Tel : 01229 842700

Keswick

Tel : 017687 64400

Carnforth/Lancaster/Morecambe

Tel : 01524 598000

Helplines

Benefits Enquiry Line/Forms Completion Service

(for people with disabilities and their carers) Tel : 0800 882200

Child Benefit Enquiry Line

Tel : 08701 555540

Child Support Agency Helpline

Tel : 08457 133133

Working Families Tax Credit Helpline

Tel : 0845 6095000

Disabled Persons Tax Credit

Tel : 0845 6055858

Disability Living Allowance/
Attendance Allowance

Tel : 08457 123456

Social Services

See page 12

Welfare Rights Service

See below

Welfare Rights (Lancashire)

Provides information on the benefits you can claim if you are sick or disabled (please refer to centre page insert 'Benefits if you are sick or disabled').

Address: Welfare Rights Service, Freepost, Preston PR1 8BR

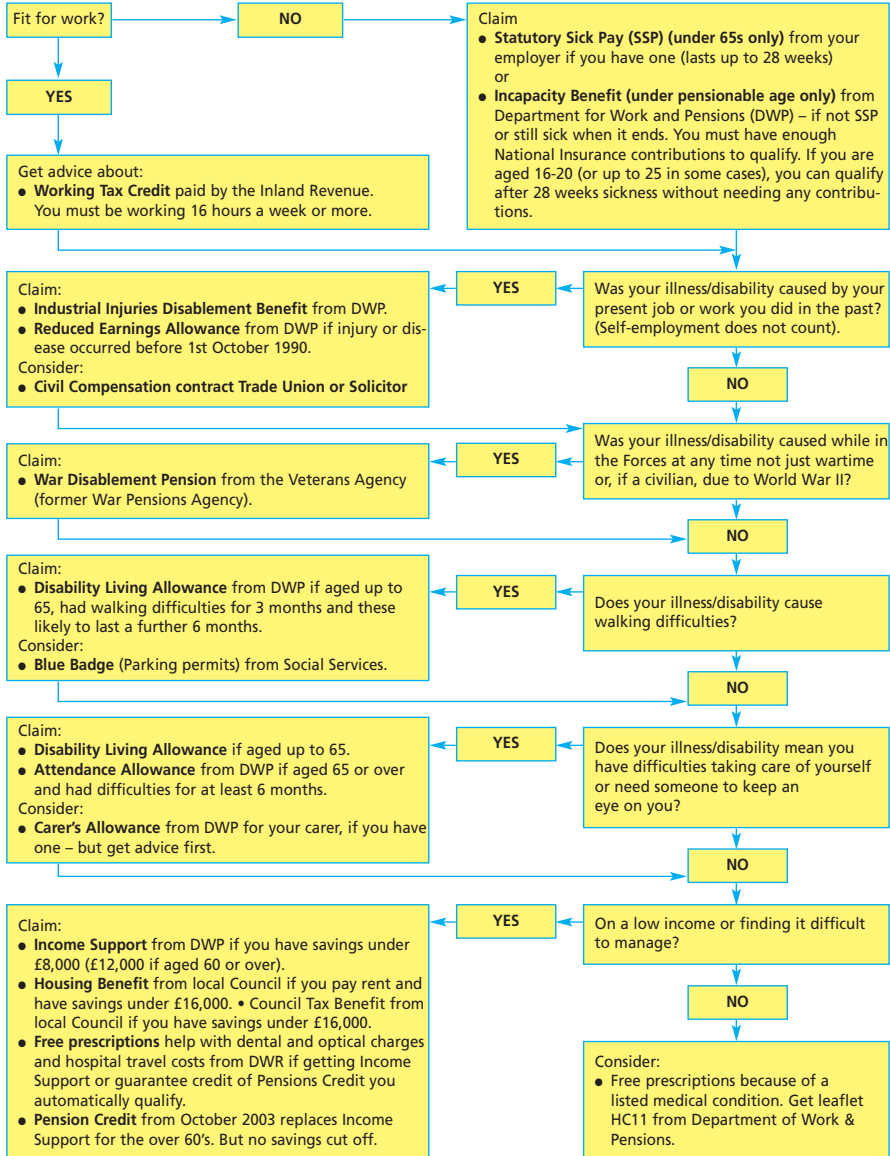
Tel: 01772 533504

Web: www.lanctswelfarerights.com

Benefits Entitlement Flow Chart

Benefits if you are sick or disabled – Welfare Rights Service, Freepost, Preston PR1 8BR
Tel: 01772 533504 Web: www.lancswelfarerights.com

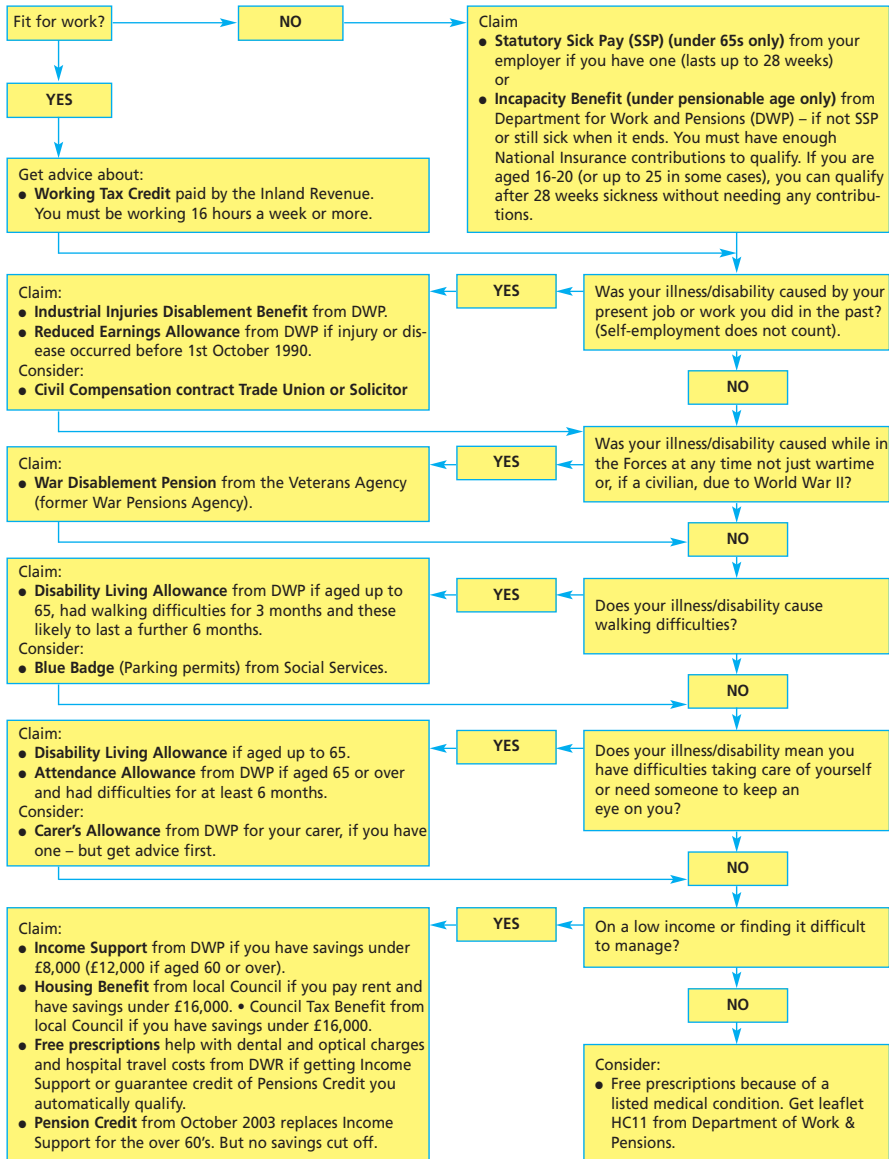
This is a summary of the benefits that can be claimed. The rules are complicated so it is always best to get advice.



Benefits Entitlement Flow Chart

Benefits if you are sick or disabled – Welfare Rights Service, Freepost, Preston PR1 8BR
 Tel: 01772 533504 Web: www.lancswelfarerights.com

This is a summary of the benefits that can be claimed. The rules are complicated so it is always best to get advice.



Social Services

Social Services provide services for children and families, older people, people with disabilities, people with mental health problems and carers.

Cumbria Social Services

For people living in Kendal, Grange, Sedbergh, Kirkby Lonsdale, Milnthorpe, Windermere and Ambleside areas.

Address: County Offices, Kendal, Cumbria LA9 4RQ

Tel: 01539 773377

Fax: 01539 773354

Email: kendalssd@cumbriacc.gov.uk

Availability: 9.00am-5.00pm Monday-Thursday &
9.00am-4.30pm Friday

Cumbria Social Services

For people living in Barrow, Ulverston and High Furness.

Address: Market Street, Barrow-in-Furness,
Cumbria LA14 2LH

Tel: 01229 894894

Fax: 01229 894869

Email: barrowssd@cumbriacc.gov.uk

Availability: 9.00am-5.00pm Monday-Thursday &
9.00am-4.30pm Friday

Cumbria Social Services – Out-of hours service for emergencies outside office hours, at weekends and bank holidays Tel: 01228 526690

Lancashire Social Services

For people living in Lancaster, Morecambe and Carnforth districts.

Address: Lancashire County Council Social Services
Directorate, White Cross, South Road,
Lancaster LA1 4XQ

Tel: 01524 66246

Fax: 01524 585562

Web: www.lancashire.gov.uk

Availability: 8.45am-5.00pm Monday-Friday

Lancashire Social Services – Out-of hours service for emergencies outside office hours, at weekends and bank holidays Tel: 0845 6021043

National Organisations

Breast Cancer Care

Provides information and support to patients, families and professionals.

Address: Kiln House, 210 New King's Road,
London SW6 4NZ

Freephone: 0808 800 6000 Monday-Friday 10.00am-5.00pm;
Saturday 10.00am-2.00pm (except public holidays)

Web: www.breastcancercare.org.uk

Bristol Cancer Help Centre

Offers healing and positive healthcare to people affected by cancer. They practice, teach, research and develop the holistic approach as an integral part of cancer care.

Web: www.bristolcancerhelp.org

CancerBACUP

Provides information to patients, carers and health professionals, has over 60 booklets and numerous fact-sheets about all aspects of cancer. Specialist cancer nurses provide advice by telephone.

Address: 3 Bath Place, Rivington Street, London EC2A 3JR

Freephone: 0808 800 1234 Monday-Friday 9.00am-7.00pm

Email: info@cancerbacup.org

Web: www.cancerbacup.org.uk

Cancer Research Campaign

A website for anyone who wishes to know more about cancer or to play a part in their vision to cure cancer faster.

Web: www.crc.org.uk

Cancer Support UK

Provides help, support and direction for anyone living with cancer, including coping with cancer at home.

Web: www.cancersupportuk.nhs.uk

National Organisations

Colon Cancer Concern

Provides information and advice on bowel cancer.

Address: 9, Rickett Street, London SW6 1RU

Infoline: 0207 381 4711 Monday-Friday 10.00am-4.00pm

Email: info@coloncancer.org.uk

Web: www.coloncancer.org.uk

Lymphoma Association

Provides information and support for people with Hodgkin's and non-Hodgkin's Disease; has "buddy scheme" and local self-help groups

Address: P.O. Box 386, Aylesbury, Bucks, HP20 2GA

Freephone: 0808 808 5555 Monday-Friday 9.00am-5.00pm

Web: www.lymphoma.org.uk

Macmillan Cancer Line (merger of CancerLink with Macmillan)

Provides information and support for people living with cancer and details of cancer self-help groups.

Address: 89 Albert Embankment, London, SE1 7UQ

Freephone: 0808 808 2020 Monday-Friday 9.00am-6.00pm

Textphone for hard of hearing: 0808 808 0121

Email: cancerline@macmillan.org.uk

Web: www.macmillan.org.uk

Mesothelioma

Mesothelioma help-line – contact numbers for specialist nurse advisors for patients with mesothelioma and their relatives.

Tel: 0113 231 10 10

(10.00am-4.00pm Tuesdays only)

Email: mavisrobinson@asbestos-action.org.uk

Advice and information regarding mesothelioma including guidance on benefits and compensation claims. Booklets available free to patients and carers.

National Organisations

Ovarian Cancer "Ovacomе"

Provides support for women with ovarian cancer, their families, friends and carers; has a "fone friends" network.

Address: Elizabeth Garrett Anderson Hospital,
Huntley Street, London WC1E 6DH

Tel: 0207 380 9589 Monday-Friday 9.00am-4.00pm

Email: ovacomе@ovacomе.org.uk

Prostate Cancer Charity

Provides information, support and research activities.

Address: 2nd Floor, 3, Angel Walk, London W6 9HX

Helpline (calls at local rates): 0845 300 8383

Monday-Friday 10.00am-4.00pm;

Wednesday 7.00pm-9.00pm

Email: info@prostate-cancer.org

Web: www.prostate-cancer.org.uk

riprap

A website developed especially for teenagers who have a parent with cancer.

Web: www.riprap.org.uk

Email: h.h.ahmedzai@sheffield.ac.uk

Tel: 0114 262 0174 (Monday-Friday 9.00am-5.00pm).

Roy Castle Lung Foundation

Provides information, support and advocacy services; network of support groups across the country.

Address: Rothsay House, 134 Douglas Street,
Glasgow, G2 4HF

Freephone: 0800 358 7200 Monday-Friday 9.00am-5.00pm

Email: glasgows@roycastle.liv.ac.uk

Web: www.roycastle.org

Other Support Organisations

Age Concern

Services provided to all over 55 years of age

Barrow & District

Address: The Lakeland Building, Abbey Road,
Barrow-in-Furness LA14 1XL
Tel: 01229 831425
Email: ahughes@ageconcernbarrow.co.uk
Availability: 9.00am-4.00pm Monday-Friday
Services provided: Advice and Information, Advocacy,
Welfare Benefits Advice, Support Services
and Brokerage

South Lakeland

Address: Stricklandgate House, 92 Stricklandgate,
Kendal LA9 4PU
Tel: 01539 728118
Fax: 01539 732473
Information & Advice Direct Line Tel: 01539 742603
Email: acsl@stricklandgate-house.org.uk
Availability: 9.30am-4.00pm Monday-Friday
Services Provided: Advice and Information (general),
Advocacy, Welfare Benefits Bereavement
counselling, Day Care (physically frail older
people)

Other Support Organisations

British Red Cross

Cumbria Branch

Address: Woolpack Yard, Kendal LA9 4NG
Tel: 01539 721504
Availability: 9.00am-5.00pm Monday-Friday
Services Provided: Transport in volunteers' own cars to hospital, doctors, dentists etc. (fixed mileage charge)
Medical Loan Equipment –
Tel: 01539 734289
Therapeutic care/skin camouflage –
Tel: 01539 721504

Furness Branch

Address: 76 Warwick Street, Barrow-in-Furness
LA14 5HB
Tel: 01229 835410 (ansaphone)
Services Provided: Medical equipment loans, transport escort, therapeutic care, skin camouflage and International tracing and message service

Lancaster & Morecambe Centre

Address: 30 Albert Road, Morecambe LA4 4HB
Tel: 01524 425571
Availability: 10.00am-4.00pm
(NOT Wednesday & Sunday)
Services Provided: Short-term loan of wheelchairs and aids
Home from Hospital Service
(01524 841080 / 01772 709555)
Therapeutic hand care and transport escort.

Other Support Organisations

Carers Groups

Furness Carers Association

Address: Storey House, Storey Square,
Barrow-in-Furness LA14 2HU
Tel: 01229 822822 (ansaphone out of hours)
Email: *info@furnesscarers.co.uk*
Availability: 9.00am-5.00pm Monday-Friday
Services Provided: Home Support Services, Emergency Alarm Service, Young Carers, Carers Support Groups, Carers Assessments, social outings, events and volunteer services.

Lonsdale Carers

(Lancaster, Morecambe and surrounding areas)

Address: 4/6 Regent Road, Morecambe LA3 1DQ
Tel: Carers Helpline – 0800 1696 529
Email: *lonsdale@dcarers.freeserve.co.uk*
Web: *www.dcarers.freeserve.co.uk*
Availability: 10.30am-3pm Monday-Friday
Services Provided: Carers support: Any Area

South Lakeland Carers Association

Address: Stricklandgate House, 92 Stricklandgate,
Kendal LA9 4PU
Tel: 01539 732927
Fax: 01539 721956
Email: *carers@stricklandgate-house.org.uk*
Availability: 8.30am-4.30pm Monday-Friday
Services Provided: Carers Support Groups, Carers Assessments, social outings and events and volunteer services.

Other Support Organisations

Disability Groups

Access Group Lancaster

Address: c/o 10 Fairfield Grove, Heysham LA3 1JT
Tel: 01524 410571
Availability: 9.00am-5.00pm Monday-Sunday
Services Provided: Promotes better access for disabled people and parents with young children to public buildings and facilities.

Barrow & District Disability Association

Address: 71-77 School St, Barrow-in-Furness LA14 1EJ
Tel: 01229 432599
Fax: 01229 834884
Email: *hon.sec.bdda@btconnect.com*
Web: *www.barrowdisabilityassociation.org.uk*
Availability: 9.00am-5.00pm Monday-Friday
Services Provided: Disability Information and advice shop

Disability Action – Kendal

Address: Stricklandgate House, Stricklandgate, Kendal LA9 4PU
Tel: 01539 740508
Email: *disabilityaction_kendal@hotmail.com*
Availability: 10.00am-1.00pm Monday-Wednesday
10.00am-12.00noon Thursday
Closed Friday, Saturday & Sunday
Services Provided: Welfare Rights, information, advice and advocacy.

Other Information Services

Councils for Voluntary Services/Action

Umbrella organisation providing support, training and advice to voluntary and community groups and a signpost service to voluntary and statutory organisations.

Barrow & District Council for Voluntary Services

Address: Burlington House, Michaelson, Road,
Barrow LA14 2RJ
Tel: 01229 823144
Fax: 01229 823155
Email: network@bcvs.demon.co.uk
Availability: Monday-Friday 9.00am-5.00pm

Lancaster Council for Voluntary Services

Address: Trinity Community Centre, Middle Street,
Lancaster LA1 1JZ
Tel: 01524 63760
Fax: 01524 68988
Email: info@lancaster.cvs.org.uk
Availability: 9.00am-4.30pm Monday-Friday

South Lakeland Council for Voluntary Action

Address: Stricklandgate House, 92 Stricklandgate,
Kenda, LA9 4PU
Tel: 01539 729168
Fax: 01539 725561
Email: info@cvasl.org.uk
Availability: 9.00am-4.30pm Monday-Friday

NHS Direct

For health advice and information, 24 hours a day, 7 days a week.

Tel: 0845 46 47
Web: www.nhsdirect.nhs.uk

Other Information Services

Patient Advice & Liaison Service (PALS)

For advice, information, suggestions and concerns about health services in Morecambe Bay.

Morecambe Bay PALS Centre

Tel: 01539 795497
(ansaphone available out of hours)
Text phone: 01539 795229
Email: pals@rli.mbht.nhs.uk
Web: www.mbpct.nhs.uk
Availability: 9.00am-5.00pm Monday-Friday

Public Health Development

(formerly known as Health Promotion Department)

The Public Health Development department provides information on a variety of national agencies involved in cancer education and information. Booklets and leaflets are available on loan from Public Health Development resource centres.

Barrow

Address: 3 Prospect Road, Prospect House,
Barrow LA13 9AA
Tel: 01229 833004
Fax: 01229 831826
Availability: 8.30am-5.00pm Monday-Thursday
(ansaphone available out of hours)
8.30am-4.30pm Friday

Kendal

Address: 1 Weavers Court,
Westmorland General Hospital,
Burton Road, Kendal LA9 7RG
Tel: 01539 721304
Fax: 01539 721268
Availability: 9.00am-5.00pm Monday-Thursday
(ansaphone available out of hours)
9.00am-4.30pm Friday

