

Cancer services

Patient support, information and useful contacts

Information for patients, relatives and carers

This leaflet gives you some basic information and contact details for support with practical issues such as housing, benefits and travel.

Citizens Advice

Citizens Advice (formally Citizens Advice Bureau) is an organisation that gives advice on the everyday problems people face. They cover a range of areas affecting people's lives and provide free, independent, confidential and impartial advice to everyone. They value diversity, promote equality and challenge discrimination.

<u>Westminster</u> The Stowe Centre 258 Harrow Road London W2 5ES 0808 278 7834	<u>Camden</u> 141a Robert Street London NW1 3QT 0800 028 3146
<u>Kensington (Kensington & Chelsea)</u> Chelsea Old Town Hall Kings Road London SW3 5EB 0808 278 7982	<u>Willesden (Brent)</u> 270-272 High Rd Willesden London NW10 2EY 020 8438 1249
<u>Hammersmith & Fulham</u> Avonmore Library & Neighbourhood Centre 7 North End Crescent (Public Entrance in North End Road) London W14 8TG 0808 278 7832	<u>Harrow</u> Sheldon House 4 Gayton Road Harrow Middlesex HA1 2FB 0808 250 5705

Housing support

- Shelter London Advice Service**

This is a telephone advice, information and assistance service for people with housing-related problems for all London boroughs.

Over 25 years old: 0344 515 1540
Under 25 years old: 020 3773 3275

- **Shelter Emergency Helpline**

Shelterline: 0808 800 4444
www.shelter.org.uk

- **Crisis – London**

Brent: 020 8965 2561
Croydon: 020 3848 1700
london@crisis.org.uk
www.crisis.org.uk

Debt and financial difficulties/hardship support

These organisations can give you information and help on debt and financial difficulty:

- **National Debt Line**

0808 808 4000
www.nationaldebtline.org

- **Money Helper**

Government backed financial services for – The Money Advice Service, The Pension Advisory Service, Pension Wise.
0800 138 7777
www.moneyhelper.org.uk

- **Turn2us**

National charity helping people in financial hardship to gain access to welfare benefits, charitable grants and support services online.
www.turn2us.org.uk

- **The Trussell Trust**

Working with local communities to run foodbanks for people in crisis. Open Monday to Friday, 09.00 to 17.00.
0808 208 2138
www.trusselltrust.org

Travel

- **Taxicard** offers subsidised travel in licensed taxis and private hire vehicles to London residents with serious mobility impairments or who are severely sight impaired. It supports members who have difficulty in using buses, trains and tubes to get out and about.

020 7934 9999
www.londoncouncils.gov.uk

Taxi card applications are different in each borough. To find the specific form and instructions for your area, visit the website or contact your local authority.

- **Dial-a-ride** is a membership scheme run by Transport for London which provides a bookable door-to-door minibus service free of charge for disabled and older people who have difficulties accessing public transport.

0343 222 7777 (charges apply)

www.tfl.gov.uk/modes/dial-a-ride/

- **Claiming travel costs from Imperial College Healthcare NHS Trust**

You can claim back travel costs if you are a patient coming for treatment and you are receiving:

- income support/employment and support allowance (IR)
- income based job seekers allowance
- family credit
- disability working allowance
- working family tax credit
- disabled persons tax credit
- holders of HC2 or HC3 certificates
- universal credit

You need to show proof of this at each visit to the hospital. Ask your clinician to complete a hospital claim form. The scheme only allows the Trust to reimburse the cost of the cheapest form of public transport. Taxi fares are not reimbursed.

- **Patient transport support (Imperial College Healthcare NHS Trust)**

If you need support getting to and from hospital, ring our transport booking team on 0330 678 1245.

The team is available:

- Monday to Friday, 8am to 8pm
- Saturday and Sunday, 10am to 1pm

If you can't ring, a friend, relative, carer or representative can ring on your behalf. One of the trained team members will assess your needs and ask questions about your medical condition and your mobility. This assessment is confidential.

If you need to go to hospital often, they will assess your transport needs every three months so that we can provide the right type of vehicle for you each time.

If you want to provide feedback on the service– please contact 020 3326 1326 (Monday to Friday, 09.00 to 17.00) or email patient.feedback@communityambulance.co.uk.

Carers

- **Carers assessments**

Carers are entitled to a carers assessment, carried out by the social services department of their local borough. This is to identify their needs and what support they may be entitled to. Carers can contact their local authority social services department directly and ask for a carers assessment.

- **Carers UK**

Carers UK is a charity for carers.

Advice line: 020 7378 4999

www.carersuk.org

Benefits

- **Attendance Allowance** is a benefit for disabled people aged 65 or over who need help with personal care.

Helpline: 0800 731 0122

www.gov.uk/attendance-allowance

- **Personal Independence Payment (PIP)** is a benefit that helps towards some of the extra costs you may have because of a long-term health condition or disability. It is gradually replacing Disability Living Allowance for people aged between 16 and 64.

New application helpline: 0800 917 2222

www.gov.uk/pip

- **Universal Credit** is a monthly payment to help with your living costs. You might be able to get it if you're on a low income, out of work or you cannot work.

Helpline: 0800 328 5644

www.gov.uk/universal-credit

Job centre plus

Job centre plus is a government-funded employment agency and social security office that can be found in most cities. They help people of working age find employment in the UK.

You can ring them on 0800 169 0190.

<u>Westminster JCP</u> 4 Abbey Orchard Street London SW1P 2BS	<u>Harlesden JCP</u> Harlesden House 161 High St Harlesden London NW10 4TL
<u>North Kensington JCP</u> Unit 308-312 Quayside House Kensal Road W10 5BL	<u>Ealing JCP</u> 86-92 Uxbridge Road West Ealing W13 8RA
<u>Uxbridge JCP</u> The Pavilion Uxbridge Middlesex UB8 1LH	<u>Brent JCP</u> 60 Neasden Lane Neasden London NW10 2UW
<u>Harrow JCP</u> King's House Clarendon Rd Harrow Middlesex HA1 1YJ	<u>Fulham JCP</u> Waterford House 1-7 Waterford Rd Fulham London SW6 2DL

How do I give feedback about my visit?

We want to hear your **suggestions** or **comments**. Your feedback helps us provide the best service. You can always speak to a member of staff.

You can also contact the **patient advice and liaison service (PALS)** on **020 3312 7777** (10.00 to 16.00, Monday to Friday excluding bank holidays) or email at imperial.pals@nhs.net. The PALS team will listen to your concerns, suggestions or questions and they can help solve problems.

You can make a complaint by ringing **020 3312 1337 / 1349** or emailing tr.Complaints@nhs.net. The address is Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street, London W2 1NY.

Other ways to read this leaflet

Please email us at imperial.communications@nhs.net if you need this leaflet in a different format. This could be large print, Easy read, as a sound recording, in Braille or in a different language.

Wi-fi

Wi-fi is available at our Trust. For more information visit our website: www.imperial.nhs.uk