Cancer Services Directory
Scarborough and York area
2018-2020

Information for patients, relatives and carers

️ For more information, please contact:

The Cancer Information & Support Service
Scarborough Hospital
Woodlands Drive, Scarborough, YO12 6QL
Open weekdays 9am – 4.30pm
Tel: 01723 342606

The Cancer Care Centre
York Hospital
Wigginton Road, York, YO31 8HE
Open weekdays 9am – 4.30pm
Tel: 01904 721166

Caring with pride
Introduction to the directory

This directory has been written to assist anyone affected by cancer. The aim is to identify some of the key services available to support people affected by a cancer diagnosis.
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Cancer Information and Support Services

Cancer information and support services are available on our main hospital sites, York and Scarborough. They have a wide range of easy to understand information resources to help meet your particular needs.

Staff will be happy to help put you in touch with other organisations in your area that can support you in the very best way possible. Information resources are available in a range of languages and in non-written formats and all are free of charge. Information in non-English languages or other formats are not always in stock so there may be a short delay whilst these are ordered.

The Cancer Information and Support Service at Scarborough Hospital

We are available to assist anyone affected by cancer. You may telephone us directly – please see our contact number on the front of this leaflet or you can drop-in to talk to someone in person. You will find the service in the main entrance of the hospital in Scarborough, just near the main reception desk and opposite the café.

The information and support service is open from 9am until 4.30pm each weekday.
The Cancer Care Centre at York hospital

We offer a number of information and supportive care services for anyone affected by cancer. The centre is located at the end of Junction 5 within the hospital and is accessible from the front of the hospital opposite the multi-storey car park, adjacent to the Magnolia Centre.

Staff are happy to assist with any supportive or practical needs you may have. They will also help to find the right services or the best person to speak to especially where you have clinical enquiries. In the centre there is a welcoming lounge area where you can enjoy a drink, relax and read whilst listening to the radio. Staff are available to listen if you wish to talk to someone.

There is also a beautiful outdoor area which is wheelchair accessible and suitable for all weathers. Please feel free to use this space to spend time with family or for quiet contemplation.

The Cancer Care Centre is open weekdays 9am to 4.30pm. The telephone number is on the front of this leaflet if the team can be of assistance to you.
Welfare Benefits Support Services

Scarborough Hospital

There is a Health Welfare service, run by the local Citizens’ Advice Bureau on-site to help with financial matters. They also have booklets covering a range of financial issues which are available for you to pick up anytime free of charge.

A colleague from the Citizens Advice Bureau visits the hospital each week to discuss financial matters, welfare and benefits issues you may have on an individual appointment basis. Please contact the Information and Support Service on 01723 342606 or your key worker to make an appointment for this service.

York Hospital

A colleague from the City of York Council welfare benefits team offers support in the Cancer Care Centre each week. The service is available to help families with welfare benefit issues and form completion.

This service is available on an appointment basis for patients and family members. Please call 01904 721166 for details or to make an appointment. They also have booklets covering a range of financial issues which are available for you to pick up anytime free of charge.
DWP Home Visiting Service

Your Clinical Nurse Specialist can help you to access a home visit from the Department for Work & Pensions; they can assist with benefit assessments, claims and appeals, ask your CNS for assistance.

Macmillan Financial Guidance Service

The teams in the York and Scarborough Information & Support Services and your own Clinical Nurse Specialist are happy to refer you to the Macmillan Financial Guidance Service. They can assist with financial matters that may have become challenging since your diagnosis – things such as mortgages, insurance and aspects of employment.
Living Well with Cancer

We are keen to support patients at the end of treatment to access as much information and support as they need to live well with cancer. When treatment finishes you will receive information about the health and wellbeing resources we can offer you. This may be a Living Well with Cancer DVD or information about a Health and Well Being event. Please ask your CNS or the staff in the Information and Support Services for more information and for a copy of the DVD.

Exercise Referral Schemes

To support your need for overall well-being, York, Selby and Scarborough hospitals have partnerships with local exercise providers. Please contact your clinical nurse specialist or your local cancer information and support service for details or for a referral to an exercise scheme.
Hair-loss and Hairdressing Service

Scarborough hospital patients
Scarborough has a hairdresser available to provide support and practical help for you if you are undergoing hair-loss due to treatment for cancer. You can make an appointment to discuss your issues; this may include choosing and having your wig fitted or colouring and styling your new growing hair following treatment. For an appointment in Scarborough, call 01723 342880 the hairdresser will be happy to make an appointment for you. All headwear is available for a suggested donation.

York hospital patients
Hair-loss support at York hospital aims to help you with your hair-related issues. You can drop into the Cancer Care Centre to browse the headwear available any day of the week. You may like something for an occasion, for everyday or to keep your head warm in bed.

Although the hospital hair-loss service in York cannot provide you with a wig, they can make adjustments to your wig. They also offer a head shaving service, by appointment. If you have any questions call the Centre on 01904 721166. All headwear is available for a suggested donation.
‘Look Good… Feel Better’ – workshops

‘Look Good…Feel Better’ helps cancer patients in the most practical and positive way. Each workshop covers skincare and make-up to help patients’ to combat the visible side-effects of cancer treatment. This in turn can help to boost your confidence and overall wellbeing.

Workshops are provided free of charge in a friendly and supportive environment. Each workshop is facilitated by professionally trained local beauty colleagues. It is essential to book your place at a ‘Look Good …Feel Better’ workshop. Locally, this service is available in Hull, Scarborough and York. Visit their website to find out more www.lgfb.co.uk.

York Cancer Care Centre: 01904 721166
Scarborough Cancer Information Centre: 01723 342606
Call them to find out more or to book a place.

Castle Hill Hospital in Hull: 01482 46 1142 to enquire or to book a place.

Boots

The Cancer Care Centre in York offers one-to-one skincare and make-up session available as part of the Boots Macmillan partnership. Call the Centre on 01904 721166 to book your individual session.
Complementary Therapies

‘Complementary therapy’ is used to cover a range of specific therapies, some of which are available for patients who have been given a cancer diagnosis. They are not an alternative to tumour reduction; hence they are complementary and not alternative therapies.

Many people find having complementary therapy sessions helps them to cope with their disease and the side-effects of their treatments.

Complementary therapies may:

- Promote relaxation and circulation.
- Reduce anxiety and insomnia.
- Ease the side-effects of treatment, for example nausea or fatigue.
- Help you to find your own coping mechanisms and strategies and offer a sense of deep relaxation.

Your consultant or clinical nurse specialist can refer you to the service at the cancer care centre in York. Once the referral form has been received the team will contact you to arrange an appointment.

Please be aware that due to the popularity of the service there may be a wait for appointments. Call the Cancer Care Centre if you have any questions about Therapies.
Cancer Clinical Nurse Specialists

Clinical Nurse Specialists are registered nurses who have specialist training in a chosen field. Clinical Nurse Specialists offer information about illness, investigations and treatment. A CNS (as they are often referred to) will be your main contact following a cancer diagnosis and during your time at the hospital. They offer support with managing symptoms, offer practical support and liaise with other people involved in your care, for example your GP, hospital doctors, district nurse and community palliative care teams.

Clinical Research

The clinical research departments support a wide variety of research studies covering many different specialities, including cancer, diabetes, stroke, palliative care, orthopaedics and many others. Each team comprises research nurses and a number of support staff. Clinical trials are essential for developing better treatments and improving healthcare. If you would like further information, please call the research team or your CNS.
Hospital and Community Palliative Care

The hospital palliative care team members specialise in caring for patients living with a life-limiting illness. They support patients with the aim of improving quality-of-life by relieving symptoms. These may be helping the family with practical or emotional issues or by helping the patient with physical symptoms such as pain, nausea or anxiety.

They can assist with future care arrangements, possibly involving hospice care or nursing homes as appropriate. The team work alongside a wider number of medical professionals supporting you either within the hospital setting or in the community.

You can contact the hospital palliative care teams on: Scarborough 01723 342446 or York 01904 725835
Inpatient and Outpatient Services

York and Scarborough hospitals provide outpatient appointments for oncology and haematology patients. When you come for an outpatient appointment you will be seen by a consultant or a senior member of their clinical team.

The details of your individual consultation with the hospital medical team will be sent to your GP in a letter after your appointment, you are welcome to request a copy for yourself - please just ask.

In Scarborough this takes place in the Macmillan unit, which is closer to the north entrance of the hospital. The Macmillan unit is where you will find the chemotherapy department. Your chemotherapy appointments and subsequent treatments will take place in this department. If you would like to know more about the Macmillan unit there is a leaflet that tells you more about this department if you are to have treatment for cancer.

York hospital provides clinical outpatient services for oncology and haematology patients within the Magnolia Centre. From outside, the Magnolia Centre is located between the Child Development Centre and the Accident and Emergency department. From inside, it is located at the end of junction 5 which is directly opposite the multi-storey car park. Ward 31 is the specialist inpatient unit at York hospital for oncology and haematology patients.
The Mobile Chemotherapy Service

The Mobile Chemotherapy Unit is a purpose-built vehicle that provides a clinical area for patients receiving chemotherapy. It is one of just a few in the country and has been created in partnership with the Hospital Trust and local cancer charity York Against Cancer.

The Mobile Chemotherapy Unit travels from York to other locations within the area. At present these locations are: Scarborough Hospital, Bridlington Hospital, Selby War Memorial Hospital and Malton Rugby Club.

The aim of the Mobile Chemotherapy Unit is to reduce the amount of travelling patients’ may undertake by providing an opportunity to deliver chemotherapy treatment nearer home. Eligibility to have chemotherapy treatment delivered on the mobile unit largely depends on your individual chemotherapy regimen. This will be discussed with you by your healthcare team.
Transport Service to Leeds

Local cancer charity, York Against Cancer provides a free minibus from York for people having radiotherapy treatment at St. James’ Hospital in Leeds. The minibus runs on weekdays to the Bexley Wing at St. James’s Hospital in Leeds and back again, so you don’t need to worry about driving, parking or travelling on your own.

The charity works closely with the team at the Bexley Wing to align appointments with fellow passengers, helping minimise waiting times for everyone.

If you are to have radiotherapy as part of treatment, call York Against Cancer on 01904 764466 to discuss your travel needs with them. Many passengers make good friends along the way and enjoy the support of others during treatment.
Respite Accommodation

York Against Cancer have two seaside apartments in Whitby and Filey. Available to cancer patients and their loved ones for a three or four-night stay, whether just diagnosed, in the midst of treatment or just finished. Both apartments are near enough to York to make travelling there possible. Their coastal locations make them a welcome change so you’ll feel like you’re away but with the security of being close to home. Call York Against Cancer on 01904 764466 to find out more.

Cancer Psychology Service

The Cancer Psychology team are an integral part of the service in the hospital. They work closely with your medical team members to provide specialist psychological and emotional support you and your loved ones. If you feel this may be of benefit to you, please discuss it with your GP or a member of your hospital medical team as this service is only available with a referral.
Hospital Chaplaincy

The hospital Chaplains’ provide pastoral and spiritual support for everyone in the hospital, patients, visitors and staff. The multi-faith team are available to anyone in the hospital, whether they have an active religious faith or none. They are happy to assist in meeting the religious needs of all faiths. Hospital chaplains will respond to requests for visits within all departments.

A Chaplain can offer a listening ear, prayer and sacraments. A chaplain is on duty at all times and can be contacted through the hospital switchboard.

Scarborough hospital switchboard: 01723 368111
York hospital switchboard: 01904 631313

Hospital visits from a patients’ preferred minister are also welcomed. Our hospitals have chapels and quiet rooms, which can be found on the ground floor at each site. In Scarborough it is just behind the reception area in main entrance. In York it is just off the main corridor.

Your CNS / staff in the Information & Support Services are happy to contact a faith representative if you would like to talk to one. If you or someone you are supporting would like a visit from the one of the Chaplains you can contact them directly too.

Details of all services are on chapel notice boards. Holy Communion can be taken on the wards of each hospital site, simply ask ward staff for more information.
Volunteering

Volunteers bring tremendous value to the Trust in a variety of roles which directly benefit patients, visitors and staff. Volunteers often provide additional services which are tailored to suit the individual needs of patients within a department or clinic; such as visiting patients, guiding people around the hospital, making refreshments and assisting patients with their meals.

If you would like to find out more contact volunteering@york.nhs.uk or view at the pages on the Trust website: www.yorkhospitals.nhs.uk/work_with_us/other_opportunities/volunteering
Fundraising for your Hospital

York Teaching Hospital Charity cares for your hospitals from York to the Yorkshire Coast.

With your help we can fund the extras to improve your healthcare facilities above and beyond the NHS making patients feel better. We support our staff to make the hospital experience the best it can be for all who visit and stay with us.

You can choose to support any of our hospitals, departments or specialisms with your donations or fundraising activity so you can be sure that we are making the best use of any donations.

For more information about how to get involved please contact the fundraising team on 01904 724521 or by email charity.fundraising@york.nhs.uk

York Teaching Hospital Charity is a registered charity no. 1054527.
Local Support and Self-Help Groups

The following support organisations are available to help people affected by cancer.

♦ Breast Cancer

Scarborough Breast Cancer Support Group
Tel: 01904 726775 for more information.
This group is for ladies who have had a recent diagnosis of breast cancer. The aim is to meet others in a similar situation and support each other over a drink. Meet at the Friends Meeting House, Woodlands Drive, Scarborough.

Secondary Breast Disease Support Group
Tel: 01904 726775 for more information.
Meetings are held at the Friends Meeting House, Woodlands Drive, Scarborough.

Breast Cancer Care - Secondary Breast Support
Call 0345 0771893 for more information.
Offer a York and Harrogate support meetings are held on the third Wednesday of the month at 11am.

Breast Cancer Haven, Leeds.
www.breastcancerhaven.org.uk
Call 0300 0120112 to find out more.

Breast Friends York: www.yorkbreastfriends.org
Peer support for women with breast cancer in York.
♦ Gynaecology Cancer

York Hospital Gynaecology Support Group
Tel: 01904 726478 for more information.
This group meets at The Cancer Care Centre, York Hospital, on the second Tuesday of each month from 9.30 - 11.30am.

♦ Lung Cancer

York Lung Cancer and Mesothelioma Support Group
Tel: 01904 726956 for more information.
The group meet at the Churchill Hotel, Bootham, York, on the second Wednesday of each month from 1.30 - 3pm.

♦ Prostate Cancer

York Prostate Support Group
Tel: 01904 725848 for more information.
Members meet quarterly in the hospital on a Monday evening from 5.30 - 7pm. They offer group discussion, presentations and social meetings too.

Scarborough Prostate Support Group
Tel: 01723 385246 for more information.
The Group meetings take place at the Westover Club, Westover Road, Scarborough. They meet on the second Tuesday of the month at 7.30pm refreshments provided.
Bridlington Prostate Support Group  
Tel: 01723 385246 for more information.  
The Group meets in the dining room at Bridlington Hospital, on the first Wednesday of each month at 7pm, refreshments provided.

♦ Stoma Care Support

York Stoma Support Group  
Tel: 01904 725764 for more information.  
This support group is for non-medical support before, during and after stoma surgery. Meetings are held every four to six weeks in the Cancer Care Centre Monday evenings from 6 - 7.30pm. They offer advice and support, from other patients and the stoma nurse; visiting speakers & occasional seasonal outings.

Scarborough Stoma Support Group  
Tel: 01723 342388 for more information.  
This group meets monthly from April to December at Plaxton Court. They enjoy visiting speakers, discussion and occasional social outings. Refreshments are provided.

♦ Skin Cancer

The Skin Cancer Support Group  
Tel: 01904 721468 for more information.  
For anyone affected by skin cancer. They meet every three months at the Quaker meeting house in Scarborough, contact the team for forthcoming dates.
♦ Head and Neck Cancer

York Head & Neck Support Group
Tel: 01904 726063 for more information.
Evening meetings and daytime (2-4pm) meetings are offered every three months in the hospital. A speaker often attends and refreshments are provided.

♦ Haematological Cancer

York Haematology Support Group
Tel: 01904 330705 for more information.
Members meet at Huntington and District Working Men’s Club, York. They get together on the first Thursday of each month at 7pm (except for January & August). Ample free parking is available at the venue.

A ‘buddying scheme’ is also available to help people with a haematological cancer, call the team on 01904 725815 for more information.
♦ Newly Diagnosed?
Tel: 01904 721166 for more information.
‘Hear for You’ is a drop-in session for people who have been recently diagnosed with cancer and their loved ones. Meetings are on the first Friday of each month from 10am - midday in the Cancer Care Centre at York Hospital.

♦ Yorkshire Cancer Patient Forum
Telephone 01924 787371 for more information
Website www.yorkshirecancerpatientforum.co.uk
Email info@yorkshirecancerpatientforum.co.uk

♦ York Health Watch Tel: 01904 621133
Share your experiences of health & Social care services in York. Website www.healthwatchyork.co.uk
Patient Advice and Liaison Service - PALS

The PALS team offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

Please note that the PALS team cannot offer counselling, a diagnosis, detailed medical information or advocacy. However, please be assured that if PALS can’t help you they will direct you to other sources of help. You can email: pals@york.nhs.uk or telephone: 01904 726262.

Opening Hours: 8.30am - 4.30pm Monday to Friday

An answer phone is available out of hours

PALS focus on improving NHS services for patients.

Tell us what you think of this leaflet

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact: Jane Archer, Cancer Care Centre Manager & Macmillan Information Manager, Cancer Care Centre, The York Hospital, Wigginton Road, York, YO31 8HE or telephone 01904 721166.
Teaching, Training and Research

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

Use this space to make your own notes
Providing care together in York, Scarborough, Bridlington, Malton, Selby and Easingwold communities

Please telephone or email if you require this information in a different language or format

01904 725566
email: access@york.nhs.uk

Braille
Large print

Audio e.g. CD
Electronic

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