



# Cancer Support Information Pack

**Ambrose  
Avenue  
Group Practice**

 **The Colte Partnership™**  
*At The Heart of Primary Care*

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# What Support Is There At Ambrose Avenue Group Practice?

**We hope you are coping with your recent diagnosis. A diagnosis of Cancer is a life changing event and at Ambrose Avenue Group Practice we want you to know that we are here to support and help you and your family.**

**Please contact the surgery if you need support or help.**

## Clinical Advice:

Our clinicians can provide support and help to your clinical queries. If you are feeling unwell please inform our reception staff of your diagnosis, so that we can do our very best to get you an appointment as soon as possible.

## Administration Staff:

**Secretaries:** They can offer advice and help with referrals, letters and reports.

**Receptionists:** They are able to advise and direct you to the correct staff members you need to speak to.

## Dispensary Team and Prescription Clerks:

Our dispensary team and prescription clerks can give advice on your current prescriptions and medication queries.

### Free prescriptions for certain medical conditions

People with certain medical conditions can get free NHS prescriptions.

Medical exemption certificates are credit-card-size cards. They are issued if you have:

- cancer, including the effects of cancer or the effects of current or previous cancer treatment

A form is included with this pack – fill in and leave at reception for a GP to sign and we will send this off for you.

## Care Co-Ordinator:

The Care Co-Ordinator is based at Ambrose Avenue Surgery. They ensure that our patients care, health needs and wellbeing are being met sufficiently and effectively. The Care Co-Ordinator can take time with our patients to explore what is important to them and direct you to a clinician within the surgery or to other non-clinical support roles if needed.

### Care Advisor:

The Care Advisor can offer advice, support and information on subjects such as benefits, equipment assessments for your home, occupational therapy assessment for your home aids, contact with appropriate statutory care services, contact with voluntary services and disabled parking badges.

Appointments can be made with the Care Advisor by contacting the surgery.

***For the surgery to be able to offer as much support as possible we ask you to provide your next of kin information, so that we can update your medical record. If you wish for them to be able to discuss your diagnosis and treatment please notify us of this, so we can add this to your record also.***

## Where Else Can You Find Support?

### The Cancer Wellbeing Centre- Colchester

The Cancer Wellbeing Centre is located in the Colchester General Hospital grounds. They can provide non-clinical support and information to anyone affected by cancer (patients, family member or carers).

They can support and direct you to services for:

- Specialist information and advice
- Physical activity services
- Benefits advice
- Wig fitting
- Complimentary therapies: Reiki and reflexology for mental wellbeing
- Emotional support and support groups/events

***You can contact the centre via telephone: 01206 745347***

***Email: [esneft.cancerwell-beingcentre@esneft.nhs.uk](mailto:esneft.cancerwell-beingcentre@esneft.nhs.uk)***

***[www.esneft.nhs.uk/service/cancer/cancer-wellbeing-centre-at-colchester-hospital](http://www.esneft.nhs.uk/service/cancer/cancer-wellbeing-centre-at-colchester-hospital)***

***The centre is also on Facebook.***

### St Helena Hospice

St Helena Hospice provide individual care and total support wherever needed; at home, over the phone with their 24/7 advice line and at the hospice. They also offer support to families, friends and carers.

***Hospice: 01206 845566***

***SinglePoint: 01206 890360***

***[www.sthelena.org.uk](http://www.sthelena.org.uk)***

### Macmillan Cancer Support:

Macmillan is a charity that offers support to cancer patients, families and carers. They can offer advice and support with social activities and mental wellbeing. They offer a Macmillan telephone buddy service, where you can receive weekly calls from trained staff who can offer support. You can register your interest on their website.

Macmillan have many online community forums. These forums allow people to discuss their experiences and journeys with one another. The forums are aimed at anyone who has been touched by cancer.

**Macmillan Support Line: 0808 808 0000 (Open 7 days a week 08:00am- 20:00pm)**  
**Website: <https://www.macmillan.org.uk/>**

### Marie Curie:

Marie Curie offers support to cancer patients and their family, friends and carers. They have an online community where you can talk to people on the forum, who may be experiencing similar to yourself. You can also ask questions on the online community to the Support Line Officers or Information and Support Nurses.

**Helpline: 0800 090 2309**  
**[www.mariecurie.org.uk/help/support/diagnosed](http://www.mariecurie.org.uk/help/support/diagnosed)**

### Dietetic Services:

If you have been diagnosed with cancer you can refer yourself to a dietician. A diagnosis of cancer and subsequent treatment can affect our appetites in a variety of ways. They are able to advise and support you.

**<https://www.esneft.nhs.uk/service/cancer-2/dietetic-service/>**  
**Contact the Colchester Cancer Wellbeing Centre: 01206 745357**

### Other Support Groups in The Local Area:

- Below is a link to Colchester General Hospital. They list lots of support groups at the hospital and in the local community.

**[www.esneft.nhs.uk/service/cancer-2/essex-support-groups/](http://www.esneft.nhs.uk/service/cancer-2/essex-support-groups/)**

- Colchester Cancer Choir: A choir group for cancer fighters and survivors, family and friends. The aim is to have fun singing and support each other, whilst helping to raise money for cancer charities.

***Telephone: 07811248775***

***You can find the group on Facebook***

## Planning Ahead

### *My Care Choices Register*

The My Care Choices Register is for those people in North Essex who are living with incurable illnesses and who wish to record their priorities for future care.

Have you thought about how you would like to be cared for should you become more unwell?

Talk to your loved ones about your priorities for your future health care, then ask your GP to add you to the My Care Choices Register.

***Mycarechoices.online***

### *Macmillan Cancer Support*

Macmillan offer lots of planning ahead support. They have guidance on legal and financial planning, along with supporting you with making your plans for your future care.

***Type 'planning ahead' in their website search bar.***

***At Ambrose Avenue Group Practice your GP will always be happy to support you with making your future wishes. If you have any queries or would like to discuss this, please contact the surgery.***