

QEH Cancer Wellbeing & Support Centre



Our Aim

Our aim is to enhance the quality of life for our patients throughout and after their cancer diagnosis by encouraging and empowering through education and awareness, supporting them and their families in a holistic way and providing a welcoming, calming and relaxing environment where our patients feel supported and safe.

More people than ever are living with and beyond cancer and it is important to remember that living a good quality of life is as important to people as survival. **Personalised Care and Support Planning** (based on holistic needs assessments) ensures people's physical, practical, emotional and social needs are identified and addressed at the earliest opportunity.

The Cancer Wellbeing & Support Centre offers an improved experience for our patients by:

- Enhancing dignity and respect
- Providing better confidentiality
- A welcoming, non-clinical environment
- Space for face to face interaction
- Improving Patient Outcomes



Macmillan Information & Support Service: What We Do

Drop-in:

Provide a drop-in service to patients, carers and families affected by cancer

Information:

Offer up-to-date, reliable and relevant information covering a range of cancers, conditions and circumstances

Visit:

Make visits to in-patients on wards who have worries or need and advice

Support:

Facilitate a programme of information and self-help courses for patients (e.g. HOPE, Mindful Compassion)

Signpost:

Share information on other statutory and voluntary services that can help (e.g. foodbank, Voluntary Norfolk Employment Support)

Wellbeing:

Access to complementary therapies (reiki and reflexology) and Physical Activity Pathway Programme

Refer:

Make referrals to partner organisations for benefits and welfare rights, and counselling

Action:

Apply for Blue Badges, Macmillan grants, travel expenses on patients' behalf

Listen:

Give space and time for emotional support when the patients need it

Supported by 5 Macmillan Volunteers

Macmillan Information & Support Service for specialist non-clinical advice and support including financial and benefits advice;



Mindful Compassion Retreat Days and 8 week course – the opportunity to ‘press pause’ and take time to recognise the here and now, while practising relaxation techniques

Complementary therapy sessions – patients are entitled to 6 sessions with our Volunteer Complementary Therapists – 3 or 4 patients in each session;



Look Good Feel Better (hair and skincare advice) sessions – 11 sessions have taken place, each with 5 – 7 patients;



Wig Fitting Clinics – monthly sessions for wig fitting and advice – 4 or 5 patients per clinic;

Access to **counselling services** including Clinical Psychology weekly sessions;



Access to **Nutrition Advice** including two weekly sessions with the Macmillan Dietician;



Physical Activity advice and support commencing
11 April 2022 – Pilot Programme running
for 40 weeks – 5 cohorts of 6 patients enrolled on
an 8 week course;

HOPE (Helping Overcome Problems Effectively) 6-week
course – a self-management course for patients who have
had a cancer diagnosis, treatment and are living with the
ongoing side effects



Monthly Patient Support Groups :

- 'Generic'
- 'Head & Neck'
- Out of Hours 'Eastern European' Support Group – Macmillan Funded
- 'Moving Forward with HOPE' Support Group

Cancer Wellbeing & Support Centre

Monday to Friday 9:30am to 4:30pm

We provide vital information and support to anyone affected by cancer.

Whether you are a patient, family member or carer, we are here to help you.

If you need someone to talk to, please come and see us.

Services include:

- Specialist cancer information and support
- Benefits advice and signposting
- Practical support
- Complementary therapies
- Counselling services
- Lifestyle advice
- Self-help and support groups
- Hair and skincare advice

Some services will require a booked appointment, others are operated as a drop-in service.

Our friendly team of staff and volunteers are on hand to help you.

01553 214547
wellbeing@qehkl.nhs.uk

Find us next to the
Macmillan Centre, just
behind the Breast Care Unit

The Queen Elizabeth Hospital
Catchment Area

Make a difference to Cancer Care

Health professionals
Treatment
Affected by
Consult
Living with
Meet
Patients
Voice
Users
Carers
Develop
Network
Improve
Listen to
Better
services
Experience
Understand
Make a difference

HAVE YOUR SAY

Join us at meetings of the Cancer
Services User Group where those
affected, and professionals, come
together

Contact Us



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Email: miss@gehkl.nhs.uk