

Cancer GP Website Review & Local Support Available

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 Grace Lawrence a Young Healthwatch Bath and North East Somerset volunteer.

Website Review of B&NES GP Practices online Cancer support

All websites in a similar format, with only limited information available for all subjects.

The reviewed websites have information on various conditions, often not including information regarding cancer.

4 of the reviewed (see below) included cancer care pages, including links to well-known charities, but rarely any information on what specifically the GP's will do to support their patients (one review mentioned to get in touch with the practice if more information regarding cancer or diagnosis is needed).

From the reviewed that did include information on cancer and supporting charities, the links to these pages were at the bottom of the website, and often quite difficult to locate.

Name of GP	Is cancer advice easy to locate 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?	Comments
Batheaston Medical Centre www.batheastonmedicalcentre.com	NO	NO	NO	NO	Only info if via a link to the NHS general website.
Chew Medical Practice www.chewmedicalpractice.co.uk	NO	NO	NO	NO	The practice website offers a 'Support for Patients' section, offering services to aid with mental health & wellbeing, not nothing directly related to cancer.
Elm Hayes Medical Practice www.elmhayesurgery.co.uk	NO	NO	NO	NO	Nothing related to cancer or cancer support.
Combe Down Medical Practice and Sulis Manor Road Surgery www.combedownsurgery.co.uk	YES	NO	YES	YES	Easy to locate 'Cancer Care' site, with treatment summary, cancer care review and links to support pages such as MacMillan, Cancer Care Map and Cancer Research UK.

Fairfield Park Surgery www.fairfieldparkhkc.co.uk	YES	NO	YES	YES	Cancer support site, with links to Prostate Cancer UK, MacMillan, Marie Curie, Orchid Fighting Male Cancer, Maggie's, Leukaemia Care, Jo's Cervical Cancer Trust, CLIC SARGENT, Breast Cancer Now etc.
Harptree and Cameley surgery Harptree & Cameley Surgeries (harptree-cameleysurgery.nhs.uk)	NO	NO	NO	NO	Nothing related to cancer or cancer support.
Hillcrest Surgery Hillcrest Surgery	NO	NO	NO	NO	Nothing related to cancer or cancer support.
Hope House Surgery Hope House Surgery	NO	NO	NO	NO	Nothing related to cancer or cancer support.
Newbridge Surgery Newbridge Surgery (newbridgesurgerybath.co.uk)	NO	NO	NO	NO	Nothing related to cancer or cancer support.
Heart of Bath Heart of Bath	NO	NO	NO	NO	Nothing related to cancer support on the website, a link to NHS general website.

The Pulteney Practice www.pulteney.co.uk	YES	NO	YES	YES	Easy to locate cancer information link on 'long term conditions' page. The link provides information on cancer charities and who to talk to for more information. There is a link to the general NHS website.
Rush Hill Surgery and Weston Surgery www.rushhillandwestonsurgery.co.uk	YES	NO	YES	NO	A general Cancer Care 'three things to help you after your diagnosis' leaflet is available, with well-known cancer charity links.
Somerton House Surgery www.somertonhousesurgery.co.uk	NO	NO	NO	NO	Nothing related to cancer or cancer support
St Augustine's Surgery and Saltford Surgery www.st-augustinessurgery.co.uk	NO	NO	NO	NO	Nothing related to cancer or cancer support
St Chad's and Chilcompton Surgery www.stchadsandchilcompton.org	NO	NO	NO	NO	Very difficult to navigate, website was also only partially in English. Nothing related to cancer or support, no link to general NHS website.
St Mary's Surgery www.timsburysurgery.co.uk	NO	NO	NO	NO	Nothing related to cancer or cancer support.

St Michael's Surgery and The Beehive Surgery www.stmichaelsurgery.co.uk	NO	NO	NO	NO	Nothing related to cancer or cancer support. Has got a 'planning ahead' page for long-term conditions.
Temple House Practice www.templehousesurgery.nhs.uk	NO	NO	NO	NO	Nothing related to cancer or cancer support.
University Medical Centre www.umcbath.co.uk	NO	NO	NO	NO	Nothing related to cancer or cancer support.
Westfield Surgery www.westfieldsurgery.co.uk	NO	NO	NO	NO	Nothing related to cancer or cancer support.
Westview Surgery www.westviewsurgery.com	NO	NO	NO	NO	Nothing related to cancer or cancer support.
Widcombe Surgery www.widcombesurgery.nhs.uk	NO	NO	NO	NO	Nothing related to cancer or cancer support.

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 Bath and North East Somerset [Cancer Support Groups available Locally and Nationally | Healthwatch Bathnes](#)
- 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.
- Its 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 generalizability 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.

Local support available

Group	Support available	Location
<p>Bath gynae cancer support group</p> <p>https://targetovariancancer.org.uk/support-for-you/events/local-groups/bath-gynae-cancer-support-group</p>	<p>Gynaecological cancer support group meets from 10am to 12pm at the Boathouse, Newbridge.</p> <p>“Drop in for a coffee and a chance to meet others in similar situations. There are also occasional health talks too”</p>	<p>BA1 3NB</p> <p>More info –</p> <p>Tracey Langton, Cancer information specialist, 01225824049</p>
<p>We Get It “Dealing with cancer together”</p> <p>https://www.wegetit.org.uk/</p> <p>https://www.wegetit.org.uk/down-the-pub</p> <p>https://www.wegetit.org.uk/gettogether</p>	<p>A cancer charity providing support, resources and social events to bring the cancer community together.</p> <p>“Down the pub” – chat, offload and whatever else you need. Last Thursday of every month</p> <p>“The Get-Together” – Meet others who know how you feel.</p>	<p>Main office - BA2 4PA</p> <p>Charity number – 1189567</p> <p>Down the Pub – Bathampton Mill BA2 6TS</p> <p>The Get Together –</p>

	Every Friday 10-11:30-am	90B Walcot St, Bath BA1 5BG
The Bath Breast of Friends	Over 50s Breast care support group. A group for woman who have or have had breast cancer. The first Monday of every month, 12:30pm-2pm.	Pain Clinic Seminar Room, North Corridor, Royal United Hospital's, Combe Park, BA1 3NG More info – Cancer information support centre 01225824049
Breast Care Swimming Group	A friendly small group of ladies who have all had breast surgery at some time and are very supportive of each other. Monday evenings 7-8pm	Kingswood School, Lansdown Bath, BA1 5RG More info – Ruth Holbrook 01225312299 Ruth.holbrook@talktalk.net
Positive Action Cancer https://www.positiveactiononcancer.co.uk/	A free professional counselling service that will enhance the lives of people who are affected either directly or indirectly by cancer or other life threatening illnesses. For adult, teens and children.	Venues in Warminster Library, Twerton and Trowbridge. More info – Mary Taylor 01373455255

Saltford Group – Someone like us	<p>A friendly group of woman who have undergone treatment for breast cancer.</p> <p>Get together on the first Thursday of each month 7:45pm–9:45pm.</p>	<p>Venues in Saltford, Keynsham and Bath</p> <p>More info – Merial Knight 01225872801 07913257950 saltfordknights@blueyonder.co.uk</p>
Yoga Classes	<p>A new Yoga class begins on the 12th of May at the Minerva Centre Bath for Women Living with Breast Cancer. It is caring, nurturing, gentle class, which focuses on relaxation and releasing tension within the body.</p> <p>7–8:30pm £5 taster session 6 week course £45</p>	<p>Minerva Centre, Combe Park, Bath BA2 1JP</p> <p>More info – Katie White 07725028511 nursespotty@yahoo.co.uk</p>
Macmillan Cancer Support Centre at RUH Macmillan Cancer Support Centre at RUH 	<p>Support and information for any affected by Cancer.</p> <p>Drop in service</p> <p>Information to take away on cancer, its treatment,</p>	01225 824049

<p>Live Well in Bath & North East Somerset (bathnes.gov.uk)</p>	<p>emotional impact and finances.</p>	
<p>Cancer counselling through We Hear You Website https://www.wehearyou.org.uk/</p>	<p>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.</p>	<p>For further information call 01373 455255 or email info@wehearyou.org.uk</p>

National Charities

Butterfly Thyroid Cancer support

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

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

Telephone

07399564463 Email enquiries@butterfly.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>

Telephone 01372 747 500 Email info@lgfb.co.uk



Healthwatch Bath and North East Somerset
The Vassall Centre
Gill Avenue
Bristol
BS16 2QQ

www.healthwatchbathnes.org.uk

t: 01225232 4-1

e: info@healthwatchbathnes.co.uk

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