

Living with and Beyond Cancer: Upper Gastrointestinal Directory of Services

Patient Information

Upper Gastrointestinal



The Patient Information Leaflets page on the Trust website is available on the link:
<https://www.wwl.nhs.uk/patient-information-leaflets> or scan the QR code.

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Our ValuesPeople at
the HeartListen and
InvolveKind and
RespectfulOne
Team

Introduction

We have created this comprehensive directory with you in mind, to provide you with an overview of some of the many services providing support to people who have been affected by cancer.

We hope that this directory will assist you with navigating the health and social care system, which can sometimes be overwhelming and confusing.

Please note this is not an exhaustive list of services that are available to you, but we have identified relevant services that may be useful to you throughout your cancer journey.

There is additional space for you to include others that you may hear about.

For your convenience, we have separated the contacts into categories, with a brief description of what each service offers.

Many of the services will accept a self-referral, but if you are unsure, please don't hesitate to contact the Macmillan Upper Gastrointestinal (GI) Service and we will be happy to assist you with your query.

Medical Teams		
Upper Gastrointestinal Clinical Nurse Specialist Team (Upper GI CNS Team)	01942 773459	Monday- Friday 07:30- 16:00 <i>Outside of these hours, please contact your GP, district nurse or, in an emergency, go to the Emergency Department or call 999.</i>
District Nurses	0300 707 7700	Monday- Friday 08:00-17:00
District Nurses Out of Hours	0300 707 1266	After 17:00 until 08:00
GP <i>(please use for your own GP contact details)</i>		
GP Out of Hours	01942 482848 / 111	08.00-20.00 daily to book an appointment if no appointments available with your own GP Call from 6.30pm until 10.00pm weekdays, and between 8.00am and 8.00pm on Saturday, Sundays & Bank Holidays.
Emergency	999	In case of a life-threatening emergency, please call 999.

Dietitian	
Wigan Specialist Macmillan Community Dietitian Rebecca Halsall	01942 525566
Salford Royal Oesophago-gastric specialist Dietitians	0161 206 4255
Christie Dietitians	Contact via Christie switchboard: 0161 446 3000

Treatment Centre Contacts	
Upper GI CNS Team Salford Royal	0161 206 5062
Upper GI CNS Team Christie	0161 9561073/ 0161 918 7368
Oncology Secretaries- The Christie	Dr Radhakrishna's Secretary - Maria Moran 0161 446 8200 Dr Sheikh's Secretary- Caroline Clarke- 0161 446 3223 Dr Waddell's Secretary- Angela Wright- 0161 918 7217
Surgical Secretaries - Salford Royal	0161 206 5472

Useful contacts to help you live life as fully as you can with a cancer diagnosis.

Health and Wellbeing		
Macmillan Allied Health Professional Team (AHP)	01942 525566 www.wlh.org.uk	The Macmillan AHP Team provide a detailed specialist multidisciplinary assessment of an individual's daily life. This may include questions about mobility, washing and dressing, communication, swallowing or nutrition. The team is made up of physiotherapist, occupational therapist, dietitians and Speech and Language therapists.
BeWell	01942 488481 www.wigan.gov.uk/BeWell/Active-health/Long-term-conditions-scheme	The Long-Term Conditions team aims to support health and wellbeing. All activities last around 60 minutes and prices start from £3.80.

		The specialist instructors provide support during the sessions and stay in regular contact with you.
Talking Therapies	0161 271 0190 https://www.gmmh.nhs.uk/wigan-talking-therapies	Wigan Talking Therapies offers free NHS therapy for people registered with a Wigan GP with common mental health problems like anxiety or low mood, to help you change the way you feel, by changing the way you think.
Healthy Routes	01942 836967 www.wigan.gov.uk/Resident/Health-Social-Care/Healthy-Routes/index .	Healthy Routes is your path to a healthier lifestyle- it provides support and advice on exercise and weight management, quitting smoking, reducing alcohol intake, and health and wellbeing
Look Good Feel Better	0161 4468100 / 0161 4468107 www.lookgoodfeelbetter.co.uk	Maggie's Centre offers the Look Good, Feel Better and Colour Me Beautiful services to promote self-esteem. These services aim to help you cope with the impact of changes to your body image, such as hair loss due to treatment.
Maggie's- The Christie	0161 641 4848 https://www.christie.nhs.uk/patients-and-visitors/living-with-and-beyond-cancer/patient-support-services/maggies-centre	The Maggie's Centre provides practical, emotional and social support for people with cancer and their families and friends in the Gtr. Manchester area.
Macmillan Information Centre Wigan Infirmary	01942 822760	Support centre offering free and confidential information and support in a relaxed and comfortable environment. Services include counselling, benefits advice, self-help and practical support, courses and workshops
The Hair Company	01257 472247 https://www.thehaircompanystandish.com/hair-loss-services	Offers hair loss services, Wig making and subsidised appointments for clients growing back their hair following cancer treatment.

Financial & Welfare		
Macmillan Benefits Advisor	01942 822760	Provides advice and practical support to patients, their carers and family members, on a range of issues such as benefit entitlement, debt, housing, employment, travel costs etc., as well as information about other sources of financial help available to people affected by cancer.
Citizens Advice Bureau Wigan Borough	0808 2787 801 www.advice@cawb.org.uk	Provides free, confidential, independent, and impartial advice to everyone on their rights and responsibilities.
Department of Work & Pensions	https://www.gov.uk/browse/benefits/disability	Offers help if you're living with a health condition or disability.
Wigan Council	01942 705221 www.wigan.gov.uk/Resident/Benefit-Grants/Welfare-Reform/Local-Welfare-Support.aspx	Wigan Local Welfare Support offers free, confidential advice and support on a range of benefits. Provides help with completing claim forms, and guidance and support when making appeals.

Travel		
Macmillan Information Centre	01942 822760	Up to date information about travel insurance for those living with a cancer diagnosis.
Patient Transport Service (PTS) North West Ambulance Service	General Enquiries- 03451120999 Make a booking- 0300 7070 737 (Mon-Fri: 08:00-16:00) www.nwas.nhs.uk/services/patient-transport-service-pts	The Patient Transport Service is a non-emergency service for people who may need special support getting to and from their healthcare appointments.
We are Driven	01942 409602 www.wearedriven.co.uk	Driven is a charitable door-to-door transport scheme supporting vulnerable and isolated people in the Wigan Borough.

Service personnel		
SSSAFA	0800 260 6780 www.ssafa.org.uk	SSAFA helps the armed forces community, focusing on providing direct support to individuals in need of physical or emotional care.
Royal British Legion	0808 802 8080 www.britishlegion.org.uk	The Royal British Legion supports military personnel and their families, provides expert advice and guidance, from recovery and rehabilitation, through to transitioning to civilian life.
For more information, visit www.cancerresearchuk.org/about-cancer/coping/practically/financial-support/grants/ex-services-organisations		

Social Services		
Pensioners Link	01942 261753 www.pensionerslink.org.uk	Pensioners Link is a registered charity supporting over 50's with finance, friendships, disabilities, emotions, well-being, learning and social activities. Also, it supports people to live happy, sociable lives and reach their full potential.
Community Link Workers	01942 836967 (option 2) Wigan.CLW@nhs.net www.wigan.gov.uk/Resident/Health-Social-Care/Adults/fit-and-well/Community-link-workers.aspx	A Community Link Worker is a member of the GP Surgery Team; it provides advice and support on many social issues that may be affecting your health and wellbeing. They have a wide range of knowledge on local services and community-based groups and activities
Age UK	01942 615880 www.ageuk.org.uk/wiganborough	Age UK has a local charity for people in Wigan aged 50+ to improve the quality of their lives. The Service tackles current problems, such as financial worries, social isolation and loneliness, offering support to maintain independence.
Meals on Wheels service	0845 604 1125 Meals On Wheels In Wigan: Icare Cuisine	Hot and cold meals delivered to the door. Offers a wide range of meals including special diets.

Carers Support		
Wigan & Leigh Carers Centre	01942 697885 www.wlcccarers.com	Wigan and Leigh Carers Centre represents carers, and raises awareness of caring, working with local communities, organisations and service providers, to build a 'carer-friendly' Wigan.
Carers UK	www.carersuk.org	Carers UK aims to make life better for carers. The Service provides information and advice on caring. It helps carers connect with each other, and campaigns with carers for lasting change.
Macmillan Information Centre	01942 822760	If you're affected by cancer, the Macmillan Information and Support Centre can offer you high quality information and support in a relaxed, comfortable environment. Carers support group available.

Spiritual/ Religious Support		
Hospital Chaplain Wigan & Leigh	01942 822324 Chaplaincy.SpiritualCare@wvl.nhs.uk	The Chaplaincy and Spiritual Care Department supports the pastoral, emotional, spiritual and religious well-being of all those whose lives brings them in contact with the Trust.
Maggie's Centre	0161 641 4848 www.maggies.org/cancer-support/managing-emotions/spirituality-and-cancer	Having cancer can make us think about the bigger things in life, and this may include searching for meaning, questioning things or being angry. Maggie's Centre provides help, information and support.

Black, Asian and Ethnic Minorities		
Black Women Rising The Leanne Pero Foundation	www.blackwomenrisinguk.org	Offers emotional support and information to women of colour diagnosed or living with cancer.
NHS BME Network	07941 698 248 www.nhsbmenetwork.org.uk	Independent network, giving a voice to Black and Minority Ethnic (BME) people, including NHS staff, patients, service users and carers, helping with access to better and more appropriate healthcare, as well as providing an opportunity to bring about change in the NHS.

Cancer Education UK	0203 811 8270 www.cancereducationuk.org	This charity is aimed at ethnic minorities living with cancer, including their loved ones and carers. It aims to drive positive change through education, so that everyone has equal access to the healthcare and support they need. Services include helplines, complementary therapies, educational resources and awareness events.
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LGBTQ+		
LGBTQI+ Cancer Support Group	www.maggies.org 020 3904 3448	Online support group in partnership with 'Live Through This' for anyone in the LGBTQI+ community, including their loved ones and carers, who have been affected by cancer. The group gives people the opportunity to talk and to share experiences with others in a similar situation. It takes place on the first Thursday of each month, from 6pm to 7.30pm.
Macmillan Cancer Support Online Forum Macmillan Online Community: The LGBT Lounge	www.community.macmillan.org.uk 0808 808 0000	Online Forum for people who identify as LGBTQ+ or any other minority sexuality/gender identity who have been affected by cancer. It invites people to share their experiences in a safe space.

Other useful contacts		
Wiltshire Farm Foods	0800 077 3100 www.wiltshirefarmfoods.com	Providers of award-winning Softer Foods range that includes meals across three different textures to enable those living with chewing or swallowing difficulties to eat with ease and confidence.
Wigan And Leigh Hospice	01942 525566 www.wlh.org.uk	Registered charity, providing skilled and specialist care to adults and carers affected by a life-limiting condition in the Wigan borough
GUTS UK	www.gutscharity.org.uk	Guts UK is the only UK charity funding research into the digestive system. Provides information and support to patients and carers
Oesophageal Patients Association	www.opa.org.uk	Organisation providing support to people with serious disorders of the oesophagus (mainly cancer)

Macmillan Cancer Support.	0808 808 0000 www.macmillan.org.uk	Offers services for people living with cancer at every stage of their cancer experience. Provides emotional, practical, physical, and financial support.
Upper GI Cancer Support Group	01942 773459 contact Macmillan Upper GI Team	Twice-monthly relaxed and friendly support group, offering peer support, guest speakers and health and wellbeing information & advice. Held at St Peters Pavilion, Hurst Street Hindley, WN2 3DN
Non- curative cancer support group	0161 922 5644 0161 276 6868	Support group for people with a non-curative cancer. Held the first Wednesday of every month 2:30-4pm at The Monastery, Manchester, Gorton Lane, M12 5WF

Please feel free to use this space to add any other contacts that you may find helpful.

Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends, and carers.

Contact Us

Tel: 01942 822376 (Monday to Friday 9am until 4pm)

The Patient Relations/PALS Manager
Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust
Royal Albert Edward Infirmary
Wigan Lane
Wigan
WN1 2NN

Ask 3 Questions

Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

1. What are my options?
2. What are the positives and negatives of each option for me?
3. How do I get support to help me make a decision that is right for me?



How We Use Your Information

For details on how we collect, use, and store the information we hold about you, please see patient information leaflet, Ref. **Corp 006** How we use your information, this can be found on the Patient Information Leaflets page on the Trust website, see details on the front cover.

This leaflet is also available in audio, large print, Braille, and other languages upon request. For more information, please ask in the department/ward.

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Call 111 first when it's less urgent than 999.



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