



# The Sir Robert Ogden Macmillan Centre Newsletter

## The Sir Robert Ogden Macmillan Centre (SROMC) Opens and offers a wide range of cancer services

Our philosophy is to offer our patients the highest quality treatments, alongside integrated supportive care and complementary therapies, to ensure we give a truly holistic and therapeutic service. Integral to being able to achieve this has been the careful design of the building. Patients have already commented that the internal circular shapes makes them feel more relaxed and the light filled décor is calming.

The Centre provides new and follow-up out-patient clinics for Oncology and Haematology patients and day-case services. It offers fully integrated chemotherapy and supportive care treatments for all common adult cancers. The Haematology team look after patients who have a wide range of blood disorders. Some of these, although not all, are cancer related. The Nurse Consultant and Clinical Nurse Specialists provide nurse led clinics and undertake various clinical procedures required by patients undergoing cancer treatment.

The Acute Oncology Service is based within the unit, and provides expert outreach consultation and advice for the management of patients admitted into hospital who are undergoing cancer treatments. A 24 Hour Chemotherapy/Acute Oncology Helpline is available for urgent advice.

The Cancer Information, Wellbeing & Benefits Service offers support and information on all aspects of cancer, benefits and welfare for patients and carers. It provide access to complementary therapies, palliative, and social, psych-emotional support services. These services provide support and treatment for patients along the entire pathway from diagnosis to end of life or rehabilitation and survivorship.

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### Free Car Parking



## 'Feel More Like You' comes to the SROMC



Manage the visible side  
effects of cancer treatment  
Find out more here >



Boots UK in Harrogate have joined forces with the SROMC's Cancer Information, Wellbeing & Benefits Service. Together we are launching 'Feel more Like You'. This exciting new **FREE** beauty programme is designed for women affected by cancer. Boots UK and Macmillan have trained No7 Beauty Advisers to provide support to people living with cancer.

The programme will start on **Tuesday 6th May** and run over four sessions. The Boots No7 Beauty Adviser is trained to provide expert hints and tips to manage changes in appearance caused by cancer treatment. Each session will focus on a specific area, as well as giving great suggestions and practical help

there will also be different products to try.

Ladies will be asked to bring their own make-up along to help them get the most out of the products they already have, but Boots UK have kindly offered to provide some free samples to use and try as well.

Feel More Like You will be held in the Ripley room in the SROMC. Places will be limited to 12 per session, so booking early is essential and should be done through Sarah Grant, The Macmillan Patient Information, Health & Wellbeing Manager. Alternatively patients can book an individual consultation with the Boots No7 Beauty Adviser in the Harrogate Boots store.

*"Many women with cancer lose their hair, their eyebrows, their eyelashes, and with it, their confidence. Seeing what these ladies go through makes it even more important to be able to give something back to them by offering tips and advice on how to apply make-up"*

**Sam Brady, Boots Macmillan Beauty adviser**

### Inside Story Headline



## Phil claims benefits worth £500,000 in 6 months

Phil Bremner is a highly skilled Macmillan Welfare and Benefits Adviser working within the SROMC Information, Wellbeing and Benefit Centre. He provides a free and confidential service accessible by appointment, telephone or home visit. Referral to the service should be made by the healthcare worker involved with the patient's care. The support this service provides includes:

- \* Benefit advice and help to complete forms;
- \* Information and signposting to other local support agencies offering financial help and advice;
- \* Advice regarding financial grants;
- \* Appeals on claims already submitted and declined;
- \* Maximising existing personal income;
- \* Reducing expenditure.

Since launching the service in November 2013, Phil has received 165 official referrals to date.

The number of total annualised benefits so far awarded amount to **£509,845.00**.

In addition, requests for ad hoc arrears which wouldn't have been paid otherwise have amounted to **£22k** (lump sum payments to patients).

The total of estimated grants awarded to patients amount to approx. **£15k**.



*S.A.S.H Volunteers Sheila and Ann display new stock during the weekly Wednesday 'Drop In'*

## Hair Loss Services Combine

For many years those patients affected by hair loss due to their cancer treatment have been required to access services not only in different parts of the hospital, but even in different towns and cities.

Now with the superb facilities created within the Sir Robert Ogden Macmillan Centre this has been able to change.

### THE WIG SERVICE

Patients who require a wig as a consequence of their cancer treatment should be referred to the Orthotic Department at HDFT NHS Trust. Depending on the patients choice, an appointment can be made to attend the wig service for fitting and styling in the Arkendale Room in the SROMC. Appointments are currently held every other Wednesday between 2– 5pm.

Alternatively patients can choose to take an NHS appliance prescription to Hair Plus in Leeds or Betty Brown in York.

### S.A.S.H

This service is provided by skilled, friendly and experienced volunteers who can provide practical help and advice in choosing and wearing a wide range of headwear.

A good selection of turbans, sleep caps, hats and scarves made especially for patients suffering from hair loss is available to try and buy at very competitive prices.

Advice is also provided on hair and wig care, as well as helpful tips for looking after skin, scalp and applying make-up.

Drop in sessions are held every Wednesday afternoon between 2-4pm in the Ripley room situated near to the Arkendale Room. For the first time we have been able to combine both services to provide a complete and supportive hair loss service for ladies at this very distressing time.

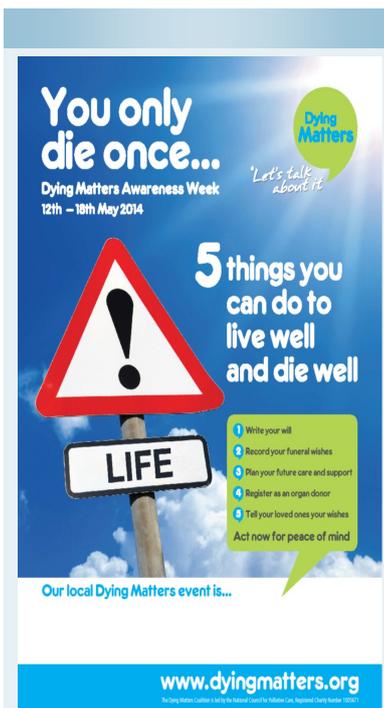
## Free parking for Harrogate Cancer Patients is now available

It has now been agreed that patients receiving cancer treatment at Harrogate & District NHS Foundation Trust will be able to receive free parking for the duration of their treatment.

A Parking Exemption card will be completed and given to patients by their cancer clinical Nurse Specialist as part of their initial consultation and information pack.

This should then be presented by the patient at the main hospital reception where a free ticket will be given to enable exit from the car park.

<p>This card allows the Bearer,</p>	
<p>Name .....</p>	
<p>To receive <b>FREE</b> car parking at Harrogate &amp; District NHS Foundation Trust whilst they are receiving treatment at the Sir Robert Ogden Macmillan Centre (SROMC).</p>	
<p>Please present this card at the hospitals /SROMC main reception.</p>	
<p>VALID from: .....</p>	
<p>EXPIRES on: .....</p>	
<p>AUTHORISED by: .....</p>	



## Dates for your Diary

### 'Dying Matters'

This year's event runs between 12-18th May, and will be held within the main foyer of the hospital.

We want to get as many people as possible thinking, talking and acting during Dying Matters Awareness Week. We will be encouraging members of the public to take five simple steps to make their end of life experience better, both for them and for their loved ones.

Topics we would like to include are;

Organ donation

Will writing

Legacies

Funeral costs and benefit support

Mental capacity and decision making

The Dying Matters coalition is led by the National Council for Palliative Care, Registered Charity Number 1005671

**WE ARE  
MACMILLAN.  
CANCER SUPPORT**

### Sun Awareness Week

5-11 May,

Learn how to stay safe in the sunshine

Pop along to the cancer Information Centre

or call the Macmillan Support Line on 0808 808 00 00

Or visit [macmillan.org.uk](http://macmillan.org.uk)



'Beryl' The Macmillan Information Bus is coming to town!

### Information and Support

Tuesday 20 May - Harrogate  
ASDA supermarket, Bower Road  
10am - 4pm

Wednesday 21 May - Knaresborough  
Fisher Street Car Park  
(outside the toilet block)  
10am - 4pm

Thursday 22 May - Ripon  
Market Place (Town hall end)  
10am - 4pm

[www.macmillan.org.uk](http://www.macmillan.org.uk)

Macmillan Cancer Support, registered charity in England and Wales (20112), Scotland (200102) and in Northern Ireland (20112). All spending for business related.

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