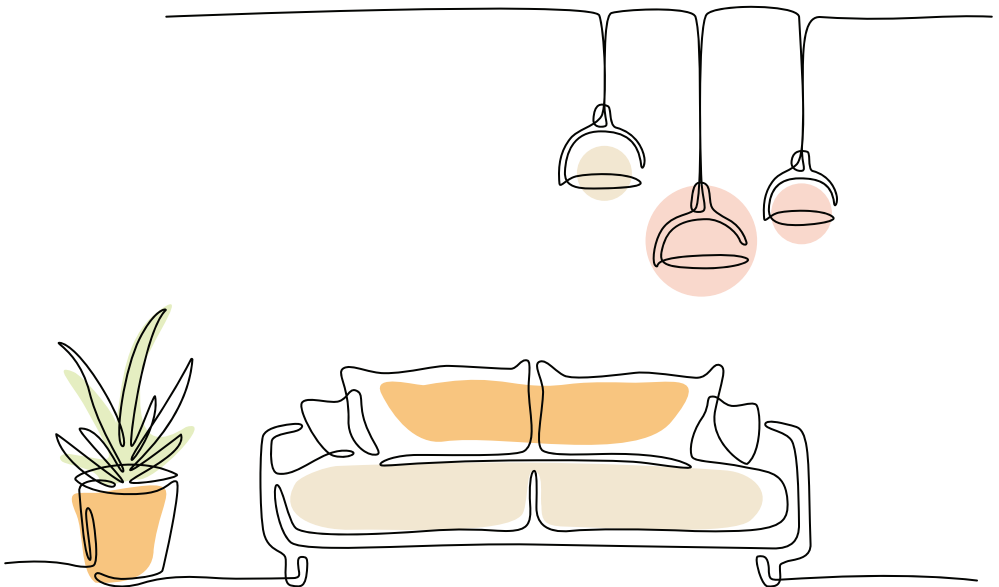


# King's Macmillan Information and Support Service

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

We have a wide range of printed information materials on all aspects of living with and beyond cancer at our centre at King's College Hospital, Denmark Hill and within the Chartwell Unit at Princess Royal University Hospital. Our staff are available to support you in accessing what information resources you need at our centre.

For patients visiting Princess Royal University Hospital, we have information and support clinics where our team is available to provide information, support and signposting around living with and beyond cancer.

In addition, we offer telephone and email enquiry services. We can also post or email written information to you directly.

We are here to support you at any point throughout your care, whether you are newly diagnosed or have been living with your condition for some time. We work alongside the Palliative Care team in supporting patients with life-limiting conditions and offer help and support to family members and carers. If you are living with the consequences of a difficult diagnosis or would like to discuss any related issues, drop in or contact us.

We can provide information in a range of accessible formats, including audio versions of booklets, easy-read materials and information in multiple languages.

We provide a calm and comfortable environment away from the hustle and bustle of the main hospital. We offer a range of complementary hot drinks and biscuits.

## **King's hair loss service**

Anyone who receives chemotherapy or is expected to experience hair loss because of their cancer treatment at King's College Hospital NHS Foundation Trust is entitled to access our hair loss service. You can receive a voucher for £120 towards the cost of a product or service of your choice from our trusted suppliers. Contact us for more information.

## **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).

## **Benefits advice**

There can be a lot of additional costs associated with cancer and cancer treatment. We can assist you in accessing the financial support you are entitled to. A specialist benefits advice service is available at both our King's College Hospital, Denmark Hill, and Princess Royal University Hospital sites.

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

## Get in touch

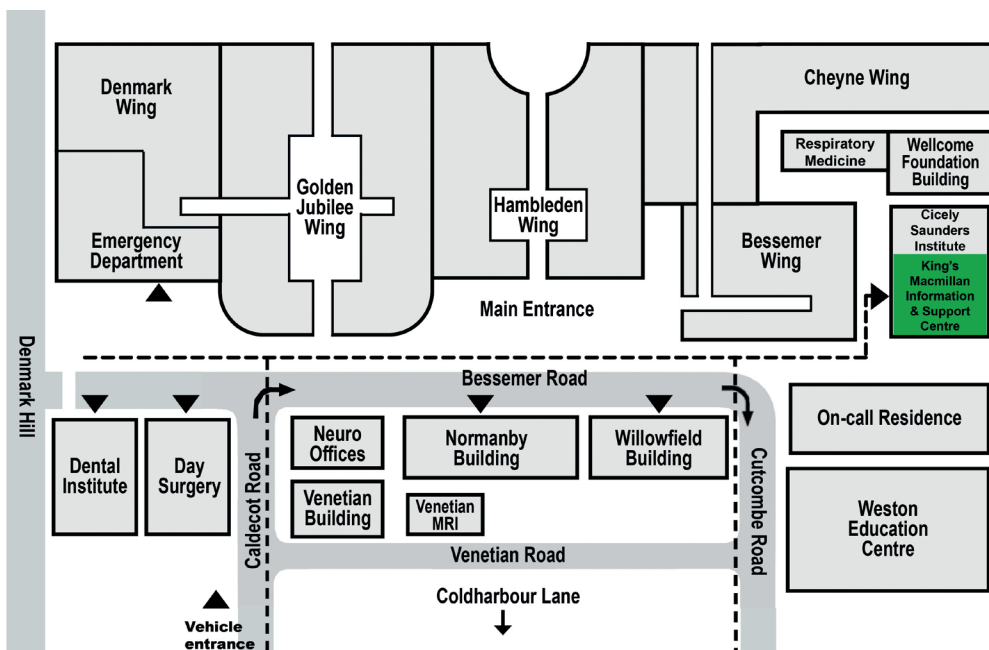
Tel: **020 3299 5228** (this is a non-medical helpline, nurses are not based in this centre)

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



Visit our website for the latest information:

**[www.kch.nhs.uk/services/cancer/help-and-support](http://www.kch.nhs.uk/services/cancer/help-and-support)**



## **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.

Tel: **020 3299 4618**

Email: **kings.pals@nhs.net**

**If you would like the information in this leaflet in a different language or format, please contact our Interpreting and Accessible Communication Support on 020 3299 4618 or email [kings.access@nhs.net](mailto:kings.access@nhs.net)**



