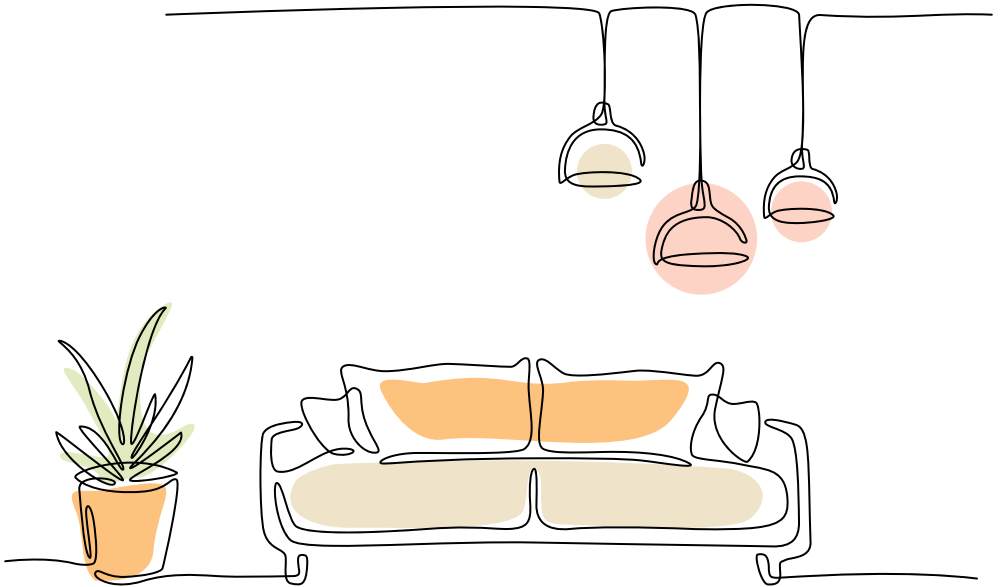


# King's Macmillan Information and Support Service

Here to support anyone affected by cancer



## Who are we?

The King's Macmillan Information and Support Centre provides a welcoming and confidential drop-in service.

We are a team of non-clinical NHS professionals and volunteers offering support and information to anyone accessing cancer care at King's College Hospital NHS Foundation Trust, and those affected by the diagnosis of a family member or friend. Whether you have just been diagnosed or have finished treatment, our team is on hand to help you with practical, emotional and social concerns.

## Information and support

At our centre at King's College Hospital, Denmark Hill, you can browse a wide range of printed information materials, use an iPad to access information online, or ask our staff about additional resources available to you. For those who cannot travel to Denmark Hill, we offer telephone and email enquiry services. We can also post or email written information to you directly.

We provide information and support on all aspects of living with cancer and other long-term health conditions associated with cancer and its treatment. We can provide information in a range of accessible formats, including audio versions of booklets, easy-read materials and information in multiple languages.

For those accessing cancer care at King's, we provide a calm and comfortable environment to sit and have a complementary cup of tea, away from the hustle and bustle of the main hospital.

## Health and wellbeing support

Health and wellbeing includes the provision of accessible information. We can help you to find the right information when you need it. This could be in the form of an appointment with specialist healthcare



professionals, educational workshops, support groups, or published information resources. Topics covered include emotional support, coping with side effects, financial advice, getting back to work and making healthy lifestyle choices. This support is available before, during and after treatment.

## **King's NHS wig service**

Anyone who receives chemotherapy or is expected to experience hair loss is entitled to a free wig. Contact us directly or ask your clinical team to refer you to our wig-fitting clinic.

## **Support groups**

We can help you to find a relevant support group, where you can meet and talk to other people who have had similar experiences to you. Some groups are hosted by clinical teams at King's hospitals, others are run in the community. If you would like to explore options that might be a good fit for you, contact us directly or speak to your clinical nurse specialist (CNS).

## **Macmillan grants**

Macmillan Cancer Support offers small one-off, means-tested grants to cancer patients struggling with the cost associated with cancer and its treatment. Our team can submit your details for consideration of this grant. Contact us to find out if you are eligible.

## **Benefits advice**

There can be a lot of additional costs associated with cancer and cancer treatment. A benefits advice service is available at both our King's College Hospital, Denmark Hill, and Princess Royal University Hospital sites.

A welfare advisor from Citizens Advice can talk you through the support available through government programmes, and help you access everything that you are entitled to.

Telephone appointments are available at both sites, and face-to-face appointments can be accessed at King's College Hospital, Denmark Hill.

Contact us directly or ask your clinical team to refer you.

## Get in touch

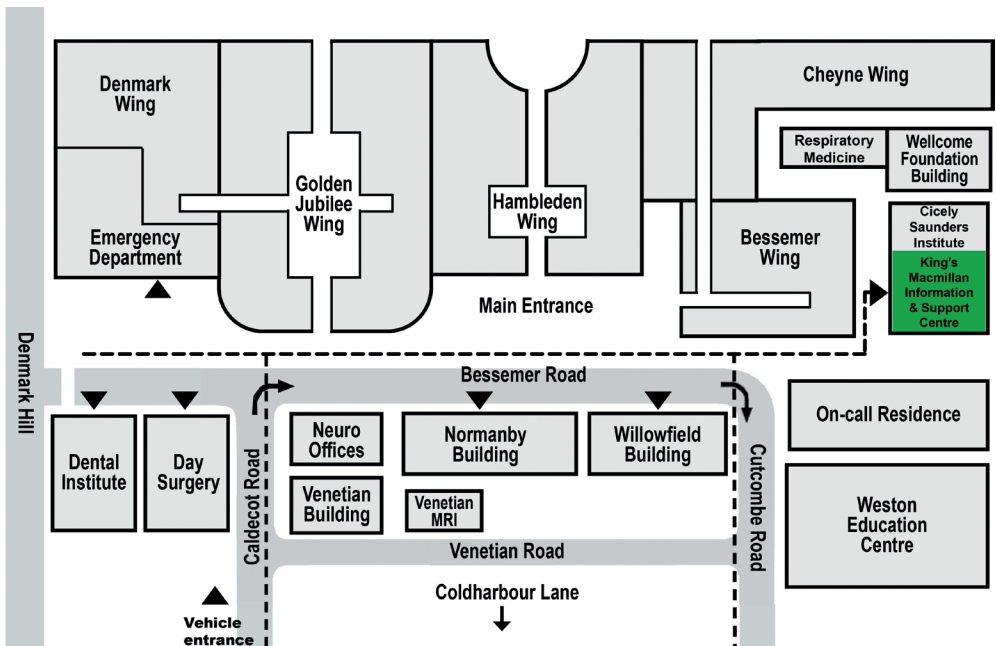
Tel: **020 3299 5228** (this is a non-medical helpline, nurses are not based in this centre)

Email: **kch-tr.macmillan1@nhs.net**

Open hours: Monday to Friday, 9am to 4pm (except bank holidays)

## King's Macmillan Information and Support Centre

Cicely Saunders Institute, King's College Hospital,  
Denmark Hill, London, SE5 9RS



## **PALS**

The Patient Advice and Liaison Service (PALS) is a service that offers support, information and assistance to patients, relatives and visitors. They can also provide help and advice if you have a concern or complaint that staff have not been able to resolve for you. They can also pass on praise or thanks to our teams.

PALS at King's College Hospital, Denmark Hill, London SE5 9RS

Tel: **020 3299 3601**

Email: **[kch-tr.palsdh@nhs.net](mailto:kch-tr.palsdh@nhs.net)**

PALS at Princess Royal University Hospital, Farnborough Common, Orpington, Kent BR6 8ND

Tel: **01689 863252**

Email: **[kch-tr.palspruh@nhs.net](mailto:kch-tr.palspruh@nhs.net)**

**If you would like the information in this leaflet in a different language or format, please contact our Communications and Interpreting telephone line on 020 3299 4826 or email [kch-tr.accessibility@nhs.net](mailto:kch-tr.accessibility@nhs.net)**



