

**WE ARE
MACMILLAN.
CANCER SUPPORT**

Information and support for people affected by cancer fact sheet

Short version

When you're affected by cancer, having the right kind of information, at the right time, is essential. It can help you make informed choices about your treatment and care. It can take away some of the fear.

We give information and support through a number of services. These include:

- health and social care professionals
- information and support services and centres
- Mobile Macmillan Cancer Information Centres
- phone service
- website
- booklets, leaflets and other resources
- volunteers.

Medium version

When you're affected by cancer, having the right kind of information, at the right time, is essential. It can help you make informed choices about your treatment and care. It can take away some of the fear.

We give information and support through a number of services. These include:

- **health and social care professionals**, who provide vital support from the time someone suspects they have cancer to when they no longer want our help
- **information and support services and centres**, where people affected by cancer can ask questions and talk through their concerns with specialist staff and trained volunteers
- **Mobile Macmillan Cancer Information Centres**, which offer free, confidential information and support to people in their communities and are staffed by trained information specialists and volunteers
- **phone service**, which is there for people if they have questions about cancer, need support, or just want to talk to someone
- **website**, which features expert, high-quality information on cancer types and treatments, emotional, financial and practical help, and an online community where people can share information and support
- **booklets, leaflets and other resources**, which provide high-quality information about specific cancers and treatments, as well as information on the practical, emotional and financial aspects of living with cancer
- **volunteers**, who we may train to work with full-time staff in one of our information and support centres or to answer calls to our phone service.

Long version

When you're affected by cancer, having the right kind of information, at the right time, is essential. It can help you make informed choices about your treatment and care. It can take away some of the fear.

That's why we're committed to providing up-to-date information about all types of cancer and their treatments, as well as information on the practical, financial and emotional aspects of the illness. We offer a wide range of information by phone, letter, through booklets and other resources, on our website and in person. We also direct people with cancer and their families and friends to alternative sources of support available from Macmillan and other health and social care organisations.

Health and social care professionals

Our professionals are specialists in their area of cancer care and leaders in their field. They provide vital support from the time someone suspects they have cancer to when they no longer want our help.

Key facts

Macmillan has **4,132** health and social care professionals.

Macmillan nurses helped **352,000** people in **2008**.

Macmillan doctors helped **11,000** people in **2008**.

Our other healthcare professionals, including radiographers, physiotherapists, speech and language therapists, dietitians and psychologists, helped **69,000** people in **2008**.

Visit macmillan.org.uk/professionals for more information.

See *Macmillan health and social care professionals* fact sheet.

Information and support services and centres

People affected by cancer visit our cancer information and support centres to ask questions and talk through their concerns with specialist staff and trained volunteers. The centres are filled with booklets and leaflets about cancer, and at some centres support groups and complementary therapies are available.

Key facts

We helped an estimated **164,000** people through our **91** information and support centres in **2008**.

£1,776 could help run a typical small Macmillan information and support centre for a working week.

£635 could fund a Macmillan cancer information and support officer for a working week.

Visit macmillan.org.uk/informationcentres for more information.

Mobile Macmillan Cancer Information Centres

We have two Mobile Macmillan Cancer Information Centres which tour the country every year from spring onwards. One travels around London, Anglia and South-East England and the other tours the East Midlands and Northern England. They offer free, confidential information and support to people in their communities and are staffed by trained information specialists and volunteers.

Key facts

We helped **19,693** people through our two mobile centres in **2008**.

Visit macmillan.org.uk/informationcentres for more information.

Macmillan phone service – 0808 808 00 00

Our phone service is staffed by cancer support specialists. They are here for everyone affected by cancer, whatever they need. They can answer questions about cancer types and treatments, provide practical and financial support to help people live with cancer, and are there if someone just wants to talk.

The phone service is available on 0808 808 00 00. It is free to call, and is open Monday to Friday, 9am to 8pm.

We also have an interpretation service in over 200 languages. People just need to state, in English, the language they wish to use when they call.

If someone are deaf or hard of hearing, they can use our textphone service on 0808 808 0121, or the Text Relay system.

Visit macmillan.org.uk/howwecanhelp for more information.

Macmillan website – www.macmillan.org.uk

Our website features:

- over 2,000 pages of easy-to-search, high-quality information on cancer types, treatments and what to expect
- a wealth of information to help people deal with the emotional, financial and practical impact cancer can have on their lives
- information on how people can receive support from Macmillan health and social care professionals
- an online community where thousands of people share information and support through blogs, forums and chatrooms
- an area for our fundraisers where they can upload their photos, talk about their adventures and share their stories and fundraising tips
- information on ways to get involved with Macmillan, from joining our campaigns, to using your cancer experience to improve cancer care, to giving time as a volunteer.

Booklets, leaflets and other resources

We offer a comprehensive range of free, high-quality information about cancer types and treatments, as well as information on the practical, emotional and financial aspects of living with cancer. This information is provided through a range of formats: booklets, fact sheets and leaflets. We also have an extensive range of cancer information available on CD.

People can view and order our information resources at be.macmillan.org.uk. Or if they don't have access to the internet, they can call 0800 500 800.

Key facts

Over **1.4 million** Macmillan booklets, leaflets and other resources were ordered for people affected by cancer in **2008**.

We distributed **435,000** *Affected by cancer?* leaflets to GP surgeries in **2008**.

Visit macmillan.org.uk/publications for more information.

Macmillan volunteers

Thousands of volunteers dedicate time and energy to help improve the lives of people affected by cancer. Some of them are trained to work with full-time staff in our information and support centres or to answer calls to our phone service.

Visit macmillan.org.uk/volunteer for more information.

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