The Cancer Care Centre at York Hospital
Information and support services for people affected by cancer
York Teaching Hospital NHS Foundation Trust  
Wigginton Road  I  York  I  YO31 8HE  

Main Hospital 01904 631313  
The Cancer Care Centre 01904 721166  

Opening Hours: Monday - Friday 9am - 4.30pm  

Supported by  

York Against Cancer  
Registered charity number 1130835  

MACMILLAN CANCER SUPPORT  
Registered charity number 261017  

Wifi Please feel free to use your tablet, mobile or laptop to keep in touch whilst you spend time with us
Welcome to the York Cancer Care Centre

The Cancer Care Centre is here to help and support patients, their families and anyone affected by cancer.

Next to the Magnolia Centre at York Hospital, the Centre provides a friendly and relaxed environment away from the more clinical areas of the hospital as well as information, support and a wide range of services specifically for people affected by cancer.

So if you, or your loved ones, need a cup of tea and somewhere comfortable to sit in between appointments or a chat with one of our dedicated team, we are on hand to help you.

This leaflet explains how we can help you and the services that are available. We look forward to welcoming you to the Centre.
Support and Information

We offer a wide range of information resources covering most aspects of dealing with a diagnosis and living with cancer.

You’re welcome to drop in to browse the information and there’s always a friendly member of staff available to answer your questions, point you in the right direction and help you with access to local support. If you can’t make it into the Centre, please call us if there is something you would like us to send out to you.

Cancer Psychology and Counselling

The Cancer Psychology team offer psychological and emotional support for patients and families. If you think you might benefit from this, please ask us for further information or talk to a member of your healthcare team for a referral to the psychology service.
Benefits Advice and Welfare Support

An experienced Benefits Advisor from the City of York Council joins us twice each week to allow you to discuss your individual benefit needs. Contact us to make an appointment.

Complementary Therapies

Complementary Therapies can have many benefits for patients undergoing cancer treatment. They can help you to feel better and have a positive effect on your emotions. Our qualified, experienced therapists offer aromatherapy, massage, reflexology, Indian Head Massage, or Reiki sessions for patients.

Ask your Clinical Nurse Specialist or Consultant for a referral.
Creative Corner

Take your mind off things by immersing yourself for a little while in some creativity with a range of local artists. There’s something for everyone and creativity really can help you to switch off. You may discover a hidden talent or just enjoy time doing something completely different. Contact us to check the session times.

Hospital Chaplaincy Service

Hospital chaplains are available to support you spiritually whatever your religious denomination or if you have no religious alliance. You can visit the team in the Chapel, or arrange for a visit whilst on the ward. They will meet you here in the Centre too, just ask us to arrange this for you.
Look Good... Feel Better

Attending a ‘Look Good...Feel Better’ session can help cancer patients in a practical positive way. We host skincare and make-up workshops with specially trained teams who are dedicated to improving self-esteem, confidence and wellbeing of people undergoing treatment for any cancer type.

The workshops can help to improve your self-image and create a sense of support, confidence, and wellbeing. Many people say that the workshops have helped them to regain a sense of control and normality at a time when diagnosis and treatment had taken over their lives.

To book a place, simply contact us at the Centre or visit lookgoodfeelbetter.co.uk to find out more.
Hair Loss Support

We understand that losing your hair can be distressing and we are here to support you through it. We offer an extensive range of headwear and scarves to suit most tastes and the team are happy to help you choose a style that is comfortable to wear in a colour to suit you. You don’t need to book an appointment to choose headwear.

We can offer help with your wig if you require any adjustments or trimming. Please call the Cancer Care Centre to book a one-to-one appointment.

We can also offer head shaving, again please call us for an appointment.
Our partners

York Against Cancer

The Cancer Care Centre was established by York Against Cancer in 1997 as part of its ongoing support for local people who are affected by cancer. The charity funds many of the services within the Centre as well as many of the members of staff.

Minibus service to St James’s Hospital, Leeds

Our free minibus service takes cancer patients from their home in York and the surrounding areas to the Bexley Wing at St James’s Hospital in Leeds for their radiotherapy treatment. We recognise that making the journey to Leeds is not always easy as there are often worries about parking, or having someone to accompany you. Our minibus services aims to take all of this worry away and make the journey to the hospital a pleasant one.

Our respite apartments

We have two seaside apartments, one in Whitby and one in Filey. Both are available to any cancer patient and their loved ones for a 3-or 4-night stay, whether they have just been diagnosed, are in the midst of or have just finished treatment.

Call us on 01904 764466 to find out more about these services.
The York Cancer Care Centre has once again been awarded the Macmillan Quality Environment Mark. Visit [www.macmillan.org.uk](http://www.macmillan.org.uk) to find out what that means for cancer patients and families in York.

If you have questions or concerns about cancer, need support or anyone to talk to, Macmillan Cancer Support can help. The free Information Line is available from 9am–8pm, Monday-Friday on 0808 808 00 00. You can speak with a specialist nurse if you have clinical questions and interpreters are available for non-English speakers if required. An accessible online support and information community is also available through their website, visit [www.macmillan.org.uk](http://www.macmillan.org.uk). The website is a great place to find good quality, reliable and easy to understand information.
How to find us

The Cancer Care Centre is situated off Junction 5 within York Hospital. From outside, find us between The Magnolia Centre and The Child Development Centre. Several buses stop outside and are just a short walk from the Hospital. For more details call the Bus Information Line on 01904 551400.

Getting Here
If you need assistance getting to the hospital, ‘York Wheels’ offer door-to-door transport at a reasonable price. Call 01904 630080 for more information.

Medibus offers reasonably priced fares from the East Yorkshire area to the Hospital - contact 01482 395533. If you require hospital transport to bring you contact the Patient Transport Service on 0300 330 2000.

The Hospital has a multi-storey car park on Wigginton Road with an hourly tariff. The nearest public car park is Union Terrace less than a 10min walk from the Hospital.
Tell us what you think

We hope you found this leaflet helpful. If you would like to tell us what you think, please contact, The Cancer Care Centre Manager on 01904 721166.

Teaching, Training and Research

Our Trust is committed to teaching, training and research to support the development of staff and improve health and healthcare in our community. Staff or students in training may attend consultations for this purpose. You can opt-out if you do not want trainees to attend. Staff may also ask you to be involved in our research.

Patient Advice and Liaison service (PALS)

Patients, relatives and carers sometimes need to turn to someone for help, advice or support.

Our PALS team is here for you. PALS can be contacted on 01904 726262, or via email at pals@york.nhs.uk

An answer phone is available out of hours.

Owner
Jane Archer
Cancer Care Centre Manager
& Patient Information Manager
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