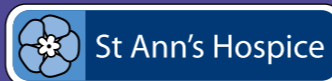


"I think you are all amazing, I couldn't have got through without you."

"Thank you for listening to me and being there when I needed you."

"The care and consideration is second to none. I now feel able to get on with life. Thank you again."



*Every day makes a difference*

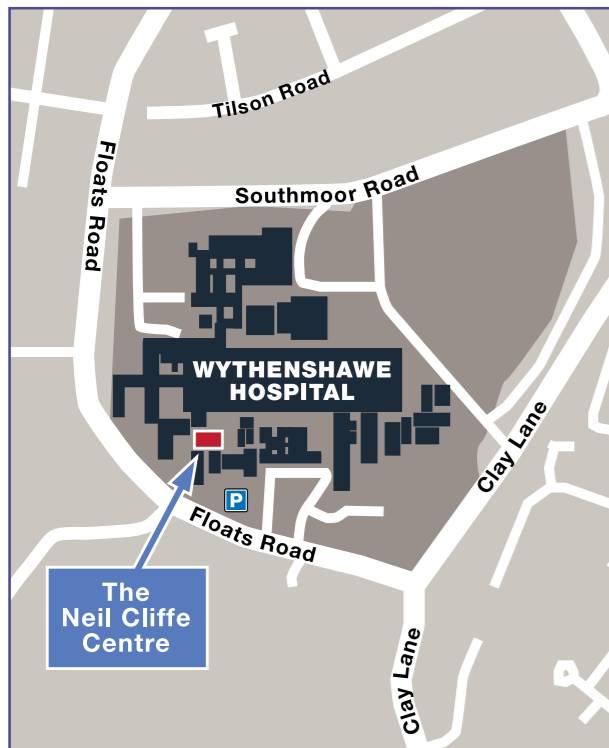
# Welcome to the Neil Cliffe Centre

## Part of the Northwest's largest adult hospice group

The Neil Cliffe Centre is part of the St Ann's Hospice organisation, an independent charity supporting people across Greater Manchester.

## Our care is provided free of charge

The Neil Cliffe Centre is funded by voluntary contributions and NHS primary care trusts. Patients and carers are not charged for our services.



## How to find us

**By car:** follow signs from the A560 (Altrincham Road) to Wythenshawe Hospital and then follow signs to the maternity department. The Neil Cliffe Centre is signposted from there.

**By public transport:** please telephone 0161 228 7811 for up-to-date information on public transport.

## Find out more about us

You can find out more about the Neil Cliffe Centre on our website, or by e-mailing us: **tel:** 0161 291 2912 **website:** [www.sah.org.uk](http://www.sah.org.uk) **e-mail:** [enquiries@sah.org.uk](mailto:enquiries@sah.org.uk)

Textphone users please prefix any of the numbers below with 18001

### Neil Cliffe Centre

Wythenshawe Hospital, Southmoor Road,  
Wythenshawe, Manchester M23 9LT  
**Telephone:** 0161 291 2912

### St Ann's Hospice, Heald Green

(Administration centre)  
St Ann's Road North, Heald Green,  
Cheadle, Cheshire, SK8 3SZ  
**Telephone:** 0161 437 8136

### St Ann's Hospice, Little Hulton

Meadowsweet Lane, Little Hulton,  
Worsley, Manchester M28 0FE  
**Telephone:** 0161 702 8181

### Other key telephone numbers

Charity shops FREEPHONE 0800 612 4679  
Fundraising/donations 0161 498 3631  
Lottery 0161 498 3642  
Volunteering 0161 498 3653

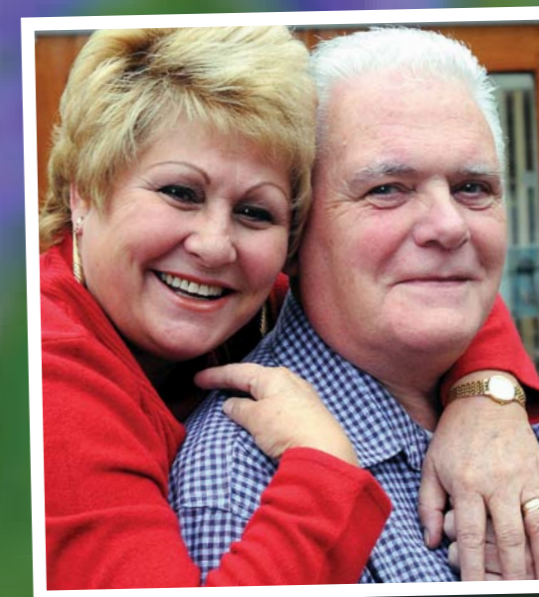
### Get more information

We have a wide range of information leaflets, available both in print and to download from our website. To get your copies, either go to our website or call one of the main hospice telephone numbers.



### Comments and feedback

We welcome your feedback: go on line at [www.sah.org.uk/feedback](http://www.sah.org.uk/feedback), talk to a member of staff or fill in a comments card (found near the red posting boxes around our sites). Formal complaints can be made in writing to our chief executive at our Heald Green address.



*Every day makes a difference*

*"The general welcoming atmosphere at the Neil Cliffe Centre was good."*

*"To be greeted by your name and a smile and a cup of coffee did help a lot."*

*"Thank you to everyone at the Neil Cliffe Centre who helped me over the last year."*

*"The service you provide is truly excellent and has made such a difference."*

*"The help I received practically, emotionally and physically has been invaluable. Thank you!"*

*"Thank you for everything you and the team have done for me over the past two years."*

*"You really made a difference to me."*

*"Thank you so very much for your continuous help and support, it has meant a great deal."*

*"Thank you very much all the advice and support you have given me over recent months."*

## Welcome to the Neil Cliffe Centre

### Working with your healthcare professionals

All of the Neil Cliffe Centre's services are provided by our team of experienced healthcare professionals. When you attend the centre, we inform your GP and liaise with him/her and with any other healthcare professionals who are involved with your care, including district nurses, Macmillan nurses, clinical nurse specialists or hospital consultants. We also write to your GP when you are discharged, with a summary of your concerns and progress made.



### Gaining access to our services

To access our services, please telephone the centre on 0161 291 2912 between 9:00am and 4:30pm, Monday to Friday.



## Our services

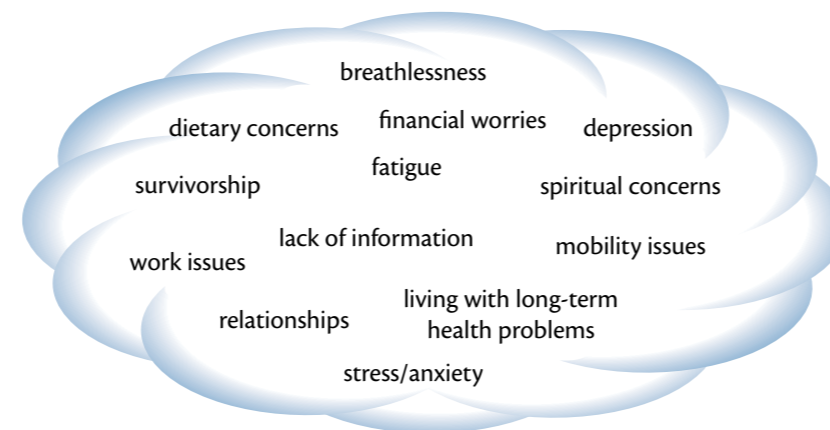
### The care which we provide

We provide outpatient services to people at any stage of their illness – from diagnosis, during treatment, post treatment, at times of recurrence and onward. Our services are free and our philosophy is to treat the individual as a whole person. We also recognise that the patient's family and carers are affected by life-limiting illnesses (such as cancer, end-stage heart failure and end-stage renal failure, motor neurone disease, multiple sclerosis and Parkinson's disease) and our support services are also available to them. If you are unsure as to whether you qualify for our services, please contact us for help and advice.



### Supporting the whole needs of the whole person

Our aim is to enable patients and carers to cope better with their situation and to improve their quality of life. Our services can help with a range of physical, psychological, emotional, social and spiritual problems, including:



## Your keyworker

### A range of services, co-ordinated by your keyworker

At your initial visit, you will meet with one of our keyworkers for an assessment, to discuss your illness and your concerns. Your keyworker then refers you to our services, reviews your progress and eventually discharges you from the centre. Your keyworker is your central point of contact and you are welcome to contact him or her at any time.

### A programme of rehabilitation may include:

- acupuncture.
- bereavement support (for current clients).
- body image interventions, including 'head start'.
- breathlessness service.
- complementary therapies.
- counselling.
- dietary advice and help.
- fatigue management.
- homeopathy.
- information and advice.
- 'life after cancer' group
- lymphoedema clinic.
- occupational therapy.
- palliative medical outpatient consultant clinic.
- physiotherapy.
- 'positive approach to managing anxiety' group.
- psychological support nurse.
- social work.
- spiritual support.

