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Cancer Services
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This handbook is to introduce you to the specialist care services available for people with cancer in the Bassetlaw and Doncaster areas.

Contact telephone numbers are given for the specialist teams, which will be providing your care.

**Key-worker and Clinical Nurse Specialist (CNS)**
If you have been diagnosed with cancer, you will have your care coordinated by a key-worker. Your key-worker will usually be a Clinical Nurse Specialist (CNS), who works as part of the team providing your cancer treatment and care. They will provide information on the options available to you for treatment and care, and will give support and guidance.

You will be given written information on your key-worker’s name and contact details.

If you are admitted to hospital in our locality as an emergency, your key-worker will be automatically notified by the Patient Electronic Alert to Key-worker System (PEAKS).

They will contact the department where you are and speak to the staff caring for you, and may visit you, if required, during your hospital attendance.

**Specialist Nurses**

The following clinical nurse specialists (CNS) are based in the Bassetlaw and Doncaster areas. They are registered nurses, who specialise in particular fields of cancer care, and are available in clinics and on hospital wards to give advice and support. During your cancer treatment, you may be referred to one of the specialist nurses listed in this booklet. You can also contact the nurses yourself for advice and support.
Breast Care Nurse Specialist
The Macmillan Breast Care Nurses work at DRI and Bassetlaw hospitals, offering support and psychological care to patients who have been diagnosed with primary and secondary breast cancer.

They are available in the breast and oncology clinics and provide information and advice on an individual basis to help patients make informed decisions about their treatment.

The Breast Care Nurses also facilitate prosthesis fitting clinics, nurse-led family history clinics, nurse-led end of treatment appointments and ‘The Moving Forward’ course. They are involved in the NHS Breast Screening Programme, giving support and information to women attending for a recall after routine screening.

The Breast Care Nurses help with a number of support groups across the locality, which are outlined in this booklet.

They can be contacted at Bassetlaw Hospital on:
Reception: 01909 572192 or BCNs 01909 573228
or at DRI on: Reception 01302 642409 or BCNs 01302 642410
Monday to Friday, 9am - 5pm.

Colorectal/Stoma Care Nurse Specialist
The Colorectal/Stoma Care Nurses work across the Bassetlaw, DRI and Montagu hospital sites. They offer physical and psycho-social support throughout the treatment pathway, to patients who have been diagnosed with colorectal cancer, as well as to their relatives. They are available in the colorectal and oncology clinics, providing advice about the individual’s treatment and acting as the key-worker.

They hold cancer follow-up clinics at two of the three hospital sites (Doncaster and Bassetlaw). Colorectal patients may also attend stoma clinic for stoma related problems or for further support.

Appointments for this clinic, which runs twice per week in Doncaster, can be arranged by contacting the department on 01302 644365. Home Visit support is offered to patients who are unable to attend hospital but have stoma related issues.
Skin Nurse Specialist
The Clinical Nurse Specialist (CNS) in Dermatology provides a service across all hospital sites and is the key worker for patients with skin cancer. The CNS provides information, advice, support, and psychological care for patients, who have been diagnosed with skin cancer and their relatives.

They also hold nurse-led follow-up clinics at DRI and Bassetlaw Hospital. Patients who have been diagnosed with skin cancer, and are being seen by a dermatologist, can refer themselves into a clinic at any time. Appointments can be arranged by contacting Dermatology reception at DRI on 01302 644364.

Upper Gastrointestinal Cancer Nurse Specialist
The Upper GI Cancer Nurse Specialist (Upper GI CNS), aims to ensure that patients diagnosed with Upper GI malignancies attending hospital receive the highest standard of care, and have access to the support and information they need. This service is ‘patient centred’, taking into account the views and needs of the patient and their carer.

The Upper GI CNS can be contacted on 01302 644183.

Flexi hours are worked Monday-Friday between 8am to 6pm. Contact can be made at any time but if the CNS is not available, a message can be left by voice mail, which will be answered as soon as possible.

Gynaecology Nurse Specialist
The role of the Gynaecology CNS is to provide a continuous link through all areas of care for patients and their families following a diagnosis of gynaecological cancer. The nurses are based at DRI but also cover the Bassetlaw area. They visit wards and clinics regularly at both hospitals to see women referred to them. At DRI, the contact number is 01302 642813 or 07769235297.

They are able to visit or telephone patients at home if they prefer. Working hours are Monday - Friday 9am - 5pm.

Haematology Nurse Specialist
The Haematology CNS is the key-worker for patients with haematological (blood and blood related) cancers. These nurses are based at DRI but also cover Bassetlaw Hospital.
They provide information and support and also run nurse-led clinics. The contact number at DRI is 01302 642883.

**Uro - Oncology Nurse Specialist**

Urology nurses are based at DRI, but also provide a service across the Bassetlaw, Montagu and Retford Hospital sites. Their role is to provide advice, information, and continued support to patients and relatives whose lives are being affected by a range of urological cancers.

They usually meet patients at their first hospital attendance and are present while they undergo diagnostic tests and investigations. They help co-ordinate the patient’s care from the time of diagnosis, throughout treatment, and during the follow-up period. Patients and relatives are able to contact them at any time and can arrange to see them in the Urology Department if they wish.

The Uro-oncology Nurses can be contacted Monday to Friday, between 9am and 5pm, on 01302 642535. Any messages will be responded to as soon as possible.

**Lung Cancer Nurse Specialist**

The Macmillan Lung Nurse Specialists provide advice and support for patients and their relatives throughout their lung cancer pathway. They are hospital based nurses and meet patients in clinic or on the wards as inpatients. They are also available to give advice to community teams like GPs and district nurses. They liaise with other teams such as cardiothoracic surgeons and the oncology specialists at Weston Park.

They give advice, support and information regarding investigations, treatments and signpost patients to the appropriate services required. They remain the key worker throughout their pathway. They work Monday-Friday, 9am-5pm, and can be contacted via a central number: 01302 642393.

**Head & Neck Nurse Specialist**

This Specialist is the key-worker for patients with Head & Neck cancer across the Trust and can be contacted on 01302 642421. They also provide smoking cessation and support, as well as an outreach service for laryngectomy and tracheostomy patients. Smoking cessation is carried...
out at DRI and Bassetlaw Hospital on a weekly outpatient basis and the outreach service covers the community throughout the district, including the Dearne Valley and Bassetlaw areas. This is an invaluable service, ensuring patients who are too ill to attend hospital avoid lengthy waits and have individualised home care.

**The Chatsfield Suite - Day Case Unit**
The Chatsfield Suite is based at the Doncaster Royal Infirmary site (DRI). It provides chemotherapy services for day case haematology and solid tumour malignancies, in accordance with local and network agreements. Treatment for non-cancer conditions is also delivered in the Chatsfield Suite, as well as supportive treatments to patients with cancer, such as Blood transfusions.

The unit is open Monday to Friday, 8am to 6pm, and Saturdays 8am to 4pm. Referrals for treatment are accepted from the Trust’s Haematology Consultants, visiting Oncologists and Specialist Palliative Care. The unit can be contacted for information, advice and signposting to appropriate support services.

Contact details: Tel: 01302 642889

**Specialist Palliative Care Nurses**
The Specialist Palliative Care nurses give specialist advice, information, and support to patients and their carers, as well as to hospital and community-based staff. They support patients with a diagnosis of cancer or other life-limiting conditions.

DRI and Montagu Hospital nurses can be contacted 7 days a week including bank holidays, on 01302 644093.

Bassetlaw Hospital Nurses can be contacted Monday to Friday 9am-5pm on 01909 572981.

**End of Life Care Specialist Nurses**
The End of life care team see all patients who have been commenced on the end of life care plan, which is an individualised plan of care for the last days and hours of life. It enables all healthcare professionals to ensure that a patient is seen as a person and not a diagnosis, that care is personalised to include their values, wishes and beliefs and that
these are addressed wherever possible. Medications are also prescribed and individualised to minimise the delay in administration for the key symptoms that may occur at end of life.

The End of Life Care Specialist Nurse attends the clinical area and within the initial consultation, they discuss: the normal and natural confirmations of death and dying; the individualised care plan; medications and their uses; concerns or anxieties; hydration and nutrition with the patient (if appropriate); and the people who matter the most to them. They also provide support, advice and assessment, put plans in place regarding symptom management, discuss preferred place of care and facilitate rapid discharge if appropriate. They continue the support after death by conducting a bereavement support call, ensuring the loved ones are aware that they can contact the team at any point.

The End of Life Care Specialist Nurse work across DRI, Bassetlaw and Montagu and can be contacted 7 days a week including bank holidays on 01302 642182.

**Research Nurses**

Doncaster and Bassetlaw are dedicated to offering a clinical trial/study service to eligible patients. The trials are spread across the cancer sites and patients are asked if they wish to take part in a trial/study. Contact the Research Office - Tel: 01302 644072 or 01302 644069.

**Bassetlaw Community Specialist Palliative Care Nurses**

The specialist nurse supports patients and families when there is a diagnosis of cancer or another life limiting condition. They provide education, specialist advice, and support for care staff to deliver palliative and end-of-life care. Tel: 01777 274422.

**Doncaster Community Specialist Palliative Care Nurses**

This Team aims to provide complex, specialist, palliative care symptom management and advice to patients and families in their own homes, to support them in living with life-limiting illness.
They work in partnership with your General Practitioner (GP), District Nurse and other health care professionals.

In addition, we are able to support patients and families requiring more palliative input, so that they can remain in their preferred place of care. Enhanced care will be predominantly provided by healthcare assistants that can support patients and their loved ones at this difficult time in their lives. The health care professional looking after your care, usually your GP or District Nurse, can refer to the service with your consent.

**Specialist Palliative Care Outpatient Clinic**
This clinic is run by a Palliative Medicine Physician on a weekly basis at DRI and Bassetlaw Hospital and twice a week at St John’s Support & Information Centre, Doncaster. Patients experiencing any complex symptom will be seen within two weeks of referral. Referrals can be made by GPs, consultants, or CNS.

**Chaplaincy Services**
Spiritual Wellbeing is an important source of encouragement and resilience during times of ill health or injury. Spiritual Care is a response to the needs of the human inner being when facing the challenge of illness, injury or the breakdown of health and wellbeing. The Chaplains are here for all patients, their families and staff members, and offer unconditional spiritual and pastoral care equally for people of faith and no faith. Chaplains are part of the Trust’s work-force and operate within its policies.

They can be contacted at DRI & Montagu Hospital on 01302 642237. At Bassetlaw hospital they can be reached on 01909 572779.

**Social Worker**
Employed by Doncaster Metropolitan Borough Council, there is a Social Worker based at DRI who forms part of the hospital’s social care team. They work closely with the Specialist palliative care team, CNS, and other members of MDT, to provide practical and emotional support and advice. They also carry out social care assessments for individuals who have been diagnosed with a life limiting illness, supporting their families and carers. Many of their clients are inpatients, and the main focus of the role is to assess and provide services to enable people to be discharged safely and timely to their preferred place of care.
They ensure the client and family are fully aware of choices and advising them on benefits/resources available to meet their needs.

The Social Worker can also provide a limited service to outpatients and acts as a resource to other Local Authority and health colleagues who seek guidance on social care issues on behalf of their clients. They can be reached on 01302 642527.

**The following pages will outline various services available across Doncaster and Bassetlaw, covering:**

- Macmillan Cancer Information and Support Services
- Cancer Support Groups
- Befriending Services
- Counselling and Mental Health Services
- Complementary Therapies
- Carer’s Support
- Bereavement and Palliative Care
- Money Advice and Debt
- Home Care Services
- Homelessness and Housing.

However, whilst each of these are available to contact individually, we recommend contacting one of the following services, who can provide support and an assessment, and will be able to refer you directly to the right place.

**Doncaster**
Macmillan Cancer Information & Support Service (See page 16) Tel: 01302 796924. Email: rdash.macmillan-info-doncaster@nhs.net

**Bassetlaw**
Aurora Wellbeing (See page 17). Tel: 01909 470985. Email: macmillan@aurorawellbeing.org

**Rehabilitation Services**
Clinical Therapies (rehabilitation) and Allied Health Professional (AHP) services can be contacted as follows:
Doncaster Royal Infirmary
Armthorpe Road Doncaster. DN2 7LT. Tel: 01302 366666

Bassetlaw General Hospital
Blyth Road Kilton Worksop. S81 0BD. Tel: 01909 500990

Montagu Hospital
Adwick Road Mexborough. S64 0AZ. Tel: 01709 585171

Physiotherapy Lead Tel: 01302 366666 ext 3135/3605

Speech & Language Therapy Lead. Tel: 01302 553178

Occupational Therapy Lead Tel: 01302 381325

Dietetics Lead for cancer Tel: 01302 366666 ext 3713

Specialist Palliative Care Allied
Health Professional services St John’s Hospice Weston Road Balby Doncaster. DN4 8JS. Tel: 01302 796600

Physiotherapy & Occupational Therapy Lead. Tel: 01302 796713

Lymphodema Team Tel: 01302 796670

NHS Bassetlaw (PCT)
Retford Hospital North Road Retford. DN22 7XF. Tel: 01777 274400

Allied Health Professional AHP Lead. Tel: 01777 862369.

Palliative Care AHP Services
Bassetlaw Hospice of the Good Shepherd.
Cedar House North Road Retford. DN22 7XF. Tel: 01777 863270.

Local Macmillan Cancer Support Services

Doncaster Royal Infirmary (Macmillan Information and Support Service Hub)
The Macmillan Cancer Information and Support Service is located in main Outpatients Department 1, DRI, Armthorpe Road, Doncaster, DN2 5LT and is linked to St John’s Hospice. The contact number is 01302 796853.

Grantham and District Hospitals
Address: Outpatients Department, 101 Manthorpe Road, Grantham, Lincolnshire, NG31 8DG. Telephone: 01476464978
Email: macmillan.infosupport@ulh.nhs.uk
Nottingham University Hospitals
Address: B Floor, East Block, Queen’s Medical Centre, Derby Road, Nottingham, NG7 2UH. Telephone: 01159709933
Email: cancerinfo@nuh.nhs.uk

Rotherham NHS Foundation Trust
Address: Moorgate Road, Rotherham, S60 2UD
Telephone: 01709427655. Email: macmillan.info.support@rothgen.nhs.uk

Weston Park
Address: 23 Northumberland Road, Sheffield, S10 2TX
Telephone: 01142265666. Email: info@cancersupportcentre.co.uk

Pinderfields Hospital
Address: Level D, Aberford Road, Wakefield, West Yorkshire, WF1 4DG
Telephone: 01924546972

Cancer Support Groups (Doncaster)

Bentley Community Library Cancer & Support Services
Address: Bentley Area Community Library, Chapel Street, Bentley, Doncaster, DN5 0DE. Telephone: 01302873456

Bladder Cancer Support Group
Address: South Block, DRI, Armthorpe Road, Doncaster, DN2 5LT
Telephone: 01302642535

Brainstrust Sheffield and South Yorkshire
Telephone: 07741316277. Email: pete@brainstrust.org.uk

Gynaecology Support Group
Address: Gynaecology Outpatients, Women’s Hospital, DRI, Armthorpe Road, Doncaster, DN2 5LT. Telephone: 01302642813
Email: joanne.mann4@nhs.net

Haematology Support Group
Address: Chatsfield Suite, DRI, Armthorpe Road, Doncaster, DN2 5LT
Telephone: 01302642883. Email: rcloke@nhs.net
Doncaster Life After Breast Cancer
Address: The Glasshouse Function Room, 1 Doncaster Road, Kirk Sandall, Doncaster, DN3 1HP. Telephone: 07593372555
Email: ann.kerrison989@btinternet.com

Rossington Breast Cancer Support Group
Address: Ragusa Centre, Ragusa Drive, Radburn Road, Rossington, Doncaster, DN11 0YN
Telephone: 07849557380. Email: debbie72keating@yahoo.co.uk

Aurora Wellbeing Centre (Mexborough)
Address: The Conversatory, Montagu Hospital, Adwick Road, Mexborough, Doncaster, S64 0AZ. Telephone: 01709832114
Email: debbie72keating@yahoo.co.uk

Breast Cancer Moving Forward Course
Telephone: 08088006000.
Email: movingforward@breastcancercare.org.uk

Cancer Rehabilitation Scheme (Exercise Programme)
Address: Doncaster Culture and Leisure Trust (DCLT), Rossington Community Swimming Pool, West End Lane, Rossington, DN11 0DU
Telephone: 01302865970

Cancer Support Groups (Bassetlaw)

Aurora Wellbeing Centre
Address: The Old Library, Memorial Avenue, Worksop, S80 2BP
Telephone: 01909470985. Email: admin@aurorawellbeing.org.uk

Breast Cancer Support
Address: Bassetlaw Hospital, Blyth Road, Worksop, S80 0BD
Telephone: 01909500990

Maggie’s Nottingham
Address: City Hospital Campus, Hucknall Road, Nottingham, NG5 1PH
Telephone: 01159246210. Email: nottingham@maggiescentres.org
**Befriending Services/Support (Doncaster)**

**Age UK (Circles)**  
Address: 109 Thorne Road, Doncaster, DN2 5BE  
Telephone: 01302812345. Email: admin@ageukdoncaster.org.uk

**B:Friend Doncaster**  
Address: 109 Thorne Road, Doncaster, DN2 5BE  
Telephone: 07523698530. Email: info@letsbfriend.org.uk

**Doncaster Mind- Changing Lives Community Hub (Men)**  
Address: Oracle House, 2-5 Prince’s Street, Doncaster, DN1 3NJ  
Telephone: 01302812190

**Doncaster Mind- Befriending Service (Aged 18+)**  
Address: Netherhall Road, Doncaster, DN1 2PG  
Telephone: 01302812486

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**Befriending Services/Support (Bassetlaw)**

**Age UK Nottinghamshire**  
Address: Bradbury House, 12 Shakespeare Street, Nottingham, NG1 4FQ  
Telephone: 01158440011

**Age UK Worksop**  
Address: Kingston Close Day Centre, Kingston Road, Worksop, S80 2UH  
Telephone: 07872839630

**Age UK Retford**  
Address: The Well Centre, Hospital Road, Retford, DN22 7BD  
Telephone: 07872839630

**Alzheimer’s Society Bassetlaw**  
Address: The Old Abbey School, Priorswell Road, Worksop, S80 2BU  
Telephone: 01909481358
Bassetlaw Mind
Address: The Mind Building, 6 Hardy Street, Worksop, S80 1EH
Telephone: 01909476075. Email: hello@bassetlawmind.org.uk

Bassetlaw Over Fifties Forum
Telephone: 01777703727

Bassetlaw Community & Voluntary Service (BCVS)
Address: BCVS, The Priory, The Old Abbey School, Priorswell Road, Worksop, S80 2BU. Telephone: 01909476118
Email: partnershipadmin@bcvs.org.uk

Counselling & Mental Health Services (Doncaster)

AB Counselling
Telephone: 01302750652

Clouds Community Counselling Service
Telephone: 07962907053. Website: www.cloudscounsellingservices.com

Counselling Service Bentley Library
Address: Bentley Library, Chapel Street, Bentley, Doncaster, DN5 0DE
Telephone: 07519858008. Email: gethelp@manna.me.uk

Doncaster Mind Counselling Service
Telephone: 01302812486. Email: counselling@doncastermind.org.uk

St John’s Specialist Counselling Service
Address: St John’s Information and Support Centre, Weston Road, Balby, Doncaster, DN4 8JS. Telephone: 01302796925.

Counselling & Mental Health Services (Bassetlaw)

Counselling Service Bentley Library
Address: Nottinghamshire Relate Centre, 96 Mansfield Road, Nottingham, NG1 3HD. Telephone: 01159584278. Email: info@relate-nottingham.org.uk
Aurora Wellbeing Centre
Telephone: 01909470985. Email: admin@aurorawellbeing.org.uk

British Association for Counselling and Psychotherapy
Address: BACP House, 15 St John’s Business Park, Lutterworth, LE17 4HB
Telephone: 01455883300. Email: bacp@bacp.co.uk

Child and Adolescent Mental Health Service (CAMHS)
Address: Nottinghamshire Healthcare NHS Trust, Thorneywood Unit, Porcherster Road, Nottingham, NG36LF
Telephone: 01777247722. Email: not-tr.camhsreferrals@nhs.net

Crisis Resolution and Home Treatment Team (CRHT)
Address: Bassetlaw Hospital, Kilton, Worksop, S80 0BD
Telephone: 01159560860

Community Mental Health Team
Address: Bassetlaw Hospital, Kilton, Worksop, S80 0BD
Telephone: 01909502011

Depression Alliance
Telephone: 02074077584. Email: info@depressionalliance.org

Hope Springs Horticulture
Telephone: 07588521257. Website: www.hopespringshorticulture.co.uk

Insight Healthcare
Telephone: 03003000033. Email: bassetlaw@insighthealthcare.org

Bassetlaw Mind
Address: 6 Hardy Street, Worksop, Nottinghamshire, S80 1EH
Telephone: 01909476075. Email: hello@bassetlawmind.org.uk

Heal Your Life
Telephone: 07857369197. Email: healing4hearts@gmail.com

Look Good Feel Better
Address: Aurora Centre, Montagu Hospital, Adwick Road, Mexborough, S64 0AZ and Aurora Centre, Old Library, Memorial Avenue, Worksop, S80 2BP. Telephone: 01709 649122 (Mexborough)
Telephone: 01909 470985 (Worksop)
The Well Complementary Therapies for Cancer Patients
Address: The Core Building, County Way, Barnsley, S70 2JW
Telephone: 01226 320134

Aurora Wellbeing Centre (Bassetlaw)
Telephone: 01909 470985. Email: admin@aurorawellbeing.org.uk

Carer’s Support

Doncaster Partnership for Carers
Address: The Carer’s House, 2 Regent Terrace, South Parade, Doncaster, DN1 2EE. Telephone: 01302 637566

Barnardo’s Doncaster Young Carer’s Service
Address: Doncaster School and College for the Deaf, Leger Way, Doncaster, DN2 6AY. Telephone: 01302 366680

Carer Support Group
Address: The Day Therapy Unit, Bassetlaw Hospital, Worksop, S80 0BD
Telephone: 01909 502025.

Bereavement & Palliative Care (Doncaster)

Cruse Bereavement Care
Address: 109 Thorne Road, Doncaster, DN2 5BE. Telephone: 01302814647

Doncaster Samaritans
Address: 36 Thorne Road, Doncaster, DN1 2JA. Telephone: 01302327474

Forward After Bereavement
Address: Doncaster CVS, Trafford Court, Doncaster, DN1 1PN
Telephone: 01302343300. Email: violetannleonard@hotmail.com

Community Specialist Palliative Care
Address: St John’s Information and Support Centre, Weston Road, Balby, Doncaster, DN4 8JS. Telephone: 01302566666

Cancer Services
Bereavement & Palliative Care (Other)

Nottinghamshire Bereavement Trust  
Address: 118 Skegby Lane, Mansfield, NG19 6PG  
Telephone: 0800435455.  
Email: johnataylor@stoneycroft118.freeserve.co.uk

Bassetlaw Bereavement Care  
Address: Bassetlaw Hospital, Kilton, Worksop, S81 0BD  
Telephone: 01909572779

Bassetlaw Hospice  
Address: Cedar House, North Road, Retford, DN22 7XF  
Telephone: 01777863270. Email: ian@bassetlawhospice.org

Bluebell Woods Children’s Hospice  
Address: Cramfit Road, North Anston, Sheffield, S25 4AJ  
Telephone: 01909517360. Email: info@bluebellwood.org

Money Advice & Debt

Doncaster Advice Services Partnership  
Telephone: 01302217777. Email: dasp@advisedoncaster.org.uk

Doncaster Macmillan Benefits Advice Service  
Address: Meeting New Horizons, Oxford House, 6th Avenue, Robin Hood Airport, DN9 3GG. Telephone: 01302808005.

Doncaster West Development Trust  
Address: G17, Mexborough Business Centre, College Road, Mexborough, S64 9JP. Telephone: 01709866466. Email: info@dwdt.org.uk

Bassetlaw Benefits Advice & Information  
Telephone: 0800882200.
Home Care Services

Age Concern
Address: 109 Thorne Road, Doncaster, DN2 5BE. Telephone: 01302812345.

Choice Healthcare
Address: Prince Chambers, 37 Hallgate, Doncaster, DN1 3DA
Telephone: 01302326136.

Home Instead
Address: Suite H, Cavendish Court, South Parade, Doncaster, DN1 2DJ
Telephone: 01302369655. Email: robert.moore@homeinstead.co.uk

RSV Home from Hospital Scheme (Bassetlaw)
Telephone: 01909476118. Email: bassetlaw@wrvs.org.uk

Homelessness and Housing (Doncaster)

Crisis Skylight South Yorkshire
Address: Unit 3A, Concept Court, Manvers Way, Rotherham, S635BD
Telephone: 01143177300. Email: southyorkshire@crisis.org.uk

Doncaster Council Housing Options Team
Address: St Leger Court, White Rose Way, Doncaster, DN45ND
Telephone: 01302769476

Doncaster Homechoice
Telephone: 01302862628. Website: www.doncasterhomechoice.co.uk

Homelessness and Housing (Bassetlaw)

A1 Supported Housing Service
Telephone: 01909533735. Email: customer.services@a1housing.co.uk
Macmillan Cancer Information and Support Centre: St John’s Information & Support Centre & DRI

St John’s Information & Support Centre in Balby, Doncaster, provides help for cancer patients, their carers and their families. The service offers a network of support for people facing a life-limiting illness.

The centre has seminar rooms, community meeting rooms, a resource library, computer suite, and video conferencing facilities. In addition to this, there is a waiting lounge, complementary therapy rooms, and specialist treatment rooms. The centre is a partnership between the NHS and a registered charity, the Doncaster Cancer Detection Trust. It has a team of NHS staff who provide support for people at different stages in their cancer journey from diagnosis through to palliative care.

The centre also offers education, information, and emotional support for those worried about cancer and life limited conditions. The services are designed to help individuals cope with change, deal with current problems, and receive support with the emotional ups and downs of a life limiting diagnosis while maintaining a sense of control and dignity. Members of the public are welcome to visit the centre, although some services are only available by referral from a health or social care professional.

The centre is open to the public Monday to Friday 9.00am - 4.30pm (excluding bank holidays) and services include:

- Library and information leaflets
- Support for family carers on a one to one basis
• Complementary therapy
• Benefits advice
• Emotional support and counselling
• Training and education about cancer and life-limiting illnesses
• Support group activities.

Referrals are taken by phone, fax, or post. For further information, or to make a phone referral please, call the help desk on 01302 796853.

The Macmillan Cancer Information and Support Service are now also based on site at DRI in the Macmillan Information and Support Service hub. This can be found in the reception area of Main Outpatients and can provide information, support and assessments to determine any needs you have.

Aurora Wellbeing Centre
Anyone with a cancer diagnosis can receive a free package of support from any of our Wellbeing Centres. Across all our centres we have highly trained therapists and volunteers, who understand how to help people throughout their cancer journey. There are Wellbeing Centres - each providing friendly support and a calming sanctuary - in DRI, Montagu Hospital, and The Old Library, Worksop. Our volunteers are fully trained to give support and practical information about hair loss, scalp care and headwear choices. You also receive two free cut and blow dries as part of the complimentary package.

The centre in Worksop offers a great range of information and advice services. The services we provide at this centre are not only for cancer patients, but are available to the local community for a suggested donation to the charity. Please come along and see what we have to offer.

We promote healthy wellbeing and quality of life, and encourage people who use our services to be active participants in their own recovery and welfare.
Within the centre, we work in partnership with Macmillan Cancer Support and provide:

- Dedicated Macmillan Wellbeing Practitioners and confidential 1:1 support.
- High quality, up-to-date information for cancer patients and their families, including prevention, signs and symptoms, living with cancer, end of life support and information around finances.
- A wide range of beauty and holistic therapy services available with our specialist team, including advice on skin care and hair loss.
- Drop-in support groups for survivors, carers and the bereaved.
- Local groups supporting people with Cancer Diagnoses: Buzzom Buddies, Prostate Wellbeing Programme, Mindfulness and professional Counselling services.
- Signposting and referral to other internal and external services.
- A charity shop, Valerie’s Tearoom, yoga and pilates. Tel: 01909 470985, www.aurorawellbeing.org.uk.

**Patient Advice and Liaison Service**
The team are available to help with any concerns, complaints or questions you may have about your experience at the Trust. Their office is in the Main Foyer (Gate 4) of Doncaster Royal Infirmary. Contact can be made either in person, by telephone or email.

**The contact details are:**
Telephone: 01302 642764 or 0800 028 8059
Email: dbth.pals.dbh@nhs.net