



Psychological wellbeing support information for people affected by cancer

This leaflet was produced in collaboration with the Norfolk and Waveney Integrated Care System (ICS) Psychological Wellbeing Group for people affected by cancer.

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Introduction

It is common for people affected by cancer to experience some form of psychological mental health. Having wellbeing support may help people live with cancer through diagnosis; treatment and beyond.

We want to let people know that there is psychological wellbeing support available with advice and information, in person, by telephone and via websites.

Services available across Norfolk and Waveney

Below is a brief overview of services, with contact details and information, which are free to use.

Macmillan Cancer Care Navigator Support

Macmillan Cancer Care Navigators can offer non-clinical support to people affected by cancer and can signpost to local support services. Below are the main contact information for Norfolk and Waveney.

James Paget University Hospital

Tel: 01493 452783 | **Email:** cancersupport@jpaget.nhs.uk

Queen Elizabeth Hospital

Tel: 01553 214610 | **Email:** CCPN@quhkl.nhs.uk

Norfolk and Norwich University Hospital

Tel: 01603 647175 | **Email:** cancernavigators@nnuh.nhs.uk

NHS Talking Therapies

The Wellbeing Service

Wellbeing Norfolk & Waveney provide a range of free psychological support for people with common mental health and emotional issues, such as low mood, depression or stress. The service works with people to help make positive changes to improve wellbeing and quality of life.

How to get Wellbeing support

If aged 16 and over-access to support can be made by GP referral or any other health or social care professional, or by self-referral using the form on the Wellbeing website or by the contact details below:

Telephone: 0300 123 1503 (Monday to Friday, 9am to 5pm)

Email: admin@wellbeingandw.co.uk

Website: <https://www.wellbeingnands.co.uk/norfolk/>

Cancer Wellbeing and Support Centres

Cromer – North Norfolk Macmillan Cancer Support Centre

Drop-in service, no appointment necessary. Wide range of information to take away. Signposting and referral to other services available, including Macmillan Benefits Advice Service.

Telephone: 01603 641559 (open 9.30am to 4.30pm excl. weekends and bank holidays)

Email: cromermacinfocentre@nnuh.nhs.uk

Website: North Norfolk Macmillan Cancer Support Centre

Halesworth - The Pear Tree Centre

The Pear Tree Centre is a tranquil health and wellbeing hub, offering holistic wellbeing & bereavement support, information and advice & peer support, to anyone living with a life-changing illness or long-term condition and their families and carers, living in East Suffolk and neighbouring parts of Mid-Suffolk and South Norfolk.

Telephone: 01986 899655 (open 9am to 4pm)

Email: info@peartreefund.org

Website: [The Pear Tree Centre](#)

James Paget Hospital - Louise Hamilton Centre

Based at the James Paget University Hospital, The Louise Hamilton Centre is a safe haven where people can get information, advice and support when they need it most.

Telephone: 01493 452783 / 01493 453100 (open Monday - Friday 8.30am to 4.30pm)

Email: CancerSupport@jpaget.nhs.uk

Website: [Cancer Support](#)

Kings Lynn – Cancer Wellbeing & Support Centre

The Cancer Wellbeing and Support Centre which includes the Macmillan Information & Support Service is based at the Queen Elizabeth Hospital King's Lynn and is available for drop-in from 9.30am to 4.30pm. Offering vital listening support and information to anyone who has been affected by cancer, it provides access to emotional, practical and financial help via Macmillan Benefits Team, plus complimentary therapy, as well as patient courses including Hope and Mindful Compassion and signposting and referral to other services.

Telephone: 01553 214547 / 01553 613985 (open Monday - Friday 9.30am to 4.30pm)

Email: miss@qehkl.nhs.uk

Website: [Kings Lynn - Cancer Wellbeing & Support Centre](#)

Norwich – Macmillan Information and Support Pod

The Macmillan Information Pod is located at the Norwich and Norfolk Hospital, West Outpatients Level 2. The Macmillan Information Pod provides a wide range of information to answer all questions related to life with cancer, as well as emotional support, signposting and onward referral to other services, including Macmillan Benefits Advice Service. This is a drop-in face to face service with telephone and email support also available.

Telephone: 01603 647717 (open 9.30am to 4.30pm closed at weekends and bank holidays)

Email: InformationPod@nnuh.nhs.uk

Website: [Macmillan Information Pod](#)

BIG C CHARITY

Support Centres & Hubs



Big C's Support and Information Centres within Norfolk & Waveney are there for anyone affected by cancer. There are several support centres and hubs around the area, details of each are listed below. The Support Team will direct to the appropriate service.

Telephone: 0800 092 7640 (open Monday-Friday 9am to 5pm)

Email: support@big-c.co.uk

Website: <https://support.big-c.co.uk/>

Support Centres

Great Yarmouth Centre

Located in the centre of town on Regent Street. Visitors are transported away from the hustle and bustle of the street to a relaxing, cosy space, where they will find comfort and a listening ear. The staff and volunteers at the Centre can help support in the best way for people affected by cancer.

King's Lynn Centre

Access the full range of Big C services in the King's Lynn Centre, located in the centre of town on Railway Road. With an open-plan kitchen and seating area, alongside private rooms for one-to-one discussions, the Centre is to help support people affected by cancer.

Norfolk & Norwich University Hospital Centre, Norwich

The Centre is based in the grounds of the Norfolk and Norwich University Hospital, just a short walk down from the Colney Centre. Although it may seem daunting to visit for the first time, **visitors are made to feel welcome** and are shown around the Centre and supported in the best way. It is open to those diagnosed with cancer and those who care for them. It is somewhere to sit, reflect and relax, away from the hospital and clinical environment.

Support Hubs

Thetford – The Charles Burrell Centre

The Thetford Support Hub has recently moved to the Charles Burrell Centre. The Big C Team will be available at the Centre **every Thursday between 9am to 2pm**. **People affected by cancer are welcome** to just pop in, or make an appointment in advance by calling or email.

Wells-next-the-Sea

Wells Community Hospital Trust is a charity that provides a range of accessible, flexible, integrated health and wellbeing services to the communities of West and North Norfolk coastal villages and towns. The Team is available for drop-in support, away from the hospital environment, to listen and help however they can, **every Monday from 9am to 2pm**.

Cromer - Cromer Community Hospital - Mondays 9am to 4.30pm (complementary therapy & counselling within Macmillan Centre)

Halesworth - Peartree Centre - 3rd Tuesday of each month 9am to 4.30pm

National Services



Cancer Research UK

For people who have been affected by cancer and who may require support, it is easy to call the nurses on freephone or online:

Telephone: 0808 800 4040 (Monday–Friday 9am to 5pm)

Email: supporter.services@cancer.org.uk

Website: Cancer Research



Macmillan Cancer Support

The service is to help people affected by cancer. A cancer specialist can provide support and confidential advice.

Telephone: 0808 808 00 00 (8am to 8pm)

Website: <https://www.macmillan.org.uk/>

Palliative Care & Hospice Services

The Priscilla Bacon Centre for Specialist Palliative Care

The Priscilla Bacon Centre is located in central Norwich and provides a specialist service for people across central Norfolk, who have complex palliative care needs including physical, psychological, social and/or spiritual needs. The aim of palliative care is to achieve the best quality of life for patients with life-limiting illnesses and to support their families and carers. To use this service, **a referral by a health or social care professional is required.**

The Psychological Therapy service at NCH&C offers **holistic psychological support** to patients who are living with the uncertainty of life limiting illness and during end-of-life care. The service supports people of any age including children, young people, couples and families where the patient is already known to the Specialist Palliative Care Service.

Telephone: 01603 255720

Website: [Building the future of hospice care in Norfolk | Priscilla Bacon Hospice](#)

The Norfolk Community Health and Care Specialist Palliative Care 24/7 Advice Line

The telephone service is for anyone requiring palliative care advice or support. The service operates 24 hours a day, 365 days a year and can be used by patients as well as carers, friends or family members. **A referral is not required** to the Community Specialist Palliative Care team to access the telephone advice service.

Telephone: 0330 158 8011 and select option 2

The Norfolk Hospice, Tapping House

The Norfolk Hospice, Tapping House provides services such as an Inpatient Unit for symptom management issues and end of life care, Hospice at Home, Therapies, Palliative Social Work and Bereavement Support. Services are free and available to patients in the West Norfolk area.

Telephone: 01485 601700

Email: enquiries@norfolkhospice.org.uk

Website: [The Norfolk Hospice](#)

St Elizabeth Hospice

The St Elizabeth Hospice, improves the life for those living with progressive and life-limiting illnesses through palliative care. The service focuses on the individuals needs including specialist support, if required, and offers bereavement support for families through the LivingGrief bereavement service. Work in Great Yarmouth and Waveney is delivered in partnership with East Coast Community Healthcare.

Telephone: OneCall 24-hour advice line 0800 567 0111

Website: [St Elizabeth Hospice](#)

Swaffham & Litcham Home Hospice

Swaffham and Litcham Home Hospice supports people who have a cancer diagnosis or who are end of life. Support is practical and emotional and includes transport to hospital, social groups and home companionship. The service also offers counselling for patients and their family members and bereavement counselling should this be required. Services are free and open to those living within Swaffham and Litcham and surrounding areas.

Telephone: 01760 722937

Email: office@slhhs.co.uk

Website: [Swaffham and Litcham Home Hospice](#)