



# thank you

From Macmillan

You're the focus of what we do



'For me, it's the knowledge that there is somebody there to back me up that's kept me going, kept me alive. My Macmillan nurse, Lorraine, has been the main factor in keeping me positive, definitely.'

Sidonie Sinker

'Cathy turned my life around in an hour.'

Janice Williams featured on the front page, talking about the support she received from her Macmillan nurse, Cathy Mir. With her help Janice has also received a Macmillan Grant and now attends a drop-in information and support centre in Tottenham.

Right now, there are three times as many people in Britain living with cancer than there were 30 years ago. The truth is cancer will affect most of us, or the people we care about, at some stage in our lives.

At Macmillan Cancer Relief we are listening to what people living with cancer – and their families and carers – truly need and then developing services and support that meet those needs. This is not just about medical care. As more people than ever are living with cancer longer, our focus has expanded to provide the practical help, financial assistance, emotional support and clear information people need as well. In other words, it's about the whole person.

As you'll see from these highlights, 2004 has been a year of great progress, none of which would have been possible without the help and commitment of supporters like you. For that we give you our warmest thanks and hope that you will continue to help us make life better for people with cancer in 2005.

# about health

Healthcare services

It's the little things that matter most



'The staff are always looking out for you, to see if you need help with anything. There's an occupational therapist, who arranged for me to have an electric reclining chair at home. Macmillan has also given me a financial grant to help me buy the things I need.'

'We're like a family at the Day Care Centre and the nurses do anything they possibly can to help us. I don't need to know what type of cancer the other people have. The point is we feel we are living with it, not dying of it.'

Steele Anderson, who visits the Day Care Centre at Roxburghe House, Aberdeen.

The environment in which someone with cancer is treated can have a profound effect on their sense of health and wellbeing. In 2004 Macmillan opened the doors to six new cancer care and information buildings, in Aberdeen, Reading, Warminster and three in Northumberland. Each offers state-of-the-art equipment in surroundings that have been carefully designed with patients' needs in mind.

Target 2005: to complete 10 more cancer care buildings.

Many patients see a wide range of health and social care professionals. Macmillan nurses help to coordinate this care, ensuring patients can access the services they need and want. To help make this process as smooth as possible we are encouraging the development of multidisciplinary teams that can include everyone from Macmillan nurses, consultants and physiotherapists to dietitians and speech therapists.

Target 2005: to increase the number of Macmillan professionals by 251, bringing the total to 3,841.

17 new Macmillan information positions were created, bringing the total to 114

allied health professionals such as occupational therapists and dietitians have increased to 259

# about wellbeing

Social care services

Meeting the high cost of cancer



'My Macmillan nurse, Jan, organised two Macmillan Grants for me – one to help with fuel costs and one for a wig when I lost my hair. She also put me in touch with the Macmillan Benefits Helpline. I'm supporting Macmillan's Better Deal campaign now because I don't think anyone with cancer should have to go through the financial nightmares I've had.'

Lyndsay Baker

The Macmillan Benefits Helpline provides people with cancer and their families and carers with access to the advice, information and support they need to manage the financial impact of cancer. It's now grown from a pilot scheme to a full service which has so far helped over 5,000 people with cancer to claim around £10 million worth of benefits.

Target 2005: to develop 19 new local benefits schemes.

Every year, thousands of people with cancer miss out on millions of pounds in unclaimed benefits because they don't know they might qualify or because they find the application process overwhelming. In November 2004 we launched our ongoing Better Deal campaign and called on the Government to make access to benefits and other financial help easier.

Target 2005: to remove the cost of travelling to, and parking at, hospital.

£6.5m Macmillan Grants were awarded to over 17,000 people

Over 10,000 people found out more about our campaign on [www.macmillan.org.uk/betterdeal](http://www.macmillan.org.uk/betterdeal)

# about independence

Self care

Getting the most out of life



'I wanted to start a local support group for people with colon cancer, to help cope with the issues it brings up, such as which foods to eat. Macmillan put me in touch with people who could help and gave us some training. The group started in Purley in November and we're very excited about it. It's not all about doom and gloom. Sometimes we cry, but we also laugh, tell our stories and people get a lot out of it.'

Nirmala De Silva

Macmillan now supports over 700 cancer self help and support groups across the UK that offer people living with cancer the chance to share their experiences and support one another. These groups can be a real lifeline where people make friends and access services such as home or hospital visiting, complementary therapies, information and help for family and carers who may also be feeling the strain.

Target 2005: to offer £200,000 in grants to self help and support groups.

People who have had cancer themselves are expert by experience at knowing how cancer care should be. CancerVOICES is Macmillan's UK-wide network of people affected by cancer. It provides training and support to enable patients, carers and health professionals to use their expertise to influence the way in which cancer services are developed.

Target 2005: Pilot CancerVOICES training courses in Scotland, Wales and Northern Ireland.

Over 30,000 calls were made to CancerLine in 2004, an increase of 40%

Over 45,000 visitors per month viewed our website, double 2003's average figure