

Review of Cancer support on GP websites and support available locally

My Voice Matters

A volunteer briefing.

My Voice Matters is ensuring the voice of people with diverse lived experiences and backgrounds are heard.

We are proud to be able to give the opportunity for seldom heard voices to be heard by providers and wider organisations in their own words.

This briefing has been researched and written by Debbie McHugh a Healthwatch Swindon volunteer with lived experience of Cancer.

Website Review of Swindon GP Practices online Cancer support

A review was undertaken asking 5 questions to understand what online support is offered via the GP surgeries locally.

All the websites are of a similar format and many of the websites appear not to have been fully updated for some time.

Of the ones reviewed (see table below) only 3 listed the name of a cancer coordinator but this is a shared resource, the websites also do not explain what the role means for the patients.

NHS Choices is often referred to for advice on conditions, but it is not specially about cancer.

None of the website's links to national support groups for example MacMillian

All the Websites have well-being/ social prescriber listed but none of the information would indicate this was a port of call for cancer information.

Only 2 of the websites reviewed had any obvious information on cancer listed, but this was very limited and not easy to find on the site. One of these had run a small local cancer information session last year but none of the information had been shared online to help sign post patients to local or national support services.

GP Surgery	Q1	Q2	Q3	Qu4	Qu5	Comments
	Is cancer Advice easy to find on the website?	Is there signposting to local support groups?	Is there signposting to national help/support sites?	Does the practice website offer a support group or information on how they support people with cancer?	Does the website identify a cancer lead for the practice?	
Abby Meads Medical Group: www.abbeymeadsdoctors.co.uk	No	No	No	No	No	Only info is via the link to NHS general website
Ashington House Surgery www.ashingtonhouse.com	No	No	No	no	Yes	Cancer lead is a shared resource and site has no information to indicate their role
Eldene Surgery www.eldenesurgery.com	No	No	No	No	No	the site does list one GP as having an interest in Palliative care
Elm Tree Surgery www.elmtreesurgery.co.uk	No	Only has one group listed	No	No	No	the site has a small amount of information for general awareness of cancer, but it is in the news section so hard to find
Great Western Surgery	No	No	No	No	No	Only sign post is to NHS Choices

www.greatwestern-surgery.co.uk						
Hawthorn Medical Centre www.hawthornmedicalcentre.co.uk	No	Only has one group listed	No	No	No	Only sign posted to NHS website
Kingswood Medical Group www.kingswoodmedicalgroup.nhs.uk	No	No	No	No	No	Only NHS choices website
Lawn Medical Centre www.lawnmedicalcentre.co.uk	No	No	No	No	No	Only NHS Choices website
Merchiston Surgery www.merchistonsurgery.co.uk	No	No	No	No	No	Only NHS Choices website
Moredon Medical Centre www.moredonmedicalcentre.nhs.uk	No	No	No	No	No	Only NHS choices website
North Swindon Practice www.homegroundssurgery.nhs.uk	No	No	Yes to cancer map	No	No	Cancer care map has lots of info listed but some are paid services and how accurate some of the information is ? It has a Cancer Co Ordinator listed but this is a shared resource
Old Town Surgery	No	no	no	No	No	Just Link to NHS choices

www.oldtownsurger.com						
Park Lane Practice www.parklanepracticeswindon.nhs.uk	No	No	No	No	No	no information except NHS choices website
Phoenix Surgery www.phoenixsurgeswindon.nhs.uk	No	No	No	No	no	no information except NHS choices website
Priory Road Surgery www.prioryroadmedicalcentre.org.uk	No	No	No	No	No	no information except NHS choices website
Ridge Green Surgery www.ridgegreen.org.uk	No	No	No	No	Yes shared with 3 other services	no information except link to NHS choices No information on role of cancer co Ordinator
Ridgeway View Family Practice www.ridgewayviewfamilypractice.co.uk	No	No	No	No	No	The group did run an awareness session around cancer and support in sept 22 but no on-going sign posting on site
Sparcells Surgery www.sparcells-surgery.co.uk	No	No	No	No	No	NHS choices but to signposting to cancer support services
Victoria Cross Surgery www.victoriacrosssurgery.co.uk	No	No	No	No	No	Only mention is an event on 7 th Sept 2023.
Westrop Medical Practice:	No	Only one group sign posted	No	No	No	Large group of GP practices but only NHS

www.westropmedicalpractice.nhs.uk						choices site is sign posted
Whalebridge Practice www.whalebridge.nhs.uk	No	No	No	No	No	Very limited site very unclear

Recommendations

Websites with limited resources regarding cancer should provide links to known national services (link to the main NHS cancer website) and link to the page on Healthwatch Swindon. [Cancer Support Groups available locally and Nationally | Healthwatch Swindon](#)

Links to cancer information and cancer support should be easier to locate, and not hidden at the bottom of the website, or have multiple links to get to the cancer page.

All websites should include information to cancer charities and cancer support groups, and again, made easy to locate.

It is often that some websites only included specific cancer information (only bowel cancer), it may be suggested that websites should include cancer in general, or more than one form of cancer information, increasing the generalisability of the website.

Cancer Support Groups

Each cancer support group is different, but many people find it helpful to have support during and after diagnosis. Some also offer advice and support to family and friends of people going through cancer care and beyond.

Listed below are some local and national support groups that people might find helpful. The ones listed are mostly for adult support groups.

Affected by Cancer (ABC)

www.affectedbycancer.co.uk

Email: abcswindon@yahoo.co.uk

Swindon-based community self-help support group offering a warm welcome to anyone affected by cancer, patients, carers, relatives. and friends; an opportunity to meet in relaxed surroundings.

Meetings: Lawn Community Centre, Windsor Road, Lawn, Swindon SN3 1LA They twice a month for details of meeting dates see website www.affectedbycancer.co.uk or Email: abcswindon@yahoo.co.uk

Ridgeway Breast Care Support Group

www.ridgewaybreastcaresupportgroup.org.uk

Anyone affected by breast cancer is welcome. Funds raised support individuals with a breast cancer diagnosis. There are local information events, support meetings and pamper events.

They meet twice a month please see website for details.
Or Email: info@ridgewaybreastcaresupportgroup.org.uk

Living with Secondary Breast Cancer Group

<https://breastcancernow.org/information-support/support-you/living-secondary-breast-cancer-swindon-0>

Offering face to face and online support for people going through breast cancer and living with it. They also have information for Men who have breast Cancer.

Email: secondaryservices@breastcancernow.org

Tel: 0345 077 1893

Bowel Bunch

<https://bowelbunch.co.uk>

Hold Monthly Social Meetups on the 3rd Thursday of every month at 11:30-13:30. This is in the Community Room at Tesco Extra, Ocotal Way, Swindon, SN1 2EH.
Anyone affected by Bowel Cancer is welcome to attend.

Swindon IA (Ileostomy Association) – Swindon’s ostomy and pouch support group

www.swindon-ia.org.uk

Self-help support group and a UK registered charity helping ostomy and pouch patients and their families

return to a full and active life, following radical bowel surgery. Meetings: take place regularly in Swindon

Bladder Cancer Support Group (WESSEX) – Swindon

Wessex Cancer Bladder Cancer with Action Bladder Cancer UK

<https://actionbladdercanceruk.org/find-a-support-group>

Support group working alongside Action Bladder Cancer UK charity offering information, advice and support to people living with bladder cancer. Group meetings are attended by a urology/oncology clinical nurse specialist from Great Western Hospital. Talks are also given by medical professionals and patients on bladder cancer related subjects and general topics of interest. People are advised to contact the group for details about meetings.

There is also the Action Bladder Cancer UK charity helpline on 0300 302 0085 or website for information on bladder cancer.

<https://actionbladdercanceruk.org/find-a-support-group>

Meetings: The Sun Inn, Marlborough Road, Swindon SN3 6AA

Six meetings a year email or call for more details
07568551200 Email: swindon@wessexbcs.org.uk

Heads 2 Together head and neck cancer support

<https://www.heads2gether.net>

Provides support and advice for people and their families/ friends on head and neck cancers. A great opportunity to share your cancer experience with other patients, think about your recovery, look towards the future, meet members of your medical support team in an informal friendly environment and learn more about living with Head and Neck Cancer. They have a local support group that meets approximately monthly at Tesco Extra community rooms see website for details.

There is also a Helpline: 0800 0234 550 that can be contacted for advice.

OOSO- Oxford Oesophageal Stomach Organisation

www.ooso.org.uk

Formed in 2009 by a patient then they became a charity in 2013. Their main aim is to support patients and family members through a difficult time. With monthly zoom meetings and informal and friendly café catch up. The zoom meetings are well support by the clinicians and there are often speakers on the zoom meetings. The groups offer a friendly listening service from people who have been through treatments and understand the highs and lows of the journey. Although oxford based,

OOSO supports many people going through treatment and beyond in Swindon and the surrounding areas. They also offer one to one telephone chats for people who would find that useful or are unable to attend zoom or face to face meetings. For more information go to: www.ooso.org.uk or email /call Matt contact - to email info@ooso.org.uk or call Matt on 0775 9996969 (10am-4pm, 7 days/week)

Swindon Prostate Cancer Support Group

www.prostatecancerswindon.org.uk

Open to all with a diagnosis of prostate cancer, their families, and carers, from diagnosis through treatment and beyond. Initially formed in 2015.

The group tries to have regular speakers for their meetings and aim to have staff from GWH attend. The group does not give medical advice, but it does benefit from having GWH staff attend most of the meetings. The meetings are fully of friendly chat, and everyone affected in some way by prostate cancer is welcome to attend, no matter where you have had or are having your treatment.

Meetings: Currently take place at the Sun Inn near Coate water. Swindon See website for dates and details www.prostatecancerswindon.org.uk Call on 01793

383550 or Email:

support@prostatecancerswindon.org.uk

5K YOUR WAY, MOVE AGAINST CANCER

<https://5kyourway.org>

We are a supportive community that inspires and empowers people impacted by cancer to live an active & fulfilling lifestyle our way. There are local groups in Swindon and Marlborough. The groups meet once a month and you can do as much or as little of the 5k as you want. It is open to people living with or beyond cancer and their families/ friends. For more information visit 5k your way or contact the local groups. Website <https://5kyourway.org>

Where: Lydiard Park, Lydiard Tregoze, Swindon SN5 3PA

Meeting point: By the Forest cafe at Lydiard park

Ambassadors: Michelle, Lauren and Greg Contact:

lydiardgroup@5kyourway.org

Macmillan Personalised Care at GWH

<https://www.gwh.nhs.uk/wards-and-services/cancer-services/macmillan-personalised-care>

The Macmillan Personalised Care team are here to support people to live well with and beyond cancer using a range of tools and opportunities that can enhance recovery and improve ability to 'tackle tomorrow'.

Our team focuses on patients' mental and physical health and wellbeing needs, ranging from emotional and psychological support to pre-habilitation and rehabilitation.

For more information, ask your Macmillan nurse about any of the services or you can self-refer to the team who will contact.

Contact & Referrals Tel: 01793 607819 Email:

gwh.macmillanpctreferrals@nhs.net

GWH Website: <https://www.gwh.nhs.uk/wards-and-services/cancer-services/macmillan-personalised-care>

Local bereavement support group

Meets at Beechcroft library upper Stratton. It is for anyone who has suffered the loss of someone close not just from cancer. It is meets for a chat and a cup of tea weekly. This is a support group, not a professional counselling service.

For information on meeting times please contact.
Beechcroft Library on Swindon 01793 680030

Macmillan Financial advice Swindon

The Macmillan / Swindon CAB Benefits Advice Service provides a welfare benefits advice service to people affected by cancer with the aim of maximising income. Helping clients to access their entitlements to welfare benefits and other sources of financial help. The service also provides advice and information on a range of issues, including debt, housing and employment.

For more information on this FREE, impartial, independent, confidential service; please contact 01793 496154.

Opening times: 9am-4pm

macmillan.swindoncab@cabnet.org.uk

Butterfly Thyroid Cancer support

<https://www.butterfly.org.uk/about-us>

Butterfly Thyroid Cancer Trust is the first national charity in the UK dedicated solely to the support of patients with Thyroid Cancer.

Telephone 07399564463 Email
enquiries@butterfly.org.uk

Cancer counselling through We Hear You

<https://www.wehearyou.org.uk/>

The counselling is for anyone affected by cancer including family and children. It is free and you can self-refer. No one should have to cope with the emotional impact of a life-threatening diagnosis alone.

The free services support anyone affected directly or indirectly by cancer or a life-threatening condition, from age four upwards, with no time limit.

They work across Swindon, Bath, Somerset, northeast Somerset and Wiltshire. For further information call 01373 455255 or email info@wehearyou.org.uk Website <https://www.wehearyou.org.uk/>

Macmillan Cancer Support UK

Provides Cancer information and support

If you or someone you care about has been diagnosed with cancer, you can find a variety of support and information on their website or by calling their helpline.

<https://www.macmillan.org.uk/cancer-information-and-support>

Helpline contact number 0808 808 00 00.

Cancer support UK

Cancer Support UK provides practical and emotional support to people living with cancer, both during and after the treatment period. We support people with all kinds of cancer across the UK.

They also offer free comfort kits for people going through cancer treatment.

<https://cancersupportuk.org/about/why-we-exist>

Tel: 020 3983 7616 Email: hello@cancersupportuk.org

Cancer research UK

Provides information on cancer treatments and support and advice both online and via their helpline. For information see their website or call their free nurse helpline. <https://www.cancerresearchuk.org/about-cancer>

Nurse Helpline 0808 800 4040

Questions about cancer? Call freephone 9 to 5 Monday to Friday

Live Through This Cancer support for the LGBTIQ+ community

live through this is a national cancer charity that offer support, information and advocating for people of the

LGBTIQ+ community. Contact them via their website.

<https://livethroughthis.co.uk/patient-support>

Look good feel better.

Look Good Feel Better is a National Cancer Charity. They run free workshops both virtually and at Cancer Care Centres and Hospitals across the UK to support women, men and young adults through this time. And to help them manage things like hair loss and physical changes to the skin. <https://lookgoodfeelbetter.co.uk/about-us>

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