MACMILLAN CANCER SUPPORT

A registered charity

Health, social and community professionals' guide to Macmillan services for people with cancer

Use this guide to quickly identify the services and channels that are best for the person you are helping.

We've grouped each service by the type of need it supports and included the essential information you need to select and access the right service(s). Use the coloured tabs to find the right support:

Information about cancer and treatment

For relevant, factual information to help people understand their cancer, the medical world, and what to expect from each stage they may go through. Also as well as what the person may need to do in order to have the best experience and chance of a positive outcome, including dying well.

How a person is feeling

For reassurance and/or someone to talk to about how a person is doing. This could either be through ad hoc support, through informal regular chats, or speaking to a trained professional.

Information about support to help people with daily life

Practical information and support with day-to-day tasks, to help take the strain off people with cancer and their family.

Information and support about money worries

Guidance and practical information and support, help understanding what support people (or their family) are entitled to during cancer, and how to get help accessing it.

Information and support about work

Help and guidance about problems at work, worries about a person's job because of their cancer diagnosis, rights at work and how to get these.

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Information about cancer and treatment

Tailored information for the recently diagnosed

Online ✔ By post ✔

Regular emails or information by post and tailored to the customer's cancer type. Includes bite-size information and support to help people with ongoing issues of health, money, work and the practical impacts of cancer, together with support for how they are feeling. Customers receive 9 weekly emails, followed by 11 further emails which are sent every two weeks.

For customers, or those supporting them, who prefer to receive the information by post, they can sign up via the Support Line to receive 4 x weekly packs.

How to access this service:

People with cancer can sign up **online**.

Patients or those supporting them can also sign up by calling the Macmillan Support Line on **0808 808 0000**. Calls are free and we're **open 7 days a week, 8am–8pm**.

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Macmillan website – www.macmillan.org.uk

Online

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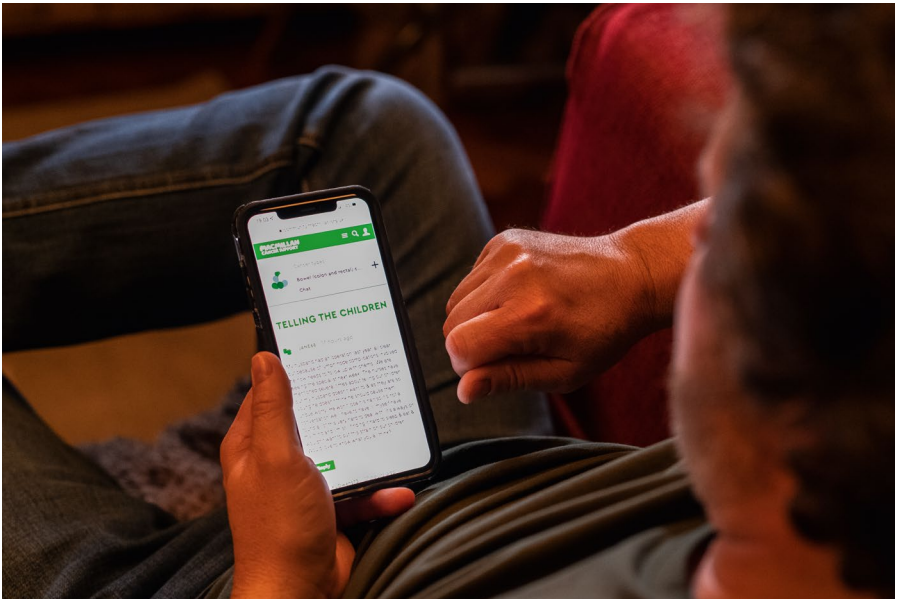
Also includes In Your Area tool to find local services, such as Macmillan Information & Support Centres and support groups, by searching by a place, town or postcode.

People can personalise the content that is relevant to them by setting up a Macmillan Account. Alternatively, they can answer a few simple anonymous questions to access tailored information and advice in one place or use the site anonymously.

How to access this service:

Available online at **www.macmillan.org.uk**



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Macmillan Support Line

Online ✓ By phone ✓ By Email ✓

A wide range of services to support people from information about cancer and its treatment, to support with how people are feeling, their money and work. Services include:

Cancer information nurse specialists – Experienced, qualified cancer nurses providing expert information on symptoms and diagnosis, treatment, how to manage side effects; living with cancer, palliative care, end of life and coping with grief.

Cancer information and support – wide range of specialist, tailored support to help people with how they're feeling, provide practical information and support, as well as helping people to find local support that can help meet specific needs.

Financial Guidance – Financially trained advisers offering impartial information and tailored guidance including pensions, mortgages, banking, debt, getting or claiming on insurance, making a will, Power of Attorney and dealing with probate. Can also support with casework in claiming on pensions or insurance claims, make referrals for debt advice and support with financial products.

Energy Advice – Advice and support about energy-related costs from gas, electricity, water and other sources of fuel, helping to ensure that customers do not get disconnected or into further debt due to financial issues after a cancer diagnosis.

Welfare Rights – Accredited advisers providing expert, impartial advice and guidance on the benefits, grants and tax credits a person may be entitled to during cancer. Help to maximise a household's income, carrying out benefits checks and supporting customers through case work to ensure they get the correct benefit decisions.

Work Support - Expert information and advice on all aspects of employment rights, including how people with cancer can talk to their employer, negotiate adjustments at work, disputes and discrimination, taking time off and sick leave. Also offer referrals for one-off legal advice.

Macmillan Grants - means-tested, one-off payments of £350 to help with the extra costs that living with cancer can bring. Can be used to help ease additional financial pressures such as increased energy bills, cost of travel to and from hospital, home adaptions. Available through Welfare Rights service, by **webchat** or via **email**. Healthcare professionals can make applications for people with cancer **here**.

How to access these services:

People can access these services by calling the Macmillan Support Line free of charge on **0808 808 0000, 7 days a week, 8am–8pm**. Our advisers will take some information and help people get through to the right team. Due to legislative differences in the Channel Islands and Isle of Man, financial, energy, welfare rights and work support advice may be limited for residents from these areas. But we would like to help people as much as we can, so please contact us to find out more.

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Information booklets, leaflets and audio-visual materials

Online	✓	By phone	✓	By Email	✓	By post	✓	Face to face	✓

A wide variety of award-winning booklets, books and audio-visual materials, containing information about different cancer types, side-effects and symptoms, understanding cancer, living with cancer, and on end-of-life care. Some are available in an easy-to-read format and/or other languages.

How to access this service:

People with cancer can read or download booklets **online** or order printed copies **here**.

Other languages and formats are also available **online**.

Copies of the booklets are also available from local **Macmillan Information and Support Centres**. (Please note: Opening times will vary depending on where they are based and may also be affected by the pandemic).

Materials can also be ordered to be sent in the post by calling the Macmillan Support Line on **0808 808 0000**. Calls are free and we're **open 7 days a week, 8am–8pm**.

You may have supplies in your place of work but you can order more from our commerce site, **Be.Macmillan**.

Macmillan Information and Support Centres

By phone	✓	Virtual	✓	Face to face	✓

Somewhere informal for people with cancer to talk to someone about how they are feeling, get information on how to manage the effects of cancer treatment and obtain free information booklets.

Centres are based in a variety of locations around the UK, including hospitals, hospices, libraries and other community locations, with some offering support over the phone. Some centres offer access to Macmillan benefits advice, self-help and support groups, complementary therapy or support with issues such as hair loss. Centre teams can signpost people with cancer to other services and support groups in the local area.

How to access this service:

Customers can visit their local Macmillan Information and Support Centre without a referral; they may be signposted to you or an In Reach service in a hospital.

Locations and their details can be found **here**.

Please note: Opening times will vary.

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Macmillan Buddies

By phone	✓	Virtual	✓	Face to face	✓

Weekly chat with a trained volunteer matched to the person with cancer (up to 8 sessions) and available in a number of languages

Telephone or digital buddies – provide people with someone to talk to regularly about how they're feeling, or provide local signposting support. Support available over the phone or via video call.

Community buddies – provide practical support to help take the strain off people with cancer and their family around the home, or someone to chat to face to face.

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People with cancer can register **online**, or over the phone by calling the Macmillan Support Line on **0808 808 0000**, free of charge. We're **open 7 days a week 8am–8pm**

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Macmillan Online Community

Online

Peer-to-peer support network for people living with and affected by cancer in a safe environment that is available 7 days a week and 24 hours a day.

The Community has 90,000 members, with groups dedicated to specific cancer types, treatments and family and friends, as well as an Ask An Expert section where members can ask our professionals (the majority of whom are volunteers) any questions they may have around cancer and its impact.

How to access this service:

People can join **here**.

Boots Macmillan Information Pharmacists

By phone	✓	Virtual	✓	Face to face	✓

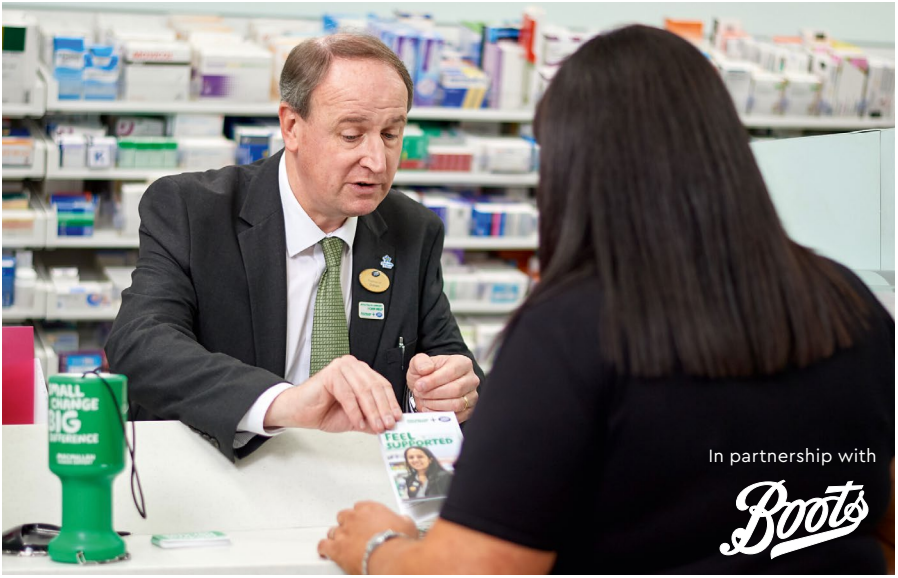
Macmillan-trained pharmacists located in most Boots pharmacies offering free information, support and advice about different types of cancer and treatment, medication and other types of information and support. Can also connect people to more specialist sources of information and support, both locally and nationally.

Customers who are terminally ill and at end of life can also use the Boots Palliative Care Service for easy access to recommended medicines most used by terminally ill patients. This is available at over 2,000 of its pharmacies and people can check medication availability **online**.

How to access this service:

People with cancer or their carers can visit any Boots pharmacy without making an appointment or book via the Boots **website**. Appointments held in person or via phone or video-call.

Find your nearest Boots store **here**.



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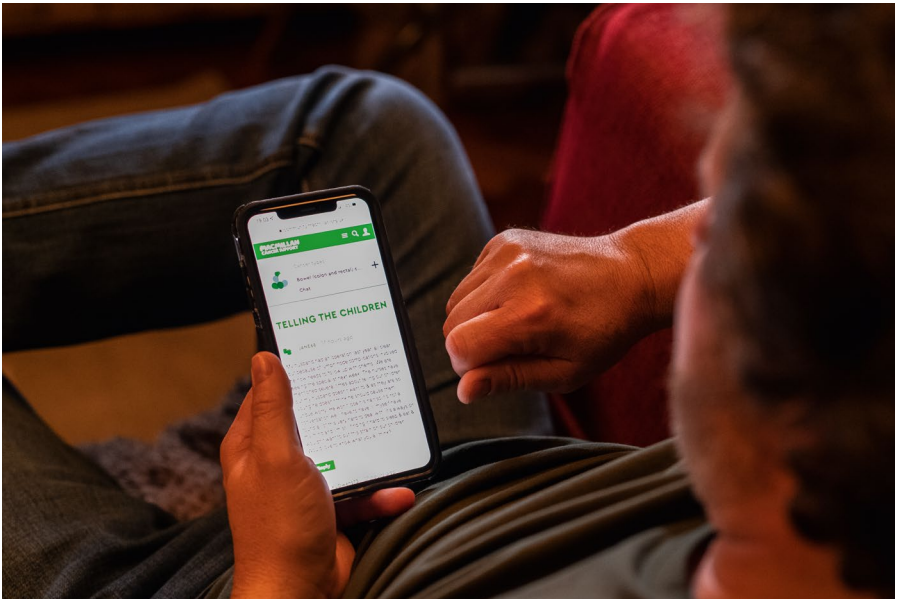

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Macmillan Information and Support Centres

By phone	✓	Virtual	✓	Face to face	✓

Somewhere informal for people with cancer to talk to someone about how they are feeling, get information on how to manage the effects of cancer treatment and obtain free information booklets.

Centres are based in a variety of locations around the UK, including hospitals, hospices, libraries and other community locations, with some offering support over the phone. Some centres offer access to Macmillan benefits advice, self-help and support groups, complementary therapy or support with issues such as hair loss. Centre teams can signpost people with cancer to other services and support groups in the local area.

How to access this service:

Customers can visit their local Macmillan Information and Support Centre without a referral; they may be signposted to you or an In Reach service in a hospital.

Locations and their details can be found **here**.

Please note: Opening times will vary.

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Community buddies – provide practical support to help take the strain off people with cancer and their family around the home, or someone to chat to face to face.

How to access this service:

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How to access this service:

People can join **here**.

Free specialist counselling service

Online ✔ By phone ✔

Specialist one-to-one Bupa counselling sessions to help understand, manage and overcome difficult feelings.

How to access this service:

Referral for a full assessment with Bupa can be done through the Macmillan Support Line. Call us free of charge on **0808 808 0000** (we're **open 7 days a week 8am–8pm**) for referral if specific criteria are met.

Enquire about the service on **web chat** or register for referral **online**.

Customers will have have a phone assessment with Bupa to decide the best counselling offer for them. (service can be extended for up to 8 weeks if necessary).

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Boots Macmillan Information Pharmacists

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Customers who are terminally ill and at end of life can also use the Boots Palliative Care Service for easy access to recommended medicines most used by terminally ill patients. This is available at over 2,000 of its pharmacies and people can check medication availability **online**.

How to access this service:

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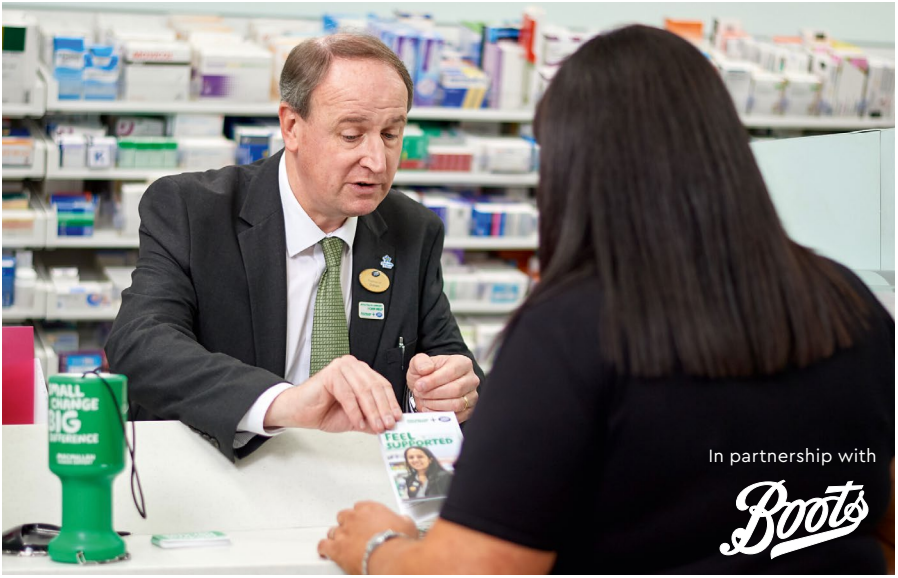
Find your nearest Boots store **here**.



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Sleepio and Daylight – support for insomnia and/or anxiety

Online ✔

Offering free instant access to mental health support apps for people recently diagnosed with cancer in the UK.

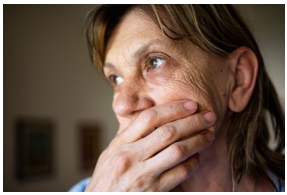
- **Sleepio**, for poor sleep and insomnia, addresses unique needs with a personalised programme, featuring sessions with step-by-step guidance through evidence-based techniques, available night or day.
- **Daylight**, for worry and anxiety, helps people gain control over their anxiety with personalised exercises and content. It's available when needed the most, providing people with cancer with evidence-based techniques to cope in the moment.

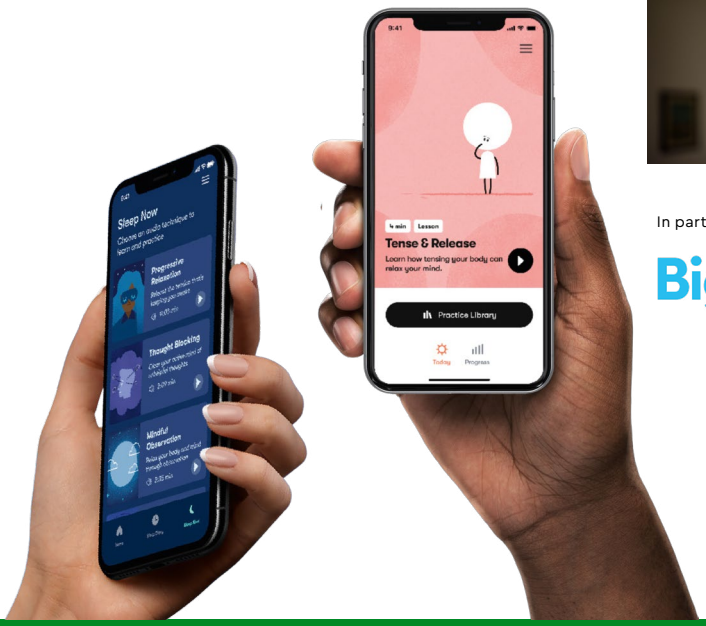
How to access this service:

Customers can download and access support instantly by downloading the smartphone app or **online**. Customers can use the content for a year after they're registered. People with cancer simply need to select which treatment meets their needs to get started:

Accessing support is free for people diagnosed with cancer in the UK. In Scotland, Daylight and Sleepio are made available to the whole population via the Scottish Government.

Please note: this pilot scheme will be live until September 2023 and we will be monitoring the impact on an ongoing basis. This service is not currently available for residents in the Channel Islands or Isle of Man.





In partnership with

Big Health

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Information about support to help people with daily life

Tailored information for the recently diagnosed

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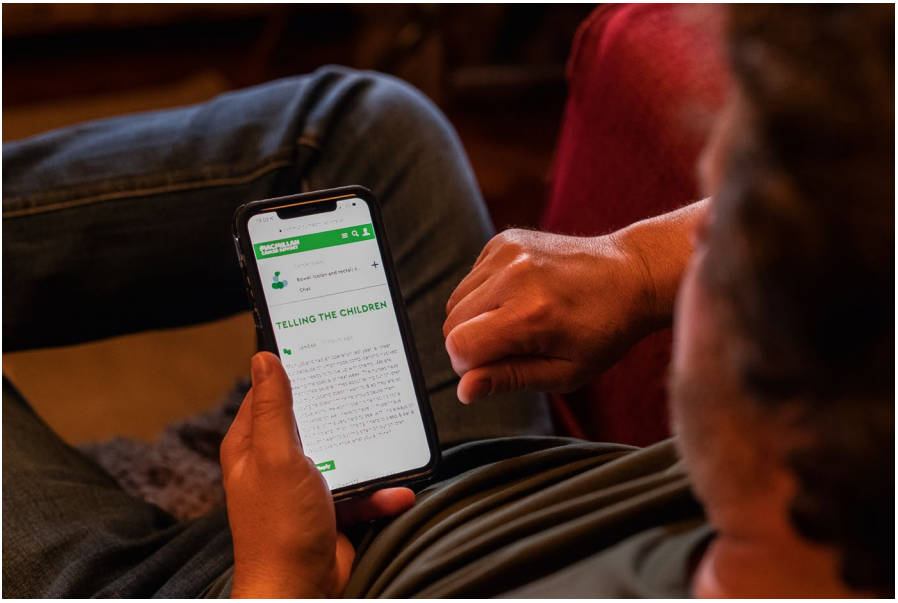

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Online	✓	By phone	✓	By Email	✓

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Information booklets, leaflets and audio-visual materials

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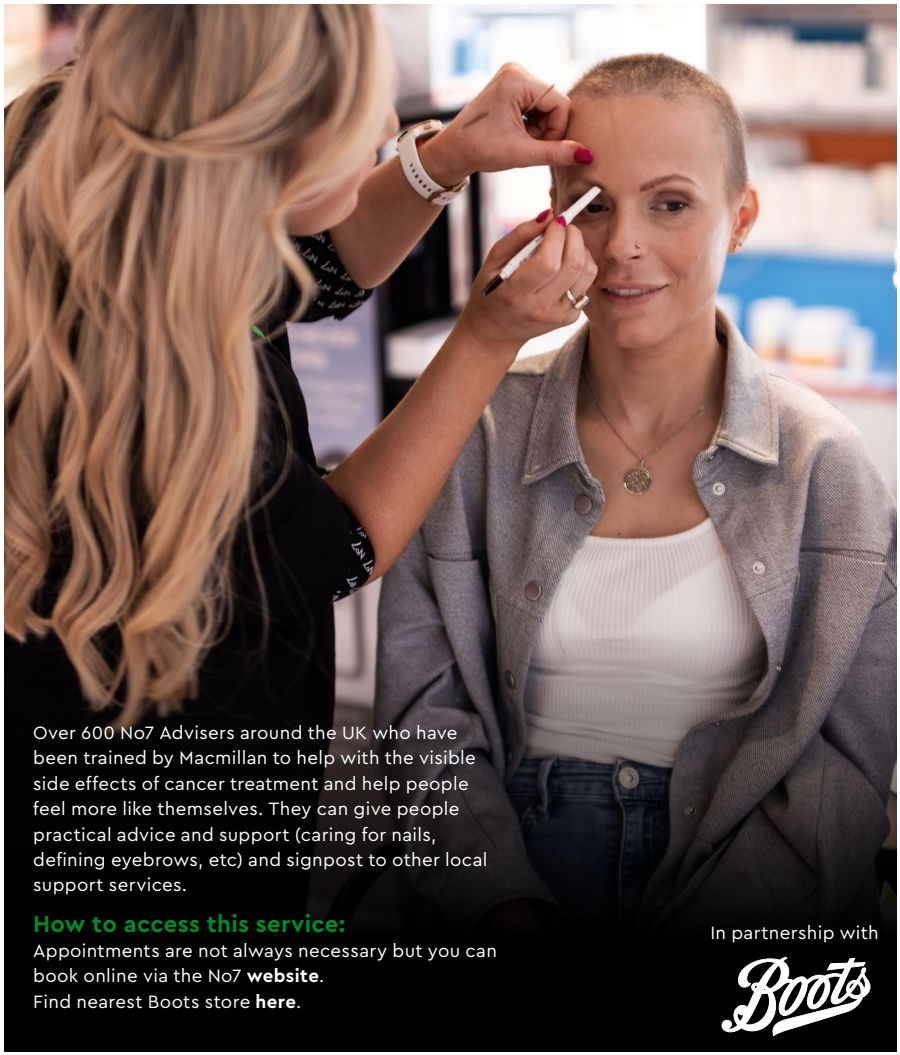
How to access this service:

People can join **here**.

No7 Boots Macmillan Make-up Advisers – To help people deal with the visible signs of cancer and feel more like themselves

Face to face ✔



Over 600 No7 Advisers around the UK who have been trained by Macmillan to help with the visible side effects of cancer treatment and help people feel more like themselves. They can give people practical advice and support (caring for nails, defining eyebrows, etc) and signpost to other local support services.

How to access this service:

Appointments are not always necessary but you can book online via the No7 **website**.
Find nearest Boots store **here**.

In partnership with Boots

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MACMILLAN CANCER SUPPORT

Boots Macmillan Information Pharmacists

By phone	✓	Virtual	✓	Face to face	✓

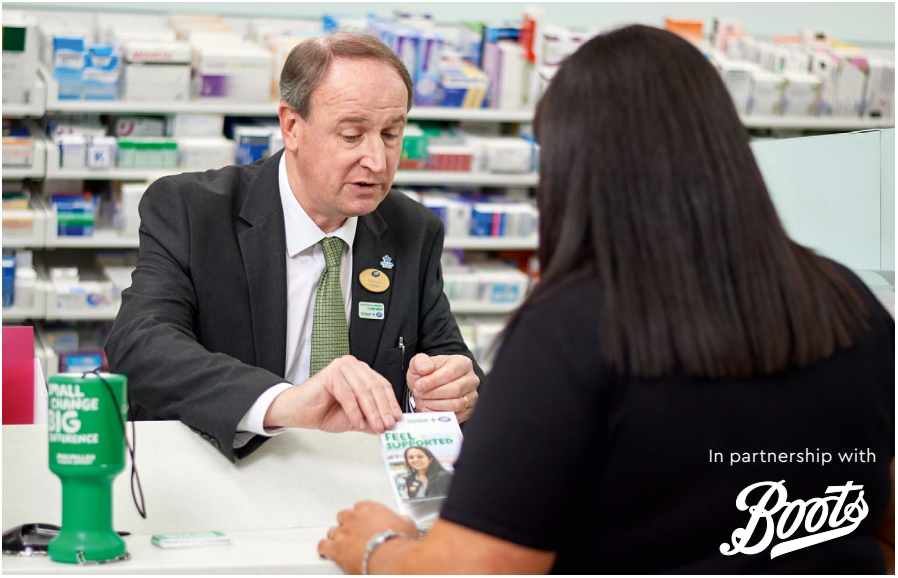
Macmillan-trained pharmacists located in most Boots pharmacies offering free information, support and advice about different types of cancer and treatment, medication and other types of information and support. Can also connect people to more specialist sources of information and support, both locally and nationally.

Customers who are terminally ill and at end of life can also use the Boots Palliative Care Service for easy access to recommended medicines most used by terminally ill patients. This is available at over 2,000 of its pharmacies and people can check medication availability **online**.

How to access this service:

People with cancer or their carers can visit any Boots pharmacy without making an appointment or book via the Boots **website**. Appointments held in person or via phone or video-call.

Find your nearest Boots store **here**.



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MACMILLAN CANCER SUPPORT

Information and support about money worries

Tailored information for the recently diagnosed

Online ✔ By post ✔

Regular emails or information by post and tailored to the customer's cancer type. Includes bite-size information and support to help people with ongoing issues of health, money, work and the practical impacts of cancer, together with support for how they are feeling. Customers receive 9 weekly emails, followed by 11 further emails which are sent every two weeks.

For customers, or those supporting them, who prefer to receive the information by post, they can sign up via the Support Line to receive 4 x weekly packs.

How to access this service:

People with cancer can sign up **online**.

Patients or those supporting them can also sign up by calling the Macmillan Support Line on **0808 808 0000**. Calls are free and we're **open 7 days a week, 8am–8pm**.

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Macmillan website – www.macmillan.org.uk

Online

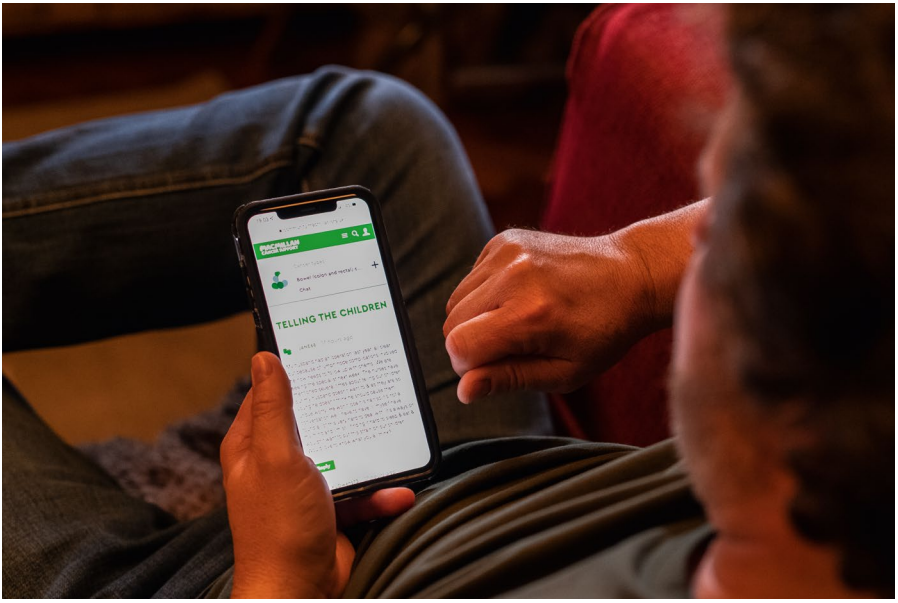
Content on different cancer types, tests and screening, getting diagnosed, treatments, living with cancer and end of life care, plus online access to our cancer support teams on the Macmillan Support Line through web chat or email. (Standard response time can be up to 2 working days so, for a more immediate response, other services may be more appropriate.)

Also includes In Your Area tool to find local services, such as Macmillan Information & Support Centres and support groups, by searching by a place, town or postcode.

People can personalise the content that is relevant to them by setting up a Macmillan Account. Alternatively, they can answer a few simple anonymous questions to access tailored information and advice in one place or use the site anonymously.

How to access this service:

Available online at **www.macmillan.org.uk**



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MACMILLAN CANCER SUPPORT

Macmillan Support Line

Online	✓	By phone	✓	By Email	✓

A wide range of services to support people from information about cancer and its treatment, to support with how people are feeling, their money and work. Services include:

Cancer information nurse specialists – Experienced, qualified cancer nurses providing expert information on symptoms and diagnosis, treatment, how to manage side effects; living with cancer, palliative care, end of life and coping with grief.

Cancer information and support – wide range of specialist, tailored support to help people with how they're feeling, provide practical information and support, as well as helping people to find local support that can help meet specific needs.

Financial Guidance – Financially trained advisers offering impartial information and tailored guidance including pensions, mortgages, banking, debt, getting or claiming on insurance, making a will, Power of Attorney and dealing with probate. Can also support with casework in claiming on pensions or insurance claims, make referrals for debt advice and support with financial products.

Energy Advice – Advice and support about energy-related costs from gas, electricity, water and other sources of fuel, helping to ensure that customers do not get disconnected or into further debt due to financial issues after a cancer diagnosis.

Welfare Rights – Accredited advisers providing expert, impartial advice and guidance on the benefits, grants and tax credits a person may be entitled to during cancer. Help to maximise a household's income, carrying out benefits checks and supporting customers through case work to ensure they get the correct benefit decisions.

Work Support - Expert information and advice on all aspects of employment rights, including how people with cancer can talk to their employer, negotiate adjustments at work, disputes and discrimination, taking time off and sick leave. Also offer referrals for one-off legal advice.

Macmillan Grants - means-tested, one-off payments of £350 to help with the extra costs that living with cancer can bring. Can be used to help ease additional financial pressures such as increased energy bills, cost of travel to and from hospital, home adaptions. Available through Welfare Rights service, by **webchat** or via **email**. Healthcare professionals can make applications for people with cancer **here**.

How to access these services:

People can access these services by calling the Macmillan Support Line free of charge on **0808 808 0000, 7 days a week, 8am–8pm**. Our advisers will take some information and help people get through to the right team. Due to legislative differences in the Channel Islands and Isle of Man, financial, energy, welfare rights and work support advice may be limited for residents from these areas. But we would like to help people as much as we can, so please contact us to find out more.

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MACMILLAN CANCER SUPPORT

Information booklets, leaflets and audio-visual materials

Online	✓	By phone	✓	By Email	✓	By post	✓	Face to face	✓

A wide variety of award-winning booklets, books and audio-visual materials, containing information about different cancer types, side-effects and symptoms, understanding cancer, living with cancer, and on end-of-life care. Some are available in an easy-to-read format and/or other languages.

How to access this service:

People with cancer can read or download booklets **online** or order printed copies **here**.

Other languages and formats are also available **online**.

Copies of the booklets are also available from local **Macmillan Information and Support Centres**. (Please note: Opening times will vary depending on where they are based and may also be affected by the pandemic).

Materials can also be ordered to be sent in the post by calling the Macmillan Support Line on **0808 808 0000**. Calls are free and we're **open 7 days a week, 8am–8pm**.

You may have supplies in your place of work but you can order more from our commerce site, **Be.Macmillan**.

Macmillan Information and Support Centres

By phone	✓	Virtual	✓	Face to face	✓

Somewhere informal for people with cancer to talk to someone about how they are feeling, get information on how to manage the effects of cancer treatment and obtain free information booklets.

Centres are based in a variety of locations around the UK, including hospitals, hospices, libraries and other community locations, with some offering support over the phone. Some centres offer access to Macmillan benefits advice, self-help and support groups, complementary therapy or support with issues such as hair loss. Centre teams can signpost people with cancer to other services and support groups in the local area.

How to access this service:

Customers can visit their local Macmillan Information and Support Centre without a referral; they may be signposted to you or an In Reach service in a hospital.

Locations and their details can be found **here**.

Please note: Opening times will vary.

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MACMILLAN CANCER SUPPORT

Macmillan Grants – means-tested, one-off payments of £350 to help with the extra costs that living with cancer can bring

Online	✓	By phone	✓	By Email	✓

Macmillan Grants – They can be used to help ease additional financial pressures such as increased energy bills, cost of travel to and from hospital, home adaptions.

How to access this service:

Available through Welfare Rights service or by **chat** or **email**. Healthcare professionals can make applications for people with cancer **here**.

People can access this service by calling the Macmillan Support Line on **0808 808 0000, 7 days a week, 8am–8pm**. Our advisers will take some information and help people get through to the right team.

You can apply for a grant for a person with cancer **here**.

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Macmillan will writing service

Online	✓	By phone	✓

Free simple wills for anyone aged 18 or over, funded by Macmillan and delivered by a network of trusted will-writing partners across the UK for people who want to write a new simple will or write one for the first time.

Complex wills may incur a charge to people which will be outlined by the will writing partner before a person decides to proceed with this service.

How to access this service:

Customers can register **online** or by calling **0800 008 6429** with options to choose the will writing partner and how they want to write their will. **Please note:** During the will writing process, the customer will be asked if they would like to leave a gift in their will to Macmillan but **there is no obligation** for a customer to do this. Owing to legislative differences in the Channel Islands and Isle of Man, this service is not available to residents of these areas.

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Information and support about work

Tailored information for the recently diagnosed

Online ✔ By post ✔

Regular emails or information by post and tailored to the customer's cancer type. Includes bite-size information and support to help people with ongoing issues of health, money, work and the practical impacts of cancer, together with support for how they are feeling. Customers receive 9 weekly emails, followed by 11 further emails which are sent every two weeks.

For customers, or those supporting them, who prefer to receive the information by post, they can sign up via the Support Line to receive 4 x weekly packs.

How to access this service:

People with cancer can sign up **online**.

Patients or those supporting them can also sign up by calling the Macmillan Support Line on **0808 808 0000**. Calls are free and we're **open 7 days a week, 8am–8pm**.

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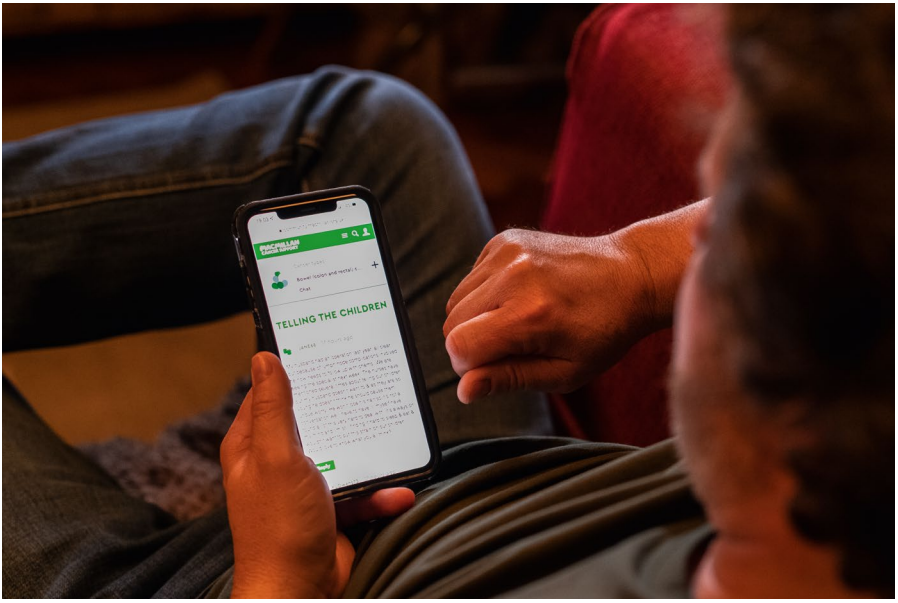

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