

GP signposting and resources for cancer patients

COVID-19 information and signposting support – April 2020

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1. Macmillan wellbeing videos
2. COVID-19 and cancer support/advice
3. Support for vulnerable people
4. National and local welfare benefit advice
5. Psychological support/IAPT services
6. Mental health crisis support
7. Physical activity
8. Difficult conversations/breaking unwelcome news

Macmillan wellbeing videos

- **Managing a cancer diagnosis**
www.youtube.com/watch?v=7S58NRuShJI
- **Stress management**
www.youtube.com/watch?v=Egyoci_bhEU
- **Coping with fatigue**
www.youtube.com/watch?v=DqMj8-naBrc
- **Coping strategies**
www.youtube.com/watch?v=flbbvG2qP9s
- **Looking after your health and wellbeing while at home**
www.macmillan.org.uk/coronavirus/preparing-for-cancer-treatment-while-at-home

Covid-19 and cancer



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Macmillan Coronavirus Hub

(self-isolation, treatment, immune system, finance and end-of-life)

www.macmillan.org.uk/coronavirus

Cancer Research UK COVID-19 and cancer

www.cancerresearchuk.org/about-cancer/cancer-in-general/coronavirus-and-cancer

One Cancer Voice

<https://cdn.breastcanceruk.org.uk/uploads/2020/03/COVID19-Advice-for-people-with-cancer.pdf>

For general advice concerning COVID-19: www.gov.uk/coronavirus

Support for vulnerable people

Kent Together: Supports vulnerable people in Kent who need urgent help, supplies or medication. Including walking dog, someone to talk to, putting bins out, ensuring enough food and supplies.

Free-phone: 03000 41 92 92.

24-hour helpline

www.kent.gov.uk/KentTogether

Crossroads Kent for Carers – support, befriending, information and advice
Includes 24/7 crisis care service to prevent care home/hospital admission –
professional referral only

Phone: 03450 956 701

Monday to Friday, 9am to 5pm

www.crossroadskent.org

Silverline (Age UK): Not cancer specific but good for people isolated and aged over 60. Information, friendship and advice.

Phone: 0800 470 80 90

24 hours-a-day, seven days-a-week

www.thesilverline.org.uk

Welfare and finance support

Macmillan national helpline - welfare rights, financial and rights at work support

Phone: 0808 808 0000 Seven days-a-week, 8am to 8pm

www.macmillan.org.uk/cancer-information-and-support/get-help/financial-help/welfare-rights-advice

East Kent Macmillan Welfare Advice

Phone: 01227 762122, Monday to Friday, 9.30am to 4.30pm

macmillanadmin@canterburycab.cabnet.org.uk

The Medway Council and Macmillan Welfare Benefits Service

Phone: 01634 333511, Monday to Friday, 9am to 5pm

Kent Oncology Macmillan Information Centre

Phone: 01622 227064, Monday to Friday, 10am to 4pm

Macmillan grants - one-off, means-tested payments to help with extra costs of living with cancer. Available through any Macmillan cancer nurse specialist/professional.

www.macmillan.org.uk/cancer-information-and-support/get-help/financial-help/macmillan-grants

Emotional and wellbeing support



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One You Kent

Healthy lifestyle advice –healthy weight, quit smoking, drink less, get moving, mental health quiz: www.nhs.uk/oneyou/every-mind-matters/your-mind-plan-quiz/

Phone: 0300 123 1220

Email: oneyou.kent@nhs.uk

Web: www.kent.gov.uk/social-care-and-health/health/one-you-kent

Live Well Kent Community Wellbeing

Free service for 17+ years for meeting people, keeping active and lifestyle support.

Web: www.livewellkent.org.uk/community-services/

Involve Kent

Telephone befriending service for vulnerable people during COVID-19, link/signposting to services. GP can refer via social prescribing link worker.

Phone: 03000 810005 (Option 5)

Email: office@involvekent.org.uk

Web: www.involvekent.org.uk/safe-and-well

***Covers Maidstone, Tonbridge and Malling, Borough Green, The Weald, Tunbridge Wells, Dover, Folkestone.*

Psychological support/ IAPT services



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Cancer Alliance

Provider/Area covered	Contact details
Insight Health Care With NKMIND & IESO as partners <i>Medway</i>	0300 029 3000 Insight health care Self referral form Online CBT
Insight Health Care KENT <i>East Kent</i>	0300 555 5555 kent@insighthealthcare.org Self referral
We Are With You <i>West Kent and Medway</i> <i>Dartford, Gravesham and Swanley and Swale</i>	0300 012 0012 www.wearewithyou.org.uk
Dover Counselling Centre <i>South Kent Coast and Thanet</i>	01304 204123 admin@dovercc.org.uk www.dovercc.org.uk
University Medical Centre <i>Canterbury and Coastal and South Kent Coast</i>	01227 469338 www.umcpt.co.uk
FCS Talking Therapies <i>Canterbury and Coastal Swale</i>	01795 591019 www.fcstalkingtherapies.org

Kent and Medway mental health crisis support (1)



Kent and Medway
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Mental Health Matters Helpline (0800 107 0160)

www.mhm.org.uk/

Crisis support out of hours for over 16s: Text, email, phone calls only, No face-to-face sessions until further notice.

Kent Haven: Canterbury 07876 476703/ 07483 163953 or email

Canterbury.mhm@nhs.net

Kent Haven: Gillingham 07850 901151 | 07808 795036 or email gillingham.mhm@nhs.net

Kent Haven: Margate 07850 655 877 or email margate.mhm@nhs.net

Kent Haven: Maidstone 07484 061 684 or email maidstone.mhm@nhs.net

Release the Pressure

24/7 text service available for every mental health concern

Text the word Kent or Medway to 85258

Phone: 0800 107 0160 24/7

www.kent.gov.uk/social-care-and-health/health/release-the-pressure

Shout

24/7 help from team of crisis volunteers. Text SHOUT to 85258.

Kent and Medway mental health crisis support (2)

Folkestone and Hythe Haven crisis support

Monday to Friday: 6 to 11pm

Weekends and Bank Holidays: 12noon to 11pm

Phone numbers are for calls only (no texts):

07827 533 871, or 07827 533 887, or 07827 416 697

Revival crisis phone line (East Kent Mind) Thanet and Whitstable

Monday to Friday: 2 to 5pm

Friday to Sunday: 6 to 10pm

Phone: 0203 912 0032

Crisis phone line (Mid-Kent Mind) Ashford

Friday and Saturday 4 to 8pm

Sunday 1 to 5pm

For dial-in details: www.maidstonemind.org/changes-ashford-wellbeing-cafe/

Physical activity

The UK government and the World Cancer Research Fund (WCRF) have suggestions to help prevent cancer and other conditions. All adults should try to complete at least one of the following ways of exercising:

- 150 minutes of moderate intensity activity per week; for example, 30 minutes 5 times per week
- 75 minutes of vigorous activity per week

All adults should also try and build strength twice-a-week; for example, weight training or yoga.

Everyone is different and exercise needs to be tailored to individuals. Take into account fitness, diagnosis, and other factors that could affect safety.

Cancer Research UK

www.cancerresearchuk.org/about-cancer/coping/physically/exercise-guidelines

Difficult conversations: Breaking unwelcome news

Health Education England has produced four short videos, developed by experienced palliative care clinicians, to support healthcare professionals to have challenging conversations during Covid-19, based on the Real Talk evidence base. They can be used for self-training or for training others. They also highlight the importance of self-care for colleagues having these conversations.

Introduction to the framework: [Discussion of Unwelcome News during the COVID-19 pandemic: a framework for health and social care professionals](#)

You can watch the films here:

1. [The framework](#)
2. [Community](#)
3. [Breaking bad news](#)
4. [Ceilings of treatment](#)

Resources here:

[Evidence-based advice for difficult conversations](#), Professor Ruth Parry,
[Poster](#) and [sketch note](#)
[Telephone call checklist](#)
Twitter [#UnwelcomeNews](#)

Kent and Medway Cancer Alliance contacts

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