

# A Practical Guide to Cancer Services & Support on the Isle of Man



The diagnosis of cancer often comes with little warning. For most people with cancer, living with the disease is the biggest challenge they have ever faced. It changes your routines, roles and relationships. It can cause financial and work problems and the treatment can change the way you feel and look.

It is vital therefore that the information we provide is focussed around the needs of those we are supporting.

This booklet is written from the unique perspective of people who have had a personal experience of cancer and provides an excellent starting point to find out more about relevant local services.

**Dr A Ibrahim, Clinical Oncologist**

As we continue to develop services for the Island through the production of the new Isle of Man Cancer Strategy, we know that the patients' experience of their care has improved, however we can do more to support and empower patients throughout their cancer journey.

This booklet produced by the Isle of Man Cancer Services User Forum is an essential contribution to our continued drive to improve services.

**Dr V B Krishnan, Isle of Man Cancer Lead Clinician**

The Cancer Strategy for the Isle of Man aims to set the strategic direction for the development of cancer services. One of the unique features of this Strategy is that there is close involvement of both patients and voluntary organisations in the field of cancer.

The Isle of Man Cancer Services User Forum are a key member of the Cancer Strategy Group for the Island, participating at a strategic level for the development of cancer services.

**Dr P Kishore, Chair, Isle of Man Cancer Strategy Group**

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**HEALTH SERVICES**

*Shirveishyn Slaynt*

DEPARTMENT OF HEALTH & SOCIAL SECURITY

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## About this booklet

This booklet has been produced by The Isle of Man Cancer Services User Forum. The Forum is made up of people who have had a personal experience of cancer within their lives. It is written from their point of view, not from a medical perspective.

The booklet provides useful information for people affected by cancer on the Isle of Man. It tells you:

- what to expect from cancer services
- practical tips for people living with cancer on the Isle of Man
- about the information and support available

This booklet cannot, in itself, give you all the answers.

More detailed information is available from your **Clinical Nurse Specialist** or the **Macmillan Cancer Information Centre** which is situated in the main entrance area at Noble's Hospital, telephone 650735 or [www.cancer.org.im](http://www.cancer.org.im).

**Remember there are people ready, willing and able to help and support you. You are not alone.**

## What is the Isle of Man Cancer Services User Forum?

The Isle of Man Cancer Services User Forum was formed in 2003 by a group of individuals whose lives had been touched by cancer. It is made up of patients, former patients, people with experience of caring for a loved one living with cancer, and health professionals.

The Forum works to represent the voice of people affected by cancer on the Isle of Man. It is always interested to hear from anyone who is, or has been, affected by cancer.

More information about the Isle of Man Cancer Services User Forum can be found at the back of this booklet, or you can contact the Forum on (07624) 498612.

## At diagnosis

Contrary to popular belief cancer is not one disease, but many, all with some similar features but all with distinctive characteristics which vary according to the cancer's type and location.

Your GP, Consultant, Oncologist, or Clinical Nurse Specialist (the team looking after you) are always ready to explain your particular situation and the type of cancer which has been diagnosed. Make sure that this is explained to you in language you understand.

You should also have been given a booklet called '**Your Treatment Diary**'; this is for you, and the team looking after you, to write down useful information during your treatment.

**Please remember to bring  
'Your Treatment Diary'  
booklet along to each  
appointment**

If there is anything that you do not understand, or if you feel that you have not been given all the information that you need, please ask your Clinical Nurse Specialist.

If you are not sure who to ask, call into the Macmillan Cancer Information Centre at Noble's Hospital or contact them on 650735 ([www.cancer.org.im](http://www.cancer.org.im)).

When someone is told that they have cancer, they can experience a range of different emotions about the diagnosis. **Please remember that there is support available to you.** This booklet has a specific section about dealing with a cancer diagnosis (page 12).

## The team looking after you

Your care and treatment will be planned and carried out by a team from a wide variety of specialist areas. As you meet new members of the team they will introduce themselves and explain their role. The following are some of the people you might meet throughout your cancer experience (in alphabetical order):

**Clinical Nurse Specialist** – A specialist nurse who cares for patients with cancer. They work with consultants and GPs to ensure that you have the support you need. They are up to date with what is happening to you, and are available to answer any questions you may have – even after treatment has finished.

**Clinical Psychologist** – A specialist in helping people deal with serious mental and emotional problems.

**Consultant** – A senior, specialist doctor working in the hospital. Each consultant must have special interest in a particular sub-speciality, e.g. medical gastroenterology, vascular surgery, etc.

**Consultant Oncologist** – A consultant who specialises in treating cancers. A Clinical Oncologist specialises in treating cancer with chemotherapy, radiotherapy or a combination of both; a Medical Oncologist specialises in treating cancer with chemotherapy and drugs.

**Consultant Physician** – A doctor who specialises in medicine, but does not do surgery.

**Consultant Surgeon** – A doctor who specialises in surgery.

**Counsellor** – A professional trained to work with people on their personal and emotional issues.

**District Nurse** – A nurse who provides nursing care and advice to patients in their own homes or Residential Homes. Nursing care includes care of central lines, medication and wound management, supporting and teaching self care, continence care and health promotion.

**GP (General Practitioner)** – A family doctor working in the community who should be the first point of contact for general advice. They can help guide you through your treatment and follow-up.

**Haematologist** – A doctor who specialises in the treatment of blood conditions.

**Palliative Care Clinical Nurse Specialist** – A nurse (employed by Hospice IOM) who works in the community and hospital settings to provide palliative care to patients and their families. This incorporates pain and symptom management, support, advice and education and social and financial advice.

**Pathologist** – A doctor who specialises in looking at tissue under a microscope aiding diagnosis.

**Practice Nurse** – A nurse who works in your GP surgery who is available for advice and support. They can help monitor and manage different health conditions, and provide regular health checks and screening.

**Radiologist** – A doctor who specialises in interpreting x-rays or scans in order to aid diagnosis.

**Radiographer** – A professional who carries out x-rays or scans, or who gives radiotherapy treatment.

**Social Worker** – A professional who can help with any practical, emotional, and financial needs you may have.

If you have any questions or you are unsure of the role of anyone please ask them to explain. Do not be afraid to ask questions more than once, and remember that the answer to one question may cause you to ask another question.

## Confidentiality

In order to help and support you, your partner, relative or friend is likely to need information on your health needs and the treatment that you are being given. The response which they receive may not be as full as they would like because of confidentiality rules, and whether or not you are willing to have such information shared with them.

You have the right to expect that information you provide will not be shared with other people without your consent, unless required by law, or where the disclosure is considered to be in the public interest.

You should make your wishes known to the team looking after you.

## What next?

After your diagnosis, 'the team looking after you' will talk to you about the types of treatment you can have and which are best for you. You should discuss all the options with your team, and they will take into account your own personal choices and wishes where possible. The most common treatments are surgery, chemotherapy and radiotherapy. You should ensure that your team gives you all the information you require about the treatment options.

Not all treatment can be given on the Island and you may be referred to a specialist centre in the UK. Your consultant will talk to you about this, if needed.

## Questions you may wish to ask

It is important that you understand fully what is involved for you. The following are some questions you may wish to ask - it may be helpful to take this list with you:

- *What is the treatment trying to achieve?*
- *How will the treatment be given?*
- *When will the treatment begin and end?*
- *Where will my treatment take place?*
- *How will I feel during treatment?*
- *What are the possible side effects?*
- *What can I do to take care of myself during treatment?*
- *Will I be able to continue my normal routine during treatment?*
- *Are there any long term side effects?*
- *If I have pain how will you help?*
- *What kind of operation will it be?*
- *How long will I be in hospital?*
- *When will I get back to my normal routine?*
- *Can I obtain a second opinion?*
- *Can I use complementary therapies - what are your thoughts?*
- *Am I able to go on holiday - will I have difficulty in obtaining travel insurance?*
- *What about benefits - how will I manage financially?*

**Don't forget to use  
'Your Treatment Diary'  
to write down the  
information you need to  
remember, or questions  
you want to ask**

Some people find it helpful to take someone along to the hospital appointment with them, to help them to remember what was said and to ask questions. Please ask your Consultant or Clinical Nurse Specialist to write down any important information into 'Your Treatment Diary'. It may be helpful to take a pen with you so you can also make your own notes.



## Travelling off Island for treatment

Some cancer treatments are not available on the Isle of Man and you may have to travel off Island.

If treatment is to take place off Island, your Consultant or Clinical Nurse Specialist will talk to you about this. They will give information about the type of treatment you are to have, where you are going for treatment, and a copy of your 'Transport Certificate'. You will need to **contact Patient Transfers** (telephone 01624 642673) **when you have your 'Transport Certificate'**, and they will book your travel. If you have any questions about your travel arrangements for treatment, please speak to Patient Transfers.

You should be given a leaflet '**NHS Patient Transfers to UK Hospitals**' – this will tell you about the money you can claim towards your travel and accommodation costs from being off Island for treatment. If you have any questions about the financial costs you can claim, please contact Patient Transfers. If you are worried about finances because of travelling across for treatment, please speak to your Clinical Nurse Specialist – financial support may be available.

If you are going to **Clatterbridge Centre for Oncology** for radiotherapy treatment, you may choose to stay outside the Hospital as an outpatient. If so, you will be given a leaflet with details about the accommodation near to Clatterbridge available for you to stay in. You will need to book this accommodation yourself. The Macmillan Cancer Information Centre has more details about the accommodation available.

There is also a  
**Macmillan Cancer  
Information Centre**  
at Clatterbridge Centre  
for Oncology if you  
have any questions  
whilst you are away

**When you return to the Isle of Man after treatment, please contact your Clinical Nurse Specialist and GP to let them know that you are back on the Island.**

## Practical Concerns

A diagnosis of cancer can impact on all aspects of your life, and you may have concerns about practical 'day to day' matters as well as dealing with cancer treatment. The Macmillan Cancer Information Centre has a range of information booklets about managing the practical concerns you may have. These are some of the topics which you may come across:

### **Work:**

If you are working, you may need to take time off work for treatment and recovery. You may be concerned as to what effect this will have on your employment and on your financial situation.

You will need to look into the terms and conditions of your employment to find out what support you are entitled to from your employer. Some employers will continue to pay you if you are off work during cancer treatment; this may be at full or half pay. Some employers can offer reduced working hours, working from home, or flexible hours on a temporary basis. You will need to speak to your employer about your situation and ask them about what support you are entitled to depending on your own employment terms and conditions.

You will also need to consider the ability to take time off for hospital or doctors' appointments. Most employers will be sympathetic to your situation, but they can only make a decision if they have the necessary information. Remember to consider and explore all the options and keep your employers informed.

If you are self employed, or your employer does not provide 'sick pay', then you may qualify for 'Incapacity Benefit' from the Isle of Man Government. The next section has more detailed information on benefits and financial support.

The Macmillan Cancer Information Centre has more information on work and cancer if you would like to read more.

## Benefits:

The Isle of Man Government Social Security Department has a range of benefits that you may be able to claim depending on your personal circumstances. You may find it useful to read the booklet **'Which Benefit?'** which is available from any Social Security Offices or the Macmillan Cancer Information Centre. You can also find this information on the Isle of Man Government Social Security website [www.gov.im/dhss/security](http://www.gov.im/dhss/security) or request the booklet by telephoning (01624) 685685.

These are some of the benefits available:

- **Incapacity Benefit** – this is for people who are sick and unable to work. For more information or to request a booklet about Incapacity Benefit, contact (01624) 685105.
- **Attendance Allowance** – contact (01624) 685104
- **Disability Living Allowance** – contact (01624) 685104
- **Carers Allowance** – contact (01624) 685104
- **Disability Working Allowance** – contact (01624) 685092
- **Income Support** – contact (01624) 685084 for over age 65s, or 685094 for under age 65s

You may also be eligible for help with prescription charges, the cost of travelling to hospital (where such is not provided) and accommodation whilst off the Island.

There are Social Security Offices at:

- Markwell House, Market Street, Douglas (01624 685685)
- Old Customs House, The Quay, Castletown (01624 822300)
- Southlands, Castletown Road, Port Erin (01624 833146)
- Cummal Mooar, Queens Promenade, Ramsey (01624 812138)

Each office has different opening times, please call to check before visiting.

Age Concern Isle of Man (01624 613044) also provides advice and support about benefits for people over age 50. The Hospice Social Worker can also provide advice and support about benefits (01624 647443).

## Other financial support:

If you have money worries, there may be other areas of financial support available to you at this time:

**SSAFA and the Royal British Legion** – If you or your spouse served in the armed forces you may be able to obtain grants from either the Soldiers' Sailors' and Airmen's' Families Association (SSAFA), telephone (01624) 822037; or the Royal British Legion telephone (01624) 611910.

**Macmillan Grant** – Macmillan Cancer Support gives grants to people with cancer in financial difficulties. Applications may be made on your behalf by a health or social care professional. Please discuss any application with 'the team looking after you'. For more information, contact the Macmillan Cancer Information Centre.

**Independent Financial Advice** – a list of Independent Financial Advisors who have agreed to provide a free one-off consultation to anyone affected by cancer on the Island is available from the Macmillan Cancer Information Centre.

The Hospice Social Worker can also put people in contact with organisations that can provide financial or legal support (01624 647443). The Macmillan Cancer Information Centre may have other organisations that can assist financially, depending on your personal circumstances.

## Help at home:

The Isle of Man Government Social Services Department provides practical services and facilities which may be available to you. This includes services such as 'Home Care' and 'Meals on Wheels'.

You have the right to ask for your needs to be assessed, in order to determine the support which may be provided. Referrals can be made through any member of 'the team looking after you', or you can contact the Duty Social Worker on (01624) 686179.

## **Support for your family:**

A cancer diagnosis can have an impact on all members of the family. Sometimes your family and friends who may be supporting or caring for you may need help as well.

There are a range of materials about supporting or caring for someone with cancer, available from the Macmillan Cancer Information Centre.

### **How do I tell the children about my cancer?**

The Macmillan Cancer Information Centre has information about talking to children about cancer if you want some ideas about this

## **Crossroads 'Caring for Carers'**

Crossroads operate a variety of services to give the carer time to be themselves. This includes support for young people who find themselves affected by such issues. For more information on the support available from Crossroads, please telephone (01624) 673103.

The Hospice Social Worker is also able to co-ordinate packages of support services and may be contacted on (01624) 647443.

For general help and assistance on issues affecting those supporting you (including housing, employment, obtaining a carers emergency card or a carers assessment), please contact the Carers Strategy Co-ordinator on (01624) 687342.

## Dealing with a cancer diagnosis

A diagnosis of cancer can cause you to experience a range of emotions, including shock, anxiety and fear. You may be concerned about how your diagnosis may impact on work, money, family and many other issues.

Because we are all different, and our experiences are unique, we may deal with diagnosis and treatment in different ways. Some people find hobbies such as listening to music, reading, gardening, or watching television, can help to reduce any anxieties or stress.

The Macmillan Cancer Information Centre also has a library of books about personal experiences of cancer, as some people find it helpful to read how others have dealt with cancer. It also has a range of information about dealing with a cancer diagnosis.

Some people find complementary therapies helpful to relax them. Hospice Care Isle of Man can provide a range of complementary therapies to people affected by cancer. For example, acupuncture massage, acupuncture, aromatherapy, cognitive relaxation, hypnotherapy, reflexology, and reiki. For more information on Hospice Isle of Man complementary therapies, contact (01624) 647400.

You should discuss the use of complementary therapies with 'the team looking after you'.

### **Emotional support:**

The 'team looking after you' are there to provide support should you have concerns about your cancer and its treatment. Please contact them should you have any worries.

Some people find it helpful to talk to other people about how they are feeling. This could be talking to a family member or friend, to someone who has personal experience of cancer themselves (e.g. through a support group), or to a counsellor.

Counselling is available from:

- Manx Cancer Help – Provide free specialist counselling and emotional support to anyone affected by cancer both face to face and by phone.
- Hospice Isle of Man Counselling Service – Emotional support and counselling is provided by trained volunteers and counsellors. This is available at Hospice Isle of Man or in your own home. This service specialises in bereavement support.

If you need to speak to someone outside of office hours for emotional support, you can contact:

- Crisis Response Team (Mental Health Services) – telephone (01624) 642860
- Samaritans – telephone (01624) 663399

### **Getting help out of hours:**

If you need medical help between 6pm – 8am Monday to Friday, over the weekend, or on a public holiday, you can contact the **Manx Emergency Doctors Service (MEDS)**.

To contact MEDS, please telephone your usual GP surgery number and your call will be connected through or you will be given a number to call.

If you are having chemotherapy treatment, please read the advice given in your 'Chemotherapy Diary' about who to contact if you are worried about symptoms/side effects.

**Please remember to show 'Your Treatment Diary' (and 'Your Chemotherapy Diary' if you have this) to the doctor.** The information could help them to decide what treatment you may need.

## Services that can be of support

There are a range of services on the Isle of Man that can be of support to people affected by cancer and their families.

It is not possible to list all of these services in this booklet, but the following section has a list of local services that may be useful.

If you cannot find the information or service that you are looking for, please contact the Macmillan Cancer Information Centre on (01624) 650735, for support and guidance about local services.

**[www.cancer.org.im](http://www.cancer.org.im)**

For more information online about services on the Isle of Man that can be of support to people affected by cancer

## Useful contacts on the Isle of Man: (in alphabetical order)

### Age Concern

19 Drinkwater Street, Douglas, IM1 1AT

Telephone: (01624) 613044

Website: [www.ageconcerniom.com](http://www.ageconcerniom.com)

A charity promoting the well-being of all older people and helps make later life a fulfilling and enjoyable experience; provides advice and information; runs day care centres, activity clubs and lunch clubs.

### Bowel Cancer Isle of Man

Telephone: (07624) 480973

Website: [www.bowelcanceriom.com](http://www.bowelcanceriom.com)

A local charity raising awareness and supporting people affected by bowel cancer.

### Breakthrough Breast Cancer Isle of Man

Telephone: (07624) 498864 Contacts: Angie Aire

(01624) 673264 Jan Brooks

Website: [www.breakthrough.org.uk/groups/isle\\_of\\_man/](http://www.breakthrough.org.uk/groups/isle_of_man/)

This group aims to increase awareness of breast cancer, provide information and support to patients and raise funds for much needed research into breast cancer.



## **Complementary Therapies (Hospice Isle of Man)**

Strang, Douglas, IM4 4RP

**Telephone:** (01624) 647400

**Website:** [www.hospice.org.im/pages/hospiceServices.htm](http://www.hospice.org.im/pages/hospiceServices.htm)

This free service is provided by Hospice Isle of Man for patients and their families. The range of therapies includes aromatherapy, reflexology, acupuncture, reiki, craniosacral therapy, and hypnotherapy.

## **Crossroads Caring for Carers (Isle of Man)**

35-36 Derby Square, Douglas, IM1 3LW

**Telephone:** (01624) 673103

**Website:** [www.connect2charity.im/charities/charity\\_28041.html](http://www.connect2charity.im/charities/charity_28041.html)

A charity providing respite to carers, regardless of age or care need. Respite is provided through one-to-one care, the provision of groups and clubs, regular outings and supported educational or work placements. Also, for carers under the age of 18 dealing with a care issue within the home, there is a Young Carers Group.

## **Hospice Isle of Man**

Strang, Douglas, IM4 4RP

**Telephone:** (01624) 647400

**Website:** [www.hospice.org.im](http://www.hospice.org.im)

A charity providing specialist palliative care for patients and their families facing a life limiting illness. The care includes physical, psychological, social and spiritual aspects. Hospice provides inpatient facilities, respite care, therapeutic day care, specialist nurses, social worker, counselling, a range of therapies and hospice at home service. Many patients are referred to the Hospice following diagnosis; they will often be cured but may need the initial support from Hospice services.

## **Isle of Man Cancer Services User Forum**

**Telephone:** (07624) 498612

**Website:** [www.cancer.org.im/involvingpeople/cancerservicesuserforum](http://www.cancer.org.im/involvingpeople/cancerservicesuserforum)

A group of people with personal experience of cancer, who are working to improve cancer services for the future. More information about the Forum is available on page 20 of this booklet.

## **Isle of Man Anti-Cancer Association**

4 Athol Street, Douglas, IM1 1LD

**Telephone:** (01624) 628686

**Website:** [www.cancer.org.im/involvingpeople/  
councilofcancercharities/iomanti-cancerassociation](http://www.cancer.org.im/involvingpeople/councilofcancercharities/iomanti-cancerassociation)

A charity funding cancer research and development; they fund and run the 'Staywell' cervical screening clinic, work to raise awareness of cancer in the local community, and to provide support where possible for people affected by cancer on the Island.

## **Isle of Man Breast Care**

**Telephone:** (07624) 482662 **Contact:** Sharon Maddrell

**Website:** [www.cancer.org.im/involvingpeople/  
councilofcancercharities/iombreastcare](http://www.cancer.org.im/involvingpeople/councilofcancercharities/iombreastcare)

A support group which provides emotional and practical support by women who have all experienced breast cancer themselves.

## **LookAhead**

c/o Macmillan Cancer Information Centre, Noble's Hospital

**Telephone:** (01624) 650735

**Website:** [www.cancer.org.im/helpandsupport/  
macmillancancerinformationcentre/lookAhead](http://www.cancer.org.im/helpandsupport/macmillancancerinformationcentre/lookAhead)

LookAhead is designed to support people affected by hair loss due to chemotherapy, by offering practical support on how to use headscarves & hats.

## **Lymphoedema Clinic (Hospice Isle of Man)**

Hospice Isle of Man, Strang, Douglas, IM4 4RP

**Telephone:** (01624) 647400

**Website:** [www.hospice.org.im/pages/hospiceServices.htm](http://www.hospice.org.im/pages/hospiceServices.htm)

This service offers Lymphoedema management for all patients who cope with swelling of limbs that occurs sometimes as a result of treatment for cancer.

## **Lymphoedema Support Group**

c/o Hospice Isle of Man, Strang, Douglas, IM4 4RP

**Telephone:** (01624) 843844 **Contact:** Dot Morris

A support group, held at Hospice Isle of Man, where you can meet with other people affected by Lymphoedema, gain support, and share techniques /tips on coping with Lymphoedema.

## **Macmillan Cancer Information Centre**

Noble's Hospital, Douglas, IM4 4RJ

**Telephone:** (01624) 650735

**Website:** [www.cancer.org.im](http://www.cancer.org.im)

The Centre provides information and support to anyone affected by cancer; it has a range of information available, including practical information on living with cancer and details of local support services.

## **Manx Cancer Help**

The Lisa Lowe Centre, 97 Woodbourne Road, Douglas, IM2 3AW

**Telephone:** (01624) 679544

**Website:** [www.manxcancerhelp.org](http://www.manxcancerhelp.org)

A charity providing free specialist counselling and emotional support to anyone affected by cancer, both face to face and by phone.

## **MEDS (Manx Emergency Doctor Service)**

**Telephone:** Use your own GP surgery telephone number to contact the Manx Emergency Doctor Service.

MEDS is an 'out-of-hours' emergency service that operates when your doctor's surgery is closed. The service is available from 6pm - 8am Monday to Friday, with 24-hour cover over weekends and bank holidays.

## **Patient Transfers**

Crookall House, Demesne Road, Douglas, IM1 3QA

**Telephone:** (01624) 642673

**Website:** [www.gov.im/dhss/health/offisland/patientTransfers.xml](http://www.gov.im/dhss/health/offisland/patientTransfers.xml)

Organise travel arrangements for off island treatment.

## **Psycho-Oncology Service (Isle of Man)**

c/o Manx Cancer Help, The Lisa Lowe Centre,

97 Woodbourne Road, Douglas, IM2 3AW

**Telephone:** (01624) 679544

This service is for people who experience very distressing emotional problems associated with cancer. It can be accessed through your GP or Clinical Nurse Specialist. It is designed to react quickly to people's needs and allows for appointments either at Manx Cancer Help or at home.

## **Rebecca House**

Hospice Isle of Man, Strang, Douglas, IM4 4RP

**Telephone:** (01624) 647400

**Website:** [www.hospice.org.im/pages/rebecca.htm](http://www.hospice.org.im/pages/rebecca.htm)

Rebecca House is a specialist wing in Hospice Isle of Man dedicated to the care and support of children and young people up to the age of 18, and their families, affected by the trauma of life threatening and life limiting conditions.

## **Scholl Day Centre (Hospice Isle of Man)**

Hospice Isle of Man, Strang, Douglas, IM4 4RP

**Telephone:** (01624) 647400

**Website:** [www.hospice.org.im/pages/hospiceServices.htm](http://www.hospice.org.im/pages/hospiceServices.htm)

Scholl Centre Day Unit offers support to patients from diagnosis onward; providing a friendly, positive environment to help them address their any emotional, psychological and spiritual needs.

## **Social Services**

Hillary House, Prospect Hill, Douglas, IM1 1QE.

**Telephone:** (01624) 686179

**Website:** [www.gov.im/dhss/services](http://www.gov.im/dhss/services)

Social Services is part of the Isle of Man Government; and has responsibility to assess the social care needs, and organise services to support people on the Isle of Man, within the resources available.

## **Social Security**

Markwell House, Market House, Douglas, IM1 2RZ

**Telephone:** (01624) 685685

**Website:** [www.gov.im/dhss/security](http://www.gov.im/dhss/security)

For information on benefits, and other relevant financial support from the Isle of Man Government.

## **Stoma Support Group**

**Telephone:** (01624) 650212 **Contact:** Carole Cringle,  
Stoma Care Nurse Specialist

This group offers support to all those who have undergone stoma surgery, their families and friends.

## **Other useful contacts:**

### **Macmillan Cancer Support (Cancer BACKUP)**

For information on cancer types, treatments, or what to expect:

Telephone: 0808 800 1234 (Monday-Friday, 9am – 8pm)

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

For financial support, benefits information and Macmillan grants:

Benefits Helpline: 0800 500 800 (Monday-Friday, 10am – 5pm)

For young people aged 12 – 21 years old:

Youth line: 0808 808 0800 (Monday-Friday, 9am – 8pm)

### **Cancer Research UK (CancerHelp)**

For information on cancer and cancer care:

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

Website: [www.cancerhelp.org.uk](http://www.cancerhelp.org.uk)

### **Clatterbridge Centre for Oncology**

For information about visiting Clatterbridge for treatment:

Telephone: 0151 334 1155 (main switchboard)

Website: [www.ccotrust.nhs.uk](http://www.ccotrust.nhs.uk)

### **Clatterbridge Macmillan Cancer Information Centre**

Telephone: 0151 482 7722

### **Wirral Manx Society**

Telephone: 0151 608 3557 Contact: Peter Bridson

A group of volunteers with Manx connections, who visit people from the Island whilst they are staying in Clatterbridge Centre for Oncology.

### **Macmillan Wirral Health Information & Support Project**

Telephone: 0151 652 5512 (24 voicemail)

Email: [suekernaghan@wirral-libraries.net](mailto:suekernaghan@wirral-libraries.net)

Based at Birkenhead Central Library, Borough Road where you can drop in any time; also a drop in service in Moreton Library on Monday afternoons. Offer the same level of information and support as other Macmillan Cancer Information Centres.

## **If you are not happy with the service you receive:**

The people looking after you will do whatever they can to make sure you are looked after properly and without delay. Sometimes however things do go wrong and you may feel that you wish to make a complaint.

If you are unable to complain yourself then someone else, usually a relative or close friend can complain for you. It is important that you make your complaint as soon as possible. Where possible share your concerns with someone close to the cause of your complaint.

If you would prefer to talk to someone else, or if you are not satisfied by the response you can contact the department's Complaints Manager:

### **Hospital or Mental Health Services**

Complaints Manager, Noble's Hospital, Strang, Douglas, IM4 4RJ.

Telephone: (01624) 650793

### **GP's, Dentists, Pharmacists, Opticians**

Family Practitioner Section, Crookall House, Demesne Road, Douglas, IM1 3QA.

Telephone: (01624) 642613

### **Social Services**

Assistant Director of Social Services, Hillary House, Prospect Hill, Douglas, IM1 1QE.

Telephone: (01624) 686203

### **Social Security**

Director of Social Security, Markwell House, Market Street, Douglas, IM1 2RZ.

Telephone: (01624) 685685

If you are unhappy with a decision from Social Security you can obtain a copy of the leaflet 'If you think our decision is wrong' (GL24 IOM) from any of the Social Security offices.

## **Feedback about cancer services:**

The Isle of Man Cancer Services User Forum is always interested in hearing feedback from people who have had experience of cancer services on the Isle of Man. If you have any comments about cancer services, please pass them on to the Forum. (Please note that the Forum does not act as a complaints department).

## Information about the Isle of Man Cancer Services User Forum

The Isle of Man Cancer Services User Forum was formed in 2003 by a group of individuals whose lives had been touched by cancer.



Membership is voluntary. It is open to any cancer patients or carers, who wish to have a voice in the development of the Island's cancer services. We also have members from the various cancer support groups in the Isle of Man.

The Forum works independently to:

- represent the voice of cancer service users on the Isle of Man
- feedback users' viewpoints within Health Services at a strategic level
- liaise with cancer service providers both on and off the island
- develop the service in line with identified needs
- link in with the Merseyside and Cheshire Cancer Network group

### Why should you get involved?

People have different experiences of cancer and that's why it is important to hear from everyone, regardless of age, gender, sexual orientation, background and cancer experience.

If you have, or have had cancer or have had a friend or relative with cancer, you can use your cancer experience to help us to change the future of cancer care in the Isle of Man.

Becoming a "Cancer Voice" is a unique and powerful way to make life better for everyone affected by cancer.

Contact us by:

- **e-mail:** [derek.peters@gov.im](mailto:derek.peters@gov.im) or call Derek on (07624) 498612
- **website:** [www.cancer.org.im/involvingpeople/cancerservicesuserforum](http://www.cancer.org.im/involvingpeople/cancerservicesuserforum)
- **write to:** Isle of Man Cancer Services User Forum,  
c/o Macmillan Cancer Information Centre, Noble's Hospital, Douglas, IM4 4RJ

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## **manx cancer help**

strength through support

Many of us will face a diagnosis of cancer at some time in our lives. Whether it be yourself, a family member or a friend, it may bring with it difficult and painful feelings. But who can you talk to in confidence?

Manx Cancer Help provides free specialist counselling for those affected by cancer, their families and friends.

This can be face to face at our office, at home, or over the phone. You do not need a doctor's referral and we try to keep waiting times to a minimum.

**Manx Cancer Help**  
**The Lisa Lowe Centre**  
**97 Woodbourne Road, Douglas, IM1 3AW**

**Tel: 679544**  
**[www.manxcancerhelp.org](http://www.manxcancerhelp.org)**

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