
LCA Cancer Information Services Directory

April 2014



INTRODUCTION

The London Cancer Alliance (LCA) Cancer Information Services Directory is the result of the collaborative efforts of the 16 LCA provider organisations and stakeholders across south and west London.

Written and verbal information is recognised as serving an important role throughout the cancer patient's journey. It supports communications between healthcare professionals and patients, improves patient understanding, and enables informed choice. Ensuring the provision of high quality, timely, personalised information improves the patient and carer experience.

One of the goals of the LCA is to improve communications, share best practice, and strengthen relationships across organisations. We can improve the patient and carer's experience by working together to ensure: our organisations have high quality information production systems that meet national standards and are supported by clear policies, guidance, and audit; we provide consistent levels of information to patients throughout the pathway; we share resource as we identify and address information gaps (information that does not currently exist at national level or local level) and reduce local level duplication whenever possible; patients have equal access to information and support centres.

The target audience for this directory is healthcare professionals. The directory provides the LCA provider organisations' contact details for cancer information services and contact details for healthcare professionals that provide information and produce local information. Patients will benefit from healthcare professionals being informed and connected across the LCA with more efficient navigation and consistent high quality information. Once connected to an information and support centre, further resources can be discussed with patients and appropriate referrals made.

This directory will be updated annually. Please email any amendments to LCA.InfoServices@nhs.net

*Please note that all information and support centres, trust based and community based, can be viewed by postcode through the Macmillan Cancer Support website,
www.macmillan.org.uk/HowWeCanHelp/LocalInformationCentres/FindCancerInformationCentres*

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CHELSEA and WESTMINSTER HOSPITAL NHS FOUNDATION TRUST

The Macmillan Centre

Catchment Area

Open access service. All welcome.

Close links with The Royal Marsden NHS Foundation Trust and Royal Brompton & Harefield NHS Foundation Trust.

Services

Summary	Specialised cancer information and support service offering a wide range of written information, counselling, and free complementary therapies to all cancer patients and their carers. Services also include a Welfare and Benefits Advice Clinic.
Opening Hours	Monday to Friday (excluding bank holidays) 10am – 4pm

Contact details

Telephone	020 3315 2386
Address	The Macmillan Centre Ground floor, Chelsea & Westminster Hospital NHS Foundation Trust 369 Fulham Road Chelsea, London SW10 9NH
Email	macmillan@chelwest.nhs.uk
Website	www.macmillancentre.org.uk (information centre) www.chelwest.nhs.uk (trust)

Locally produced information

Information Standard	NA
	NA
Trust Process	Trust-wide policy on producing information
	Contact: Macmillan Centre Manager, 020 3315 2386
Leaflets	A listing of locally produced leaflets can be found on the Chelsea & Westminster website or a copy can be requested http://www.chelwest.nhs.uk/services/medicine/cancer-services/cancer-support-and-information
	Contact: Macmillan Centre Manager, 020 3315 2386

CROYDON HEALTH SERVICES NHS TRUST

The Macmillan Cancer Information and Support Centre

Catchment Area

Croydon, Greater London
Open access service. All welcome.

Services

Summary

The Macmillan Cancer Information and Support Centre offers information and practical, financial and emotional support. We have professional staff and experienced volunteers available to help anyone affected by cancer. Services include:

- Access to high quality, comprehensive information, some available in different formats and languages
- Emotional support
- Counselling
- A range of complementary therapies
- Working in partnership with CAB services

Opening Hours

Monday to Friday (excluding bank holidays)
9am – 5pm

Contact details

Telephone

020 8401 3000 x5744

Address

The Macmillan Cancer Information and Support Centre
Croydon Healthcare NHS Trust
Nightingale House
530 London Road
Croydon CR7 7YE

Email

NA

Website

NA (information centre)
www.croydonhealthservices.nhs.uk (trust)

Locally produced information

Information Standard

NA

NA

Trust Process

Patient Information Production Policy

Contact: Patient Experience Manager, 020 8401 3000 x4763

Leaflets

Locally produced leaflets are mainly MDT and Key Worker leaflets in line with the Trust policy.

Contact: Patient Experience Manager, 020 8401 3000 x4763

EALING HOSPITAL NHS TRUST

No on-site information centre available

Patients can be referred to their nearest centre at West Middlesex University Hospital NHS Trust or Imperial College Healthcare Trust (Charing Cross Hospital).

Contact details

Website www.ealinghospital.nhs.uk (trust)

Locally produced information

Information Standard	NA
	NA
Trust Process	Trust Patient Information Policy
	Contact: Clinical and Organisational Governance, 020 8967 5000
Leaflets	A number of patient information leaflets are produced locally. See the website for a listing.
	www.ealinghospital.nhs.uk/patient-information/patient-information-leaflets/

EPSOM AND ST HELIER UNIVERSITY HOSPITALS NHS TRUST

Macmillan Butterfly Centre at Epsom Hospital Cancer Information and Support Centre at St Helier Hospital

Catchment Area

Merton, Sutton and Surrey Downs CCG
Open access service. All welcome.

Services

Summary

The cancer information and support centres offer information and support in a friendly relaxing environment. Professional staff and experienced volunteers are available to help anyone affected by cancer. Services include:

- Access to high quality, comprehensive information, some available in different formats and languages
- Emotional support
- Counselling
- Complementary therapies

Opening Hours

Epsom Hospital
Monday – Friday (excluding bank holidays)
9.30am – 4.30pm

St Helier Hospital
Thursday – Friday(excluding bank holidays)
9.30am – 4.30pm

Contact details

Telephone

Epsom Hospital
01372 735 456

St Helier Hospital
020 8296 4730

Address

Epsom Hospital
Macmillan Butterfly Centre
First Floor Bradbury Wing
Dorking Road
Epsom, Surrey
KT18 7EG

St Helier Hospital
Cancer Information and Support Centre
Ferguson House
Wrythe Lane
Carshalton, Surrey
SM5 1AA

Email

NA

Website

www.epsom-sthelier.nhs.uk/cancercare (information centre)
www.epsom-sthelier.nhs.uk (trust)

Locally produced information	
Information Standard	Plans to apply
	Contact: Information and Support Manager, 020 8296 2000 x5044
Trust Process	Patient Information Policy
	Contact: Head of Patient Experience, 020 8296 2925
Leaflets	A listing of locally produced leaflets can be requested
	Contact: Information and Support Manager, 020 8296 2000 x5044

GUY'S AND ST THOMAS' NHS FOUNDATION TRUST

Guy's drop-in Information Centre St Thomas' Dimbleby Cancer Centre

Catchment Area

South East London and West Kent

The centres offer open access for patient information. Psychological support and complementary therapy treatments are reserved for King's Health Partners Cancer Centre and its associated units.

Services

Summary

Specialised cancer information and support service offering a wide range of written information, counselling, and free complementary therapies to all cancer patients and their carers. Services include:

- Information on finances with benefits advice clinics
- Links with designated services for teenager and young adults

Opening Hours

Guy's drop-in information centre

Monday – Friday (excluding bank holidays)
9am – 4.30pm

St Thomas' Dimbleby Cancer Centre

Monday – Friday (excluding bank holidays)
9am – 5pm

Contact details

Telephone

020 7188 5918 (administration)
020 7188 5929 (cancer information)

Address

Guy's drop-in Information Centre

Ground floor, Tabard Annex, Guy's Hospital
Great Maze Pond
London SE1 9RT

St Thomas' Dimbleby Cancer Centre

2nd floor, Gassiot House, St Thomas' Hospital
Westminster Bridge Road
London SE1 7EH

Email

RichardDimblebyCentre@gstt.nhs.uk

Website

www.dimblebycancercare.org (information centre)
www.guysandstthomas.nhs.uk (trust)

Locally produced information	
Information Standard	Achieved: December 2013
	Contact: Dimbleby Cancer Centre Manager, 020 7188 5919
Trust Process	Information and Publications Policy
	Contact: Patient Publications Team, 020 7188 7797
Leaflets	A listing of locally produced leaflets can be found on the website www.guysandstthomas.nhs.uk or a copy can be requested.
	Contact: Dimbleby Cancer Centre Manager, 020 7188 5919

THE HILLINGDON HOSPITALS NHS FOUNDATION TRUST

The Macmillan Cancer Information and Support Centre

Catchment Area

Hillingdon Borough. All welcome.

Services

Summary	<p>A confidential drop in service and telephone service for anyone affected by cancer.</p> <p>Services include:</p> <ul style="list-style-type: none"> • Information on individual cancers, information for carers, end of life information, how to stay fit and well after cancer, cancer awareness and prevention, internet access to further information • Support to return to work • Benefits advice • Health and Well Being programmes • Advice and support to healthcare professionals • Signposting to other services in the borough • Links to clinical teams to ensure continuity of care • Liaison with other statutory and voluntary organisations
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Opening Hours	Monday – Friday (excluding bank holidays) 9am – 4pm
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Contact details

Telephone	01895 279 169
Address	The Macmillan Cancer Information and Support Centre The Hillingdon Hospital Pield Heath Road Uxbridge, Middlesex UB8 3NN
Email	NA
Website	NA (information centre) www.thh.nhs.uk (trust)

Locally produced information

Information Standard	
Trust Process	
Leaflets	

IMPERIAL COLLEGE HEALTHCARE NHS TRUST

The Macmillan Centre Information and Support Service at Charing Cross Hospital
The Macmillan InfoPod Information and Support Service at Hammersmith Hospital

Catchment Area

Open access service. All welcome.

Services

Summary	<p>A confidential, drop-in and telephone service for anyone affected by cancer. Staffed by a Macmillan Information and Support Specialist and trained volunteers, the service is able to provide:</p> <ul style="list-style-type: none"> •Literature on all aspects of living with cancer •Internet access to guide people to appropriate information resources •Opportunity for private discussion re: treatments, side effects and other cancer-related issues, and any concerns or worries <p>The service also offers:</p> <ul style="list-style-type: none"> •Links to the clinical teams treating certain cancers •Links and referrals to local and national support services •Signposting to self help and support groups , benefits advice •Cancer awareness educational notice boards
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Opening Hours	<p><u>Charing Cross Hospital</u> Monday & Friday (excluding bank holidays) 9am-5pm Tuesday, Wednesday, Thursday (excluding bank holidays) 9am-4pm <u>Hammersmith Hospital</u> Monday – Tuesday (excluding bank holidays) 9am – 5pm Wednesday – Friday (excluding bank holidays) 9am-4pm</p>
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Contact details

Telephone	<p><u>Charing Cross Hospital</u> 020 3383 0171 <u>Hammersmith Hospital</u> 020 8313 4248</p>
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Address	<p><u>Charing Cross Hospital</u> Macmillan Information and Support Centre Charing Cross Hospital, Fulham Palace Road Hammersmith, London, W6 8RF <u>Hammersmith Hospital</u> Macmillan InfoPod Ground Floor, Garry Weston Centre , Hammersmith Hospital Du Cane Road, London, W12 0NN</p>
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Email	NA
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Website	<p>NA (information centre) www.imperial.nhs.uk (trust)</p>
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Locally produced information	
Information Standard	NA
	NA
Trust Process	Trust-wide policy on producing information and cancer-specific process for stages of patient information production
	Contact: Macmillan Information & Support Service Manager, 020 3313 5960
Leaflets	A listing of locally produced leaflets can be found on the Imperial College Trust website, www.imperial.nhs.uk/services/patientinformation/index.htm , or a copy can be requested from the Communications Department
	Contact: Publications Coordinator, 020 3312 5592

KING'S COLLEGE HOSPITAL NHS FOUNDATION TRUST

Macmillan Information and Support Centre

Catchment Area

Open access service. All welcome.

Services

Summary	<p>Specialised information and support service offering a wide range of written information, counselling, psychotherapy, support groups, wig clinic and benefits advice. Services include:</p> <ul style="list-style-type: none"> • Free head scarves for patients dealing with hair loss, designed by Stella McCartney & Rake • Scarf tying demonstration workshops • Private space for patients to speak to staff in confidence • Computer for patients to access the internet and information resources • HOPE Course
Opening Hours	<p>Monday to Friday (excluding bank holidays) 10am – 4pm</p>

Contact details

Telephone	020 3299 5229
Address	<p>Macmillan Information and Support Centre King's College Hospital Cicely Saunders Institute Denmark Hill, London SE5 9RS</p>
Email	NA
Website	<p>www.kch.nhs.uk/patientsvisitors/help-and-support/macmillan-information-and-support-centre (information centre) www.kch.nhs.uk (trust)</p>

Locally produced information

Information Standard	NA
	NA
Trust Process	Trust-wide policy on producing information
	Contact: Macmillan Information & Support Centre Manager, 020 3299 5227
Leaflets	A listing of locally produced leaflets can be found on the King's College Hospital website, www.kch.nhs.uk
	Contact: Macmillan information & Support Centre Manager, 020 3299 5227

KINGSTON HOSPITAL NHS FOUNDATION TRUST

Macmillan Information and Support Service

Catchment Area

Open access service. All welcome.
Complementary therapies and workshops for Kingston Hospital patients only.

Services

Summary	Drop-in service offering specialised cancer information and support. Visitors will be greeted by a healthcare professional or trained volunteer and are welcome to browse through the range of information displayed. Services include: <ul style="list-style-type: none"> • Access to a counsellor and social worker • Look Good Feel Better workshops • Scarf tying demonstration workshops for chemotherapy patients • Free complementary therapies for Kingston Hospital patients • A range of Living With Cancer workshops available for patients and carers
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Opening Hours	Monday – Friday (excluding bank holidays) 9am – 5pm
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Contact details

Telephone	020 8973 5001
Address	Macmillan Information and Support Service The Sir William Rous Unit, Kingston Hospital Galsworthy Road, Kingston upon Thames Surrey, KT2 7QB
Email	MacInfoSWRU@kingstonhospital.nhs.uk
Website	NA (information centre) www.kingstonhospital.nhs.uk (trust)

Locally produced information

Information Standard	NA
	NA
Trust Process	Patient Information Policy
	Contact: Deputy Director of Nursing, 020 8934 3066
Leaflets	A listing of locally produced leaflets can be requested
	Contact: Information and Support Manager, 020 8973 5001

LEWISHAM AND GREENWICH NHS TRUST

No on-site information centre available

Plans to develop a trust information centre being progressed during 2014/15. Currently, the following services can be accessed through the patient's Clinical Nurse Specialist:

- Macmillan Benefits Advice Service, Monday, University Hospital Lewisham site, and Wednesday, Queen Elizabeth Hospital site
- Well-being clinic to support patients to regain confidence on completion of cancer treatment, Friday morning University Hospital Lewisham site

For further resources, patients attending University Hospital Lewisham can be referred to the Dimpleby Cancer Centre at Guy's and St Thomas' NHS Foundation Trust. Those attending Queen Elizabeth Hospital Woolwich can be referred to the Douglas Centre at Queen Mary's Hospital, Sidcup.

Contact details

Telephone	<p><u>Queen Elizabeth Hospital</u> 020 8836 6000</p> <p><u>University Hospital Lewisham</u> 020 8333 3000</p>
Website	www.lewishamandgreenwich.nhs.uk

Locally produced information

Information Standard	NA
	NA
Trust Process	<p>Governance of trust produced information being reviewed as part of the merger of University Hospital Lewisham and Queen Elizabeth's Hospital Woolwich</p> <p>Contact: Head of Patient Experience, 020 8333 3000 x8553</p>
Leaflets	

MOUNT VERNON CANCER CENTRE

Lynda Jackson Macmillan Centre

Catchment Area

Greater London, Hertfordshire, Bedfordshire, Berkshire

Support and information services open to general public. Complementary therapies, counselling, and ear acupuncture services for patients with a consultant at Mount Vernon Cancer Centre (MVCC).

Services

Summary

A specialised range of support and information services for cancer patients and their carers. Services include:

- Drop in centre
- Telephone helpline
- Relaxation sessions
- Benefits advice
- HOPE courses following treatment
- Look Good Feel Better
- Complementary therapies (MVCC patients only)
- Counselling (MVCC patients only)
- Ear acupuncture for relief of menopausal symptoms related to hormone therapy (MVCC patients only)

Opening Hours

Monday – Friday (excluding bank holidays)
9.30am – 1pm and 2pm – 4.30pm

Contact details

Telephone

01923 844 014

Address

Mount Vernon Cancer Centre - Lynda Jackson Macmillan Centre
Rickmansworth Road
Northwood
HA6 2RN
Easy access via Gate 3 on White Hill, Northwood. Sat Nav postcode WD3 1PZ

Email

NA

Website

www.ljmc.org (information centre)
www.enherts-tr.nhs.uk (trust)

Locally produced information	
Information Standard	Achieved: 2010
	Contact: Macmillan Patient Information Lead, 01923 844 743
Trust Process	Lynda Jackson Macmillan Centre 12 Point Plan for Producing Information
	Contact: Macmillan Patient Information Lead, 01923 844 743
Leaflets	A selection of Lynda Jackson Macmillan Centre locally produced leaflets is available online for access by healthcare professionals at www.ljmc.org . A full listing of LJMC patient information leaflets and helpful hints and contact sheets are available by contacting the patient information team.
	Contact: Patient Information Team 01923 844 648 or 01923 844 743

THE NORTH WEST LONDON HOSPITALS NHS TRUST

Macmillan Information and Support Centre

Catchment Area

Our hospitals serve the London boroughs of Harrow and Brent.
Open access policy. All welcome.

Services

Summary	<p>A free, confidential drop-in, telephone and email service for patients who have or have had a cancer diagnosis, their families, friends and carers and for healthcare professionals. We offer support and information on all aspects of cancer and survivorship as well as on reducing the risk of cancer. Each of our centres is staffed by experienced cancer nurses and specially trained volunteers.</p> <p>Services include:</p> <ul style="list-style-type: none"> • Appointments with benefits advisors • Appointments with a hair and wig dresser • Monthly scarf tying demonstrations • Internet access for searches on further cancer related information • Information regarding support services and other voluntary and statutory agencies at local and national level
Opening Hours	<p><u>Central Middlesex Hospital</u> Monday –Thursday (excluding bank holidays) 9.30am - 4pm</p> <p><u>Northwick Park Hospital</u> Monday – Friday (excluding bank holidays) 10.30am -3.30pm</p>
Contact details	
Telephone	<p><u>Central Middlesex Hospital</u> 020 8453 2190</p> <p><u>Northwick Park Hospital</u> 020 8869 5099</p>
Address	<p><u>Central Middlesex Hospital</u> Macmillan Cancer Information and Support Pod Central Middlesex Hospital (BCAD) Acton Lane, Park Royal, London, NW10 7NS</p> <p><u>Northwick Park Hospital</u> Macmillan Cancer Information and Support Centre Northwick Park Hospital Watford Road, Harrow, HA1 3UJ</p>
Email	<p>NA</p>
Website	<p>www.nwlh.nhs.uk/services/macmillan-information-centre (information centre)</p> <p>www.nwlh.nhs.uk (trust)</p>

Locally produced information	
Information Standard	NA
	NA
Trust Process	Trust wide policy and guidelines on producing Information
	Contact: Communications Department, 020 8869 3701
Leaflets	Locally produced leaflets are mainly trust related. Some are on the trust website, www.nwlh.nhs.uk . Others can be requested.
	Contact: Communications Department, 020 8869 3701

ROYAL BROMPTON & HAREFIELD NHS FOUNDATION TRUST

No on-site information centre available

Patients can be referred to their nearest centre at The Royal Marsden NHS Foundation Trust, Chelsea and Westminster Hospital NHS Foundation Trust, or Mount Vernon Cancer Centre.

Contact details

Website www.rbht.nhs.uk (trust)

Locally produced information

Information Standard	No current plans to apply
	NA
Trust Process	Royal Brompton & Harefield NHS Foundation Trust Guidelines for Producing Patient Information Literature (PIL), February 2014
	Contact: Patient Information Officer, 020 7352 2181 x8671
Leaflets	A listing of locally produced leaflets and general information can be found on the website, www.rbht.nhs.uk/conditions-tests-and-treatments-a-z/
	Contact: Patient Information Officer, 020 7352 2181 x8671

ST GEORGE'S HEALTHCARE NHS TRUST

Macmillan Information and Support Centre

Catchment Area

Wandsworth, Sutton and Merton

The drop in support and information service is open to the general public

Services

Summary

The centre offers a friendly, quiet space where patients, carers, visitors and staff are welcome to come and ask any questions about cancer. Services offered through the centre include:

- Drop in information and support
- Telephone helpline
- Benefits advice service
- Look Good Feel Better workshops

Opening Hours

Monday - Friday (excluding bank holidays)
10am – 5pm

Contact details

Telephone

020 8725 2677

Address

Macmillan Information and Support Centre
Grosvenor Wing
St George's Hospital
Blackshaw Road
London SW17 0QT

Email

cancer.information@stgeorges.nhs.uk

Website

www.stgeorges.nhs.uk/patients-and-visitors/health-information/macmillan
(information centre)
www.stgeorges.nhs.uk (trust)

Locally produced information

Information Standard

Application accepted for pilot phase of the Information Standard

Contact: Macmillan Information & Support Manager, 020 8725 2647

Trust Process

Trust-wide policy on producing information

Contact: Macmillan Information & Support Manager, 020 8725 2647

Leaflets

A listing of locally produced leaflets can be requested

Contact: Macmillan Information & Support Manager, 020 8725 2647

THE ROYAL MARSDEN NHS FOUNDATION TRUST

Help Centre London and Help Centre Sutton

Catchment Area

Open access service. All welcome.

Specialist tertiary centre for cancer. Referrals made from anywhere in England. Private patients from countries such as Saudi Arabia. The Trust also provides information for patients receiving community services from Sutton and Merton Community Services.

Services

Summary

The Help Centres, staffed by PALS and Patient Information Officers, provide a relaxing area for patients and carers to sit away from clinical areas, private space for patients to speak to staff in confidence, and a computer for patients to access the internet and information resources.

Opening Hours

Monday – Friday (excluding bank holidays)
9am – 5pm

Contact details

Telephone

[Help Centre London](#)

020 7808 2083

[Help Centre Sutton](#)

020 8661 3759

Address

[Help Centre London](#)

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

[Help Centre Sutton](#)

The Royal Marsden NHS Foundation Trust
Downs Road
Sutton SM2 5PT

Email

patientcentre@rmh.nhs.uk

Website

www.royalmarsden.nhs.uk/diagnosis-treatment/patient-support/pages/help-centre.aspx (help centre)

www.royalmarsden.nhs.uk (trust)

Locally produced information	
Information Standard (IS)	Achieved. Last assessment date November 2013. Successful pilot of the new draft IS standards.
	Contact: Patient Information Officer, 020 8661 3105
Trust Process	Trust policy and guidelines in place according to the IS and NHSLA requirements level 3. Copy available from documentcontrol@rmh.nhs.uk
	Contact: Patient Information Officer, 020 8661 3105
Leaflets	A listing of locally produced leaflets can be requested. Some titles are available on the Trust website, www.royalmarsden@nhs.uk and www.royalmarsden.nhs.uk/cancer-information/patient-information/pages/booklets.aspx
	Contact: Patient Information Officer, 020 8661 3105

WEST MIDDLESEX UNIVERSITY HOSPITAL NHS TRUST

No information centre on site

Hospital is co-located to The Mulberry Centre but is not directly affiliated; however patients are referred to The Mulberry Centre for additional information and support.

The Mulberry Centre

Catchment Area

Predominately Hounslow, Richmond and Ealing
Open access. All welcome.

Services

Summary

The Mulberry Centre is a walk-in cancer information and support centre with a welcoming and non-clinical environment based within the grounds of West Middlesex Hospital. The aim is to deliver a range of information and support services to all people affected by a diagnosis of cancer including the cancer patients, friends and family, carers and those bereaved by cancer

Opening Hours

Monday to Friday (excluding bank holidays)
10am - 4pm
1st & 3rd Thursday of each month
10am - 8pm

Contact details

Telephone

020 8321 6300

Address

The Mulberry Centre
West Middlesex University Hospital NHS Trust
Twickenham Road
Isleworth, Middlesex
TW7 6AF

Email

talk@themulberrycentre.co.uk

Website

www.themulberrycentre.co.uk (information centre)
www.west-middlesex-hospital.nhs.uk (trust)

Locally produced information

Information Standard

No current plans to apply

Contact: Head of Information and Performance, 020 8321 2589

Trust Process

Trust patient information guidelines. Patient information leaflets comply with CNST and NHSLA requirements.

Contact: Communications Department, communications@wmuh.nhs.uk

Leaflets

Locally produced information can be found on the tumour site webpages on the trust website

Contact: Macmillan Lead Nurse, Cancer & Palliative Care, 020 8321 6842

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Published by London Cancer Alliance

London Cancer Alliance
5th Floor Alliance House
12 Caxton Street
London SW1H 0QS

www.londoncanceralliance.nhs.uk