

Support from Barnsley Cancer Patients v8 Aug 2020



- (i) **Macmillan iHOPE (Help Overcoming Problems Effectively) Online Self-Management Course for people living with or after a cancer diagnosis:** The course helps to build resilience, rediscover strengths and increase your ability to cope. It's a six week programme, involving a minimum of two hours per week, at a time to suit you, if you have access to the internet via smartphone, tablet or PC. Topics include smarter goal setting; priorities and values; living positively with fears for the future; eating well; managing stress and finding things to be thankful for. **Start dates: 21st September and 19th October**, if you are interested, register through this [link](#)
- (ii) **Dedicated coronavirus information pages** with a wide range of support. This includes information on how to deal with social isolation, how to access financial support, end of life care and how coronavirus may impact on a patient's cancer treatment. There are also now [pages specifically for professionals](#), covering resilience and how to look after your mental wellbeing.
- (iii) **Our Learn Zone** will also be providing additional information and learning resources. If you're not already signed up, create an account [here](#).
- (iv) **Call the Macmillan Cancer Support Line** for free 7 days a week 9am-5pm 0800 808 00 00.
- (v) Stay connected from the safety of your own home - join our [Online Community](#), talk to people who know what you're going through and ask our experts your questions.
- (vi) **Macmillan Grants:** the Grants team will be working remotely and cannot access paper grant applications sent to the office. The team are working hard to maintain this essential service for people living with cancer so please tell and encourage Professionals to send applications through our online portal at www.macmillan.org.uk/grants-application or, where absolutely necessary, call our Assisted Digital Line on **01274 537 874** to help submit the application for you. The latter should be a last resort as there will be a higher demand than usual for this service at the moment. Contact us at macmillangrants@macmillan.org.uk with any queries or questions.
- We have had no access to paper applications since 18th March so if appropriate, please encourage any recent applications to be resent online.
- We have updated the website and our automatic replies but would hugely appreciate your support in getting this message to our Professionals at a time when they're less likely to check emails.
- (vii) **Macmillan Financial Sector Partners Support for Customers Living With Cancer:** During this uncertain time, Macmillan is continuing to work in partnership with a number of financial services institutions to support customers who may be impacted financially following their cancer diagnosis. **See attached for more info.**
- (viii) **Macmillan Telephone Buddies:** your volunteer buddy will be a listening ear, ready to talk about how you're feeling and your support needs during this difficult time. They can also let you know about our services, and all the ways Macmillan can help, to ensure you don't face cancer alone.

How it works

- [You sign up to register your interest.](#)
- We'll get in touch to find out what support you need.
- We'll find a Telephone Buddy who suits your needs.
- You'll get a weekly call from your Telephone Buddy.

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You'll receive up to 12 weeks or more of support, or whatever works best for you.

Marie Curie – here to support through terminal illness:

Here to help with practical information and emotional support

Marie Curie support services are free to call and open **8am-6pm Monday to Friday** and **11am-5pm Saturday to Sunday** Tel **0800 0902309** or visit their [website](#).

Cancer 52: Voice for Rare and Less Common Cancers



Posted the most recent version (18/05/20) of *One Cancer Voice* (signed off by NHS England) a detailed Question & Answer paper for cancer patients and carers covering Covid and Cancer. Find it at www.cancer52.org.uk or click this link <https://bit.ly/2TpnwsU>

Robert Sinclair Foundation: Financial Support

Charity which continues to offer financial support during the pandemic to young families and couples affected by life threatening and terminal illness. The age range they cover is 20-50, it's not means tested, you may apply more than once, there is no upper funding limit and they will consider part-funding. They give grants towards equipment; property alterations and financial help towards mortgage payments/nursery fees etc. Measures that will help people remain in their own homes. It's easy to apply online www.rsdf.org.uk and if you want further information contact Dr Stewart Manning, a former Leeds GP, who is their goodwill ambassador at stewart@rsdf.org.uk

Yorkshire Cancer Community: Information and Support

We are an information and support network for people affected by cancer and those who support patients and carers in the Yorkshire and Humber area.

<https://yorkshirecancercommunity.co.uk/coronavirus/>



Listening Ear bereavement helpline:

Listening Ear is the bereavement helpline service operational across Barnsley, Doncaster, Rotherham and Sheffield offering timely support for people affected by COVID 19. The service provides:

- One to one telephone support from an qualified Worker
- Information, emotional and practical support
- Practical support dealing with healthcare agencies
- Local information with regards to the current funeral process
- Help overcoming any feelings of isolation
- Referrals and signposting to other services as required.

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Listening Ear Helpline is free of charge and does not have a waiting list. To refer a person who has been affected by bereavement, please contact the team via the following channels: **0800 048 5224** / helpline@listening-ear.co.uk or <https://listening-ear.co.uk/refer/>

Radiotherapy at Weston Park Hospital:

The radiotherapy department at Weston Park Hospital is continuing as “normal” . They are asking patients to arrive for their appointments as close to their time as possible and to come into the hospital/ department alone where at all possible. Some patients may be delayed and some may have their planned treatment schedule shortened according to National Guidelines. If any patients are unsure what may apply to them then they can contact WPH. The Open Evenings held on the second Tuesday of every month are cancelled for the foreseeable future but the Information and Support team are available to answer any questions from patients, relatives, HCPs by telephone or email. It will be available Monday-Friday 8.30-5.00. Contact details for patients: 0114 2265282, sth.rtinfo@nhs.net (new easier address which we are phasing in) or sh-tr.RTInfo@nhs.net (old email we are phasing out!).

The Well – Beauty and Complementary Therapy for Cancer Patients receiving treatment at BHNFT or living in the Barnsley area:

In view of all direct contact being cancelled, The Well will provide a basic telephone support service for all:

1. Existing cancer patients,
2. New Well referrals
3. Additional cancer patients referred for telephone support only by cancer teams at BHFNT.

Patients will be classified as high or low isolation risk once they have been spoken with – this is not dependent on diagnosis/ illness but rather based on support networks in place.

This is not a clinical service and will not involve anything high level but more as a welfare contact only. Anything clinical will be referred to the Cancer CNS and or GP.

Barnsley Macmillan Benefits Advice Service :

Free confidential benefits advice service to anyone in the Barnsley area who is affected by cancer.

Both Julie(s) who manage the Benefits Advice Service are now working from home rather than from the Civic in town but referring into the service remains the same.

Tel: 01226 772389/772357 or Email: adviceservices@barnsley.gov.uk

Barnsley Covid-19 Emergency Contact Centre opens:

Barnsley Council has set up a new Covid-19 emergency contact centre to help people who need emergency support after being impacted by the disruptions due to coronavirus.

This service is for people who don't have any support networks to help them through this period.

The centre can only help those vulnerable people who need emergency support; such as essential food, help with medication, and those who may benefit from over-the-phone befriending.

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For more info log on to: <https://www.barnsley.gov.uk/services/health-and-wellbeing/covid-19-coronavirus-advice-and-guidance/covid-19-coronavirus-emergency-contact-centre/>

National Screening Programmes:

If restrictions are in place, or patients have any concerns about taking up their screening (leaving the house, visiting a hospital site etc), it may be helpful to provide patients with information about signs and symptoms and how to self-care, whilst emphasizing the need to act fast and see the GP if you notice persistent changes.

Be Cancer SAFE Care Navigation Toolkits may be helpful here; particularly the Signs and Symptoms toolkit as it includes lots of hyperlinks to relevant leaflets, websites and charity helplines which could be passed on to a patient by telephone or text (**see separate attachment**).

NHS Volunteer Responder service

Health and social care professionals in England can refer any vulnerable patients who are self-isolating to NHS Volunteer Responders for help with tasks such as collecting shopping and prescribed medicines, driving patients to medical appointments or transporting supplies between sites.

The scheme is already helping thousands of people every day and hundreds of thousands of volunteers are available to help. You can make referrals through the [NHS Volunteer Responders referrers' portal](#) or by calling 0808 196 3382.

The scheme is now open for self-referrals for people who have been advised to shield and those most at risk who are isolating at home from coronavirus. These people can ask volunteers for short-term help by calling 0808 196 3646 between 8am and 8pm. Please pass this number on to patients who could benefit from this support.

You can find more information about the programme at www.nhsvolunteerresponders.org.uk

NHS England and NHS Improvement, in partnership with Royal Voluntary Service and the GoodSam Responders app, have [shared a series of slides describing how to access the NHS Volunteer Responder service](#)

Please note 6/7 Centrally provided food boxes and medicines deliveries will only be available while the advice is to shield which is currently until the end of July. Beyond July NHS Volunteer Responders can continue to help with collecting food shopping and medicines deliveries. (for patients who choose to continue to shield). **To access the service patients would need to call NHS Volunteer Responders on 0808 196 3646.**