



Cancer Charity

— EST. NORFOLK 1980 —

Here to support you



Your guide to local cancer support

Here to support you

This booklet will guide you through how we can help, what support is available and where to find your nearest Big C Cancer Support & Information Centre.

Cancer affects us all in many different ways. We know it can be a difficult time. Big C is here for you.

It's natural to have questions, concerns and worries about diagnosis, treatment, as well as those 'what happens next?' thoughts.

We are here for anyone affected by cancer at any stage, from diagnosis and treatment, to life beyond cancer. Whether you are worried about your upcoming treatments, or are caring for someone close to you with cancer. Whether you would like to talk in confidence, get practical support, or simply visit a calm space, we can help. Big C Centres are open, welcoming places, away from the hospital.

With information about how it may impact on your everyday life; as well as access to our specialist cancer nurses, emotional support, complementary therapies or just a listening ear from our Support & Information team.



Find out more about how we can help

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Cancer Support & Information at Big C

How can Big C help?

When affected by a cancer diagnosis, it's important to look after your wellbeing. Big C can help with those everyday worries, questions and stresses.

At Big C our range of support services can help you through your cancer journey with professional information and free expert support and guidance; from dealing with the side effects of treatment, to the financial and social impact of life with cancer.



Our support is available in person, via telephone, video, or on our website.



0800 092 7640



support.big-c.co.uk



Talking therapies including professional counselling

When you or someone close to you is diagnosed with cancer, you may find it difficult to process your thoughts and feelings. It's important to have an opportunity to discuss things with someone in a safe and comfortable space.

We have a team of experienced and caring counsellors, who will help you work through your thoughts and concerns, and provide support to meet your emotional needs.

We provide emotional support in person, via telephone or virtually via video call on a one to one basis, with family members or in a group with those experiencing similar emotions.



Cancer information resources

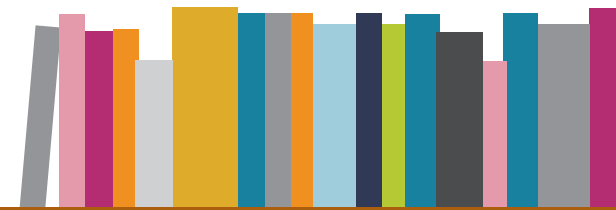
When diagnosed or living with the effects of cancer and its treatment, the amount of information we have to take in can sometimes be overwhelming.

Each of our Cancer Support & Information Centres can access resources and information in multiple formats to suit everyone, whether you prefer to know a little or a lot, prefer visual content, online scrolling or paper copies. We are here to help you access the information you need, safely and in a way you can understand.

If you have specific questions about cancer or your medication, you can use our **'Ask our Nurse'** and **'Ask the Pharmacist'** support via appointments in our Cancer Support & Information Centres, telephone and online.

Note: Please be aware that our team will always endeavour to answer any questions you may have, find further information on your behalf and help in anyway we can.

However, **we don't have access to your medical records** and we cannot replace your medical team or advise you on your treatment plan.



Welfare advice and practical support

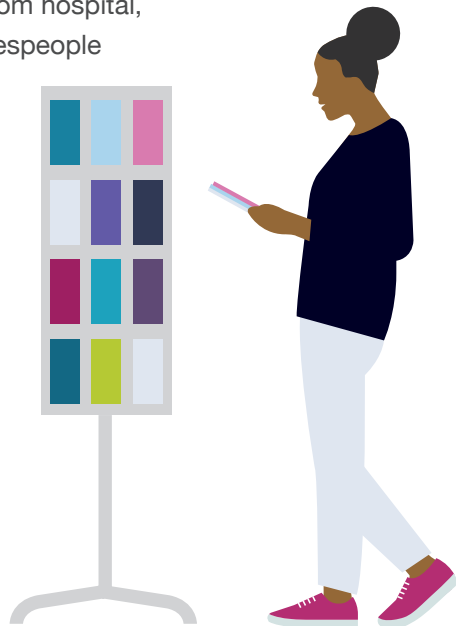
Cancer can have a big impact on your life, from money concerns to work and housing worries. We offer specialist information on these areas including free welfare guidance in association with Citizens Advice.

Whether that's benefit entitlement, sick pay from work, grants, or welfare rights. Or practical support such as how to apply for a blue badge or savings on your energy bills.

Our Cancer Support & Information Centre teams can also help with finding practical information and support for things that may be needed such as finding dog walking services, help around the home following discharge from hospital, finding a reliable or finding reliable tradespeople and where to look for more affordable travel insurance following a diagnosis.

We can help ease your worries.

Our Welfare Advice service can help you understand your rights and even help with the basics like filling out forms.



Here to support you

Your Wellbeing Complementary therapies

At Big C, we offer a wide range of complementary therapies to allow your mind and body the time and space to relax and release tension.

These therapies are safe to use alongside your standard medical treatments and aim to enhance your wellbeing and ease some of the physical, psychological and emotional side effects of life with cancer – **for you and those caring for you.**

We offer **complementary therapies free of charge** in our Big C Cancer Support & Information Centres at any stage from diagnosis, through treatment and beyond including massage, reiki and reflexology. We also offer virtual relaxation sessions.



Diet and wellness

Our diet and wellness programme provides support and information on how improving diet and embracing healthy eating combined with positive activities for mental wellbeing including walking, can help to reduce the impact of cancer treatment side effects and support with recovery.

Big C's information resources offer guidance, through a range of video demonstrations, recipe cards and fact sheets, for all skill levels. If you have specific food and nutrition questions, ask a member of our staff who will be able to find out the answers for you.

'Healthy Matters', in conjunction with the Norfolk & Norwich University Hospital, offers sessions run by a dietician, occupational therapist and physiotherapist from the hospital, **offering dietary advice and tips** to help with managing fatigue and stress.



Exercise and 'Get Moving with Big C'

Our diet and wellness programmes work in conjunction with our 'Get Moving with Big C' services.

You may find that cancer can affect your energy levels, mood and physical ability to keep active. We can help you look after your motivation, energy levels and physical movement before, during and after cancer treatment.

We can support you, alongside your clinical team, to become or stay active in a safe way.

Our wellbeing support programme, 'Get Moving with Big C', will increase your physical activity with weekly online exercise classes and regular 1:1 support.

You can also access our virtual fitness studio where you will find easy-to-follow guided videos to watch at home at your own pace including gentle exercise, pilates and yoga.

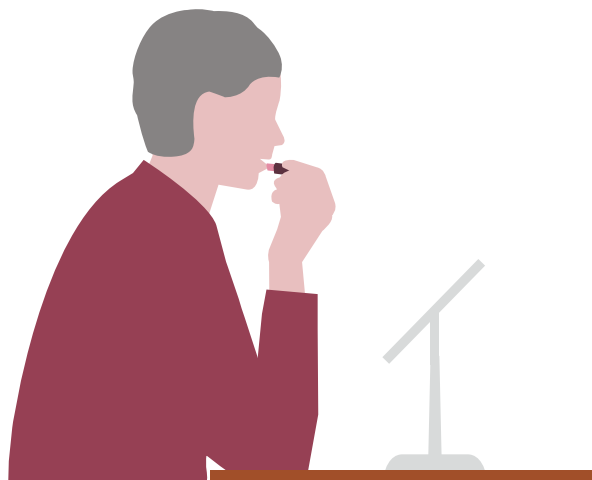


Cancer and your appearance

Going through cancer treatment can often bring with it changes in your body and appearance. We know this can be an unsettling time. We are here to talk to you about what you are going through, and new feelings and emotions that may occur through this time of change.

We work with 'Look Good Feel Better', a leading cancer support charity, aimed at boosting the physical and emotional wellbeing of men and women living with cancer.

Currently we are providing online workshops covering skincare and make-up; grooming; hair loss, haircare and wig advice, and nail care.



Here to support you

Hair loss

For those who experience hair loss during cancer treatment, it can be an upsetting time. Whilst some people prefer not to wear headwear, others will wear hats or scarves, or find that a wig is the best option for them. Trained staff at our Centres are here to talk through these changes in your appearance and help you to deal with it in your own way.

We stock a selection of turbans, hats and headscarves for you to purchase at our Centres. Our staff can assist you to try these on and help you with ways they can be styled. Appointments are required.

Big C also has a trichologist who can provide specialist advice on scalp and hair loss issues.



Supported self-management

The Supported Self-Management Programme helps those in our community who have finished their cancer treatment and are moving on from regular follow ups.

Living with and beyond cancer can be a particularly vulnerable time in the cancer journey.

We can support you in managing your feelings of loneliness, anxiety about the future, worries about longer term side effects, and how to recognise if the cancer has come back.

Palliative diagnosis

Understanding and coming to terms with a palliative diagnosis will naturally be a very troubling time for you and your family. You may have lots of questions.

We are here to support you and your family through this difficult time, providing information about topics such as symptom control and options in palliative care.

Our specialist nurses and experienced team are here to listen, give advice and help you work through your concerns and feelings following a palliative diagnosis.

We also offer practical information, emotional support and aid communication with other care providers, to ease any concerns for those caring for a loved one and support patients to receive the best care possible.



Bereavement support

When someone close to us dies we may feel a separation from everyday life. Often, when we are able to share our experiences and talk openly, it becomes possible to regain a sense of connection with ourselves, each other and our lives.

We offer support groups with others who have been affected by the loss of a loved one, as well as one to one bereavement support, allowing you the opportunity to explore your feelings and emotions, in a confidential setting with a trained counsellor or bereavement support practitioner.



We know that cancer brings with it lots of questions and concerns. Talk to us.

My partner has cancer and I'm struggling to cope...

When someone is diagnosed with cancer it doesn't just have an impact on them but on everyone around them. Loved ones often need time to think and talk about what's going on. **We can help.** Whether it's to ask questions, talk about concerns, or just space to clear your head, we're here for you.

I've just finished my treatment and I'm feeling a bit lost...

It's natural to feel a bit lost after you finish treatment. More people than ever are living with and beyond cancer. We know the impact of cancer doesn't suddenly stop when treatment is over, which is why we can help you with ongoing psychological and physical support, from one to one sessions to support groups and wellbeing programmes.



Our Support Team and Nurse are now available at the end of the phone, with our telephone support line. With local knowledge and expertise to help answer any questions you may have, from the comfort of your own home.

Call **0800 092 7640** and find out more on **page 22**.



Here to support you

How do I talk to my family about cancer?

Talking to your family about cancer can be difficult. Whether you or a family member has been diagnosed, some people are unsure of what to say. Our **friendly staff** can help you and your loved ones talk through any concerns you may have.



I feel like no one understands what I'm going through.

We host a number of **support groups** in our Cancer Support & Information Centres and virtually where people who have been affected by cancer, in many different ways, can meet and chat to share experiences and support each other. This includes groups for men, and women affected by different types of cancer, as well as groups for carers, BSL users and people living with a palliative diagnosis.



Norwich Centre



Our Norwich Centre in the grounds of the Norfolk & Norwich University Hospital is just a short walk from the Colney Centre.

Big C Centre

Norfolk & Norwich University Hospital,
Colney Lane, Norwich, NR4 7UY

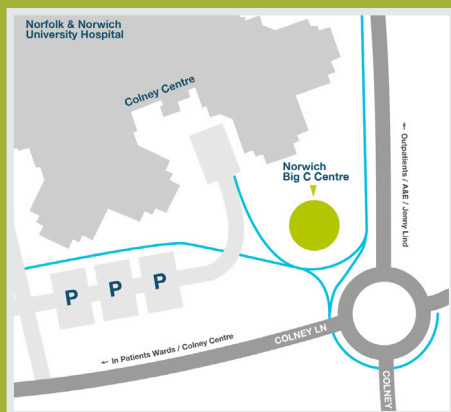
Opening Times:

Monday - Friday

9.00am - 4.30pm

(Closed Bank Holidays)

www.big-c.co.uk/norwich
norwichcentre@big-c.co.uk
0800 092 7640



Accessibility:



Key descriptions found on page 25

Great Yarmouth Centre



The Great Yarmouth Big C Centre is a relaxing, cosy space, where you'll find comfort and a listening ear. The staff and volunteers at the Centre can help you decide the best way we can support you and those close to you.

Big C Centre

25 Regent Street, Great Yarmouth,
Norfolk, NR30 1RL

Opening Times:

Monday - Friday

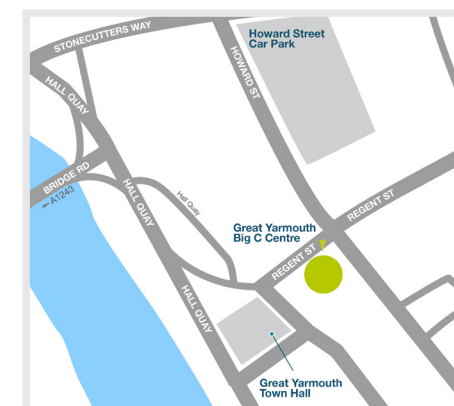
9.00am - 4.30pm

(Closed Bank Holidays)

www.big-c.co.uk/yarmouth

yarmouthcentre@big-c.co.uk

0800 092 7640



Accessibility:



Key descriptions found on page 25

King's Lynn Centre



You can access the full range of Big C services in our new King's Lynn Centre, with an open-plan kitchen and seating area, alongside private rooms for one to one discussions. The Centre is here to help support you and your loved ones through your cancer experience.

Big C Centre

17-19 Railway Road, King's Lynn,
Norfolk, PE30 1NF

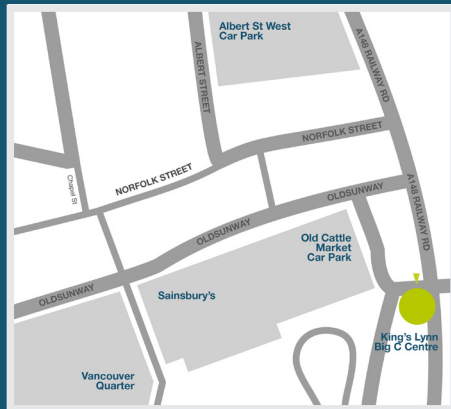
Opening Times:

Monday - Friday

9.00am - 4.30pm

(Closed Bank Holidays)

www.big-c.co.uk/kingslynn
kingslynncentre@big-c.co.uk
0800 092 7640



Accessibility:



Key descriptions found on page 25

Thetford Support Hub

The Thetford Healthy Living Centre provides a wide range of community and hospital health services within Thetford and the surrounding area.

Big C support and information is available at our Support Hub in the main Dome area of the Centre. The Hub will be manned by members of the Big C team.

Thetford Healthy Living Centre

Croxton Road
Thetford
Norfolk
IP24 1JD

Opening Times:

Every Friday

9.30am - 4.00pm

0800 092 7640

Wells Support Hub

Wells Community Hospital Trust is a local charity that provides a range of accessible, flexible, integrated health and wellbeing services.

Big C support is available via a Drop-In Support Hub at the Wells Community Hospital. Our small team will be available, away from the hospital environment, to listen and help however they can.

Wells Community Hospital

Mill Road
Wells-next-the-Sea
Norfolk
NR23 1RF

Opening Times:

Every Monday

9.00am - 3.00pm

(Closed Bank Holidays)

0800 092 7640

Virtual Centre

Our Virtual Centre provides information and support from our **Big C Nurses and Officers** available online, via video chat, email or telephone and includes **Online Cancer Support Group meetings** and 'Drop-Ins' via video call, as well as counselling available over the phone or via video chat.

We are available at the end of the phone, with local knowledge and expertise to help answer any questions you may have, from the **comfort of your own home.**

 **0800 092 7640**

You can speak to us at the following times:

Monday - Friday 9.00am - 5.00pm

Calls are free of charge from all consumer landlines and mobile phones.



For full details please visit:

www.big-c.co.uk/talktous



You can access our virtual services at any time via our website:

www.support.big-c.co.uk



You can also email us at:

support@big-c.co.uk



Coming soon - Dereham Road

We are repurposing an existing building on Dereham Road in Norwich to provide a new Cancer Support & Information Centre for the city.

Due to open in 2022, we will provide a building with...

- **A light, calming central seating area**
- **Private rooms for one-to-one counselling**
- **A bright space for group activities**
- **A sensory well-being garden**



Frequently asked questions



Who can use a Big C Centre?

Anyone who is, or has been, affected by cancer.

So a Big C Centre is not just for patients?

That's right. A cancer diagnosis also affects those close to the patient. We are here to support families and friends as well as the person diagnosed.

Do I need to make an appointment?

Our Centres are now open on a drop in and appointment basis. To book an appointment please call **0800 092 7640** or email us on **support@big-c.co.uk**.

Do I have to be referred by my GP or medical team to visit a Big C Centre or book an appointment?

No, whilst we accept referrals from GPs and other medical professionals, you do not need a formal referral to access our support.

Do I have to pay for support at a Big C Centre?

No, thanks to the generous support and fundraising from the local community, all services at Big C are free to access.

Collection of Information - Big C will sometimes collect information about visits.

This informs us of the groups of people who visit our Centres and helps us to develop our support. Any information collected will be handled securely, no identifiable information will be shared with a third party unless you consent for us to do so.

Accessibility at our Centres



Communication for other languages (inc. sign and braille) can be arranged.



The Centres have taken part in training to ensure we are Dementia Aware.



Disabled access facilities are available at the Centres for wheelchair users.



Facilities are available for those who are deaf or hard of hearing.



Guide Dogs/Assistance Dogs for the disabled are welcome in the Centres.



Our Centres welcome people from Gypsy, Roma and Traveller communities.

Hospital/public parking is available nearby. Local charges will apply.

Having your say

Feedback



We're always interested to know what we're doing well, and ways to improve the services we provide to you.

Your feedback is helpful in enhancing the support we provide and meeting your needs. Please write to us at: Big C, Centrum, Norwich Research Park, Norwich. NR4 7UG, email enquiries@big-c.co.uk or call 01603 619900.

For more information on our feedback and complaints procedure, please visit www.big-c.co.uk/feedback.



Cancer Charity

— EST. NORFOLK 1980 —

Support.
Research.
Equipment.
Education.

Cancer affects us all in different ways. We know it can be difficult.

We're here to support anyone affected by cancer. You may be living with cancer yourself, or it may affect someone close to you. Whether you would like to talk in confidence, get practical information and support, or simply need a calm space.

We can help.

For more details visit:

big-c.co.uk/support

Call us for free on:

0800 092 7640

Calls are free of charge from all consumer landlines and mobile phones.

Big C is the working name of The Big C Appeal Ltd. Registered charity, number 281730 and a company limited by guarantee, registered in England & Wales, number 1521441. VAT Registration number 688 7342 76. Registered office as below.

Big C, Centrum, Norwich Research Park,
Colney Lane, Norwich, NR4 7UG.

Connect with Big C online:

