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**WE ARE
MACMILLAN.
CANCER SUPPORT**

Macmillan Cancer Support's social care programme focuses on developing services in the community for people living with cancer and their carers, providing financial assistance and benefits advice as well as emotional and practical support.

This directory is a listing of Macmillan professionals and services which are part of the social care programme, and is updated on a quarterly basis. We hope it will be a useful aid to networking for everyone involved in the programme, and a useful source of information for Macmillan professionals to help them connect with these services for the benefit of people affected by cancer.

The services fall into two main categories; Financial support and Emotional and practical support. Within these categories, there are a number of different types of service (see below for definitions). These include local face-to-face services and national services delivered online and by telephone. Click on the green bars (left) to go straight to the section you need.

Within each section, local services are listed under the Macmillan Cancer Support regions:

- Central and South West England
- East Midlands and Northern England
- London, Anglia and South East Region
- Northern Ireland
- Scotland
- Wales.

See page 64 for map of these regions.

Please check the catchment area and any referral criteria if you are planning to make a referral to the service.

National services are listed at the end of each section. These services are provided directly by Macmillan.

Please help us to keep the directory up-to-date. If any of the details listed about your service change, please contact Hazel Davis, Volunteering Assistant at Macmillan Cancer Support on 020 7840 4979 or Email: hdavis@macmillan.org.uk

Definitions of Macmillan's social care services

Benefits advice services: Macmillan's benefits services provide specialist and confidential welfare benefits advice to people affected by cancer, including patients, carers and close family members. They provide advice, information and help to access the full range of available financial support, including benefits, tax credits and help with health costs. The services are provided in appropriate local settings including hospitals, hospices, citizens advice bureaux and via home visits.

Carers services: Macmillan's carers services provide support to unpaid carers looking after someone affected by cancer. This support includes practical help, information and signposting to other services, emotional support, respite care at home and night sitting.

Befriending services: Macmillan's befriending services offer emotional, social or practical support by matching a trained befriender to someone affected by cancer. This can be either a carer, patient or relative of someone with cancer. Visits can take place at the person's home, or another appropriate setting such as a hospital or hospice.

Social workers: Macmillan social workers work with people affected by cancer, providing psychological and emotional support, and advice and help to

access practical and financial support. Services can include assessment of needs, arranging care packages, hospital discharge planning, and liaison with other service providers. The service is provided in various settings including hospitals, hospices and the client's home.

Children and family services: Macmillan family support workers support the carers, children and families of people living with cancer, where complex psycho-social and emotional needs have been identified. The service can include bereavement support and help to access practical and financial support.

Counselling services: Macmillan counsellors provide psychological and emotional counselling support to people affected by cancer including patients, carers and relatives. The services include bereavement support, and are provided in a range of settings including hospitals, hospices and the client's home.

Bereavement services: These services offer bereavement support to carers and family members, in health settings or the home. The service can include support and training for professionals working with bereaved people.

Support Services: These services offer a range of support to people affected by cancer in the community. This includes information and signposting, and support with issues such as housing, employment, finances and social isolation.

Financial support

Local benefits advice services

Macmillan's benefits services provide specialist and confidential welfare benefits advice to people affected by cancer, including patients, carers and close family members. They provide advice, information and help to access the full range of available financial support, including benefits, tax credits and help with health costs. The services are provided in appropriate local settings including hospitals, hospices, citizens advice bureaux and via home visits.

Central and South West England

Citizens Advice Bureau/Macmillan Advice Caseworker

Bureau and Buckinghamshire Hospitals NHS Trust, Macmillan Oncology and Haematology Unit, Milton Keynes NHS Trust, Milton Keynes, MK6 5LD

Contact: Lesley Kandola

Tel: 07792 749460

Email: lesley.kandola@mkcab.org.uk

This service offers specialist benefit advice and general advice in all other subject areas and can refer to other specialists where appropriate. The service offers appointments at the Macmillan unit, ward visits, telephone advice and home visits.

Catchment area: Milton Keynes and surrounding area.

Referrals: Referrals are made via Macmillan nurses and other Macmillan professionals. Patients can also make direct contact for appointments. Referrals can be made by phone, fax, email, letter or referral form also in person.

Service available: The service is available two days per week. On Mondays 8.30am–4pm and Tuesday mornings 8.30am–11am.

Citizens Advice Bureau/Macmillan Advice Caseworker

Milton Keynes Citizens Advice Bureau and Buckinghamshire Hospitals NHS Trust, Cancer Care and Haematology Unit (CCHU), Stoke Mandeville Hospital, Aylesbury, Bucks, HP21 8AL

Contact: Lesley Kandola

Tel: 07792 749460

Email: lesley.kandola@mkcab.org.uk

This service provides specialist welfare benefits advice and general advice in consumer, debt, employment, housing, immigration and relationship breakdown enquiry areas and referrals can be made to other specialists where appropriate. The service is available through appointments and drop-in at cancer care and haematology unit at Stoke Mandeville Hospital. Patients can drop in to make an appointment at the Sunrise Unit at High Wycombe Hospital, ward visits, telephone advice and home visits.

Catchment area: Aylesbury, High Wycombe and surrounding areas.

Referrals: Referrals are made via Macmillan professionals. Patients can also make direct contact for appointments. Referrals can be made by phone and referral form.

Office hours: 9am–4pm, Thursday at Stoke Mandeville Hospital, 9am–4pm, Friday at High Wycombe Hospital.

Hampshire Macmillan Citizens Advice Service

c/o Citizens Advice Hampshire, Beaconsfield House, Andover Road, Winchester, SO22 6AT

Contact: Sue Alford, Service Manger

Tel: 07875 536428

Email (service manager): macmillan@citahampshire.org

Helpline can be contacted on: 0844 8477727

Hampshire Macmillan Citizens Advice Service (HMCAS) is available to anyone who is affected by cancer and who lives or is being treated in Hampshire.

The service can be accessed via the telephone five days a week 9.30am–2.30pm. There is the availability to leave an answer phone message outside of these times or when the line is busy. HMCAS operates a number of outreach sessions across the County offering appointments and drop-ins. Appointments can be made in various hospitals and Citizens Advice Bureaux. Home visits can also be arranged where essential. The service can offer one off advice or complex case work covering the full range of enquiries of the traditional CAB

Catchment area: Hampshire, Portsmouth and Southampton.

Referrals: Self referral by the client is encouraged. Anyone affected by cancer living in Hampshire, Portsmouth and Southampton can be referred by health professionals. Referrals can be made by using the single phone number.

Service available:

Office hours: Service Manager, Tuesday–Thursday, 8.30am–5.30pm.

Macmillan Benefits Adviser

Mustard Tree Macmillan Centre, Level 3, Derriford Hospital, Plymouth, PL6 8DH

Contact: Denise Martin

Tel: 01752 763998

Fax: 01752 517902

Email: Denise.Martin@phnt.swest.nhs.uk

The Macmillan Benefits Adviser provides benefit/financial advice, help with form completion and accessing grants, to patients and carers. The advice is given either face to face in the centre, on wards or at outpatient clinics. The adviser also provides a telephone service to patients and carers, as well as community Macmillan nurses, social workers and other non statutory organisations. The adviser provides a service at three satellite centres in Kingsbridge, Tavistock and Liskeard one day a month and offers domiciliary visits in cases of exceptional need.

Catchment area: South Devon and North East Cornwall.

Referrals: Referrals are made via ward clerks/receptionists, specialist nurses, consultants, the palliative care team, community Macmillan nurses, social workers, GP practices or direct from patients. To make an appointment please contact The Mustard Tree 01752 763672.

Service available: 9.30am–4.30pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan Benefits Service

Birmingham Citizens Advice Bureau, 744–746 Warwick Road, Tyseley, Birmingham, B11 2HG

Contact: Jane Ballantyne, Team Supervisor, Agnes Syldatak, Macmillan Benefits Project Support Worker

Tel: 0121 6835601

Fax: 0121 6835691

Email: macmillan@bcabs.org.uk

We provide welfare benefits advice across Birmingham to all people affected by cancer (patients, carers and relatives). Advisers are currently available at Queen Elizabeth (and Selly Oak for pre-arranged appointments). Heartlands and Good Hope Hospitals on different days each week over a two week rota for appointments or drop-in advice (subject to availability), and a service at the City Hospital is due to start at the end of October 2009. Availability will generally be from 10am to 4pm but the service endeavours to be flexible to fit in with demand. On receipt of a referral we contact the client to arrange a convenient time and location for the appointment, generally at one of the hospitals.

We also provide telephone advice between 10am and 1.30pm on 0121 683 5601. We have started our service at John Taylor Hospice for appointments or drop-in advice (subject to availability) on the second Friday of the month (first day of service was Friday 9 April 2010).

Catchment area: City of Birmingham.

Referrals: Referrals are made through the clinical nurse specialists, other health professionals and allied health professionals, social workers and other providers of care. Referrals can be made by using a referral form (except in exceptional and urgent cases) sent by fax or email. Self referrals by telephone.

Service available: Monday to Friday, telephone advice line 10am–1.30pm, appointments by arrangement.

Office hours: Monday–Friday, 10am–4pm (as a minimum).

Macmillan Citizens Advice Bureau

Torrige, North Devon, Mid Devon & Bude Citizens Advice Bureau 28a Bridgeland Street, Bideford, North Devon, EX39 2PZ

Contact: Phil Pennington

Tel: 0845 8949567

Fax: 01237 425272

Email: phil@cab-bideford.co.uk

We provide welfare benefits advice for anyone who is living with or caring for someone with cancer, but can cover other aspects that arise as a result of living with cancer. Our caseworker is available to discuss your case by telephone, or by means of an appointment at the office. If there are mobility issues a home visit can be arranged.

Catchment area: Torrige, North Devon, Mid Devon and North Cornwall.

Referrals: Referral is generally by way of telephoning the office and leaving client details, this can be done by Health professionals, or members of the public, or other voluntary organisations (eg professionals, members of the public). Referrals can be made by any method eg by phone, fax, email, letter, referral form. We do take self referrals.

Service available: 9am–5pm, Monday–Friday (there is a messaging service if there is no one available).

Office hours: 9am–5pm, Monday–Friday (there is a messaging service if there is no one available).

Macmillan/Citizens Advice Bureau Casework (North Somerset)

Weston Area Health Trust/Citizens Advice/Macmillan, Macmillan CAB Service, Weston General Hospital, Weston Super Mare, Somerset, BS23 4TQ

Contact: Dawn Watt, Manager Macmillan Information Centre

Tel: 01934 881078/9

Email: dawn.watt@nhs.net

Holistic assessment of individuals focusing on financial matters including benefit/disability entitlements. Access to grants from statutory and charitable sectors. Employment issues/retirement/pension provision. Referrals to support groups. Referrals to social services. Housing needs and referrals where appropriate. Reviews/appeals assistance for department of work and pension matters. Wills/advance directives/attorney issues. Carer's issues including benefit entitlement/post bereavement matters.

Catchment area: Any cancer patient/carer accessing cancer services or treatment at Weston General Hospital.

Referrals: Referrals are made through self referral, cancer nurse specialist and GP's. Referrals can be made initially by phone and letter of referral including referral form will be despatched.

Service available: Monday–Friday but benefits service is by appointment only.

Office hours: Appointments via 01934 881078/9. 9am–4pm, Monday–Friday.

Macmillan/Oxford CAB Benefits Adviser

Maggies Cancer Information Centre, Churchill Hospital, Old Road, Headington, Oxford, OX3 7LE

Contact: Kate Burnham, Shahnaz Saghari, Louise Murphy

Tel: 01865 225689

Fax: 01865 742927

Email: macmillan.oxcab@gmail.com

The service provides comprehensive, independent, confidential and impartial welfare benefits advice and support to people affected by cancer. The key aim is to maximise the income of people with cancer, their carers and families. In addition, the service provides information and advice to health and social care professionals about the financial help available to people with cancer. The service provides support over the phone and by email, as well as face-to-face support through drop-in sessions and appointments. The service is largely based at Maggie's Cancer Information Centre, Churchill Hospital, where benefits advice is provided in the context of wider support.

Catchment area: All users of Maggie's Cancer Information Centre and patients of Oxford University Hospitals Trust Cancer Services.

Referrals: Self referrals – by phone, email or drop-in. Referral by others including healthcare professionals and family – by referral form, letter, fax, phone or email.

Service available: Drop-in sessions at Maggie's Cancer Centre – Mondays 9.30am–1pm; Tuesdays 1.30pm–4pm; Wednesdays 9.30am–1pm; Thursdays 9.30am–1pm; Fridays 9.30am–1pm. Appointments at Maggie's Cancer Centre throughout the week. Drop-in session and appointments at Brodev Centre, Horton Hospital, Banbury, on alternate Mondays 9.30am–3.30pm.

Office hours: 9am–5pm, Monday–Thursday; 9am–4pm, Friday.

Macmillan/Reading CAB Benefits Advice Service

Reading CAB, Minster Street, Reading RG1 2JB

Contact: Linda Bowman, Kate Slater

Tel: 0118 322 7657

Email: macmillan@readingcab.org.uk

The Macmillan/Reading CAB Benefits Advice Service provides a welfare benefits advice service to people affected by cancer with the aim of maximising income, and helping clients to access their entitlements to welfare benefits, and other sources of financial help.

Catchment area: West and East Berkshire.

Referrals: Any health professional can make a referral, by phone, fax, letter, email, drop-in, hospital referral etc. Due to demand, we regret that we cannot take self-referrals

Service available: 10am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday

Macmillan/Swindon CAB Benefits Advice Service

Swindon CAB, Faringdon House, 1 Faringdon Road, Swindon, Wiltshire, SN1 5AR

Contact: Sue Williams, John Bristow

Tel: 01793 496154

Fax: 01793 613270

Email: macmillan.swindoncab@cabnet.org.uk

The Macmillan/Swindon CAB Benefits Advice Service provides a welfare benefits advice service to people affected by cancer with the aim of maximising income. Helping clients to access their entitlements to welfare benefits and other sources of financial help. The service also provides advice and information on a range of issues, including debt, housing and employment. For more information on this FREE, impartial, independent, confidential service; please contact 01793 496154.

Catchment area: Swindon – North Wilts.

Referrals: Anyone can make a referral, by phone, fax, letter, email, drop-in, hospital referral etc.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan Welfare Benefits Advice

Wiltshire Citizens Advice Bureau, 18 College Street, Salisbury, Wiltshire, SP1 3AL

Contact: Carol Wheeler and Alyson Taylor

Tel: 01722 421277

Fax: 01722 410262

Email: macmillan@cabsalisbury.org.uk

This service provides welfare benefits and income maximization advice and information. The service is delivered through hospital appointments, bureau appointments, outreach appointments in Amesbury and Mere and home visits. Comprehensive help and support

is provided to people and their families affected by cancer in identifying benefit entitlement, form filling and challenging decisions up to tribunal level.

Catchment area: Salisbury District.

Referrals: Referrals from patient, family, professionals such as cancer nurses and doctors by phone or email. Referrals can also be made by phone, fax email or letter.

Service available: 9am–5pm, Monday–Thursday;
9am–2pm Friday for enquiries about the service

Office hours: 9am–4.30pm (when the advisers are out of the office, clients may leave a message for the service on the answerphone or by email).

Macmillan Welfare Benefits Adviser

Hospital Adult Care Department, Cheltenham General Hospital, Sandford Road, Cheltenham, GL53 7AN

Contact: Melanie Harris

Tel: 08454 223053

Fax: 08454 223553

Email: melanie.harris@gloucestershire.gov.uk

The service offers a first point of contact for patients and staff at the oncology centre in Cheltenham General Hospital, for information and benefits advice. This is provided through outpatient sessions and visits to inpatients referred by the ward staff. Information and advice is also given over the phone.

Catchment area: All patients and staff of the oncology centre in Cheltenham General Hospital.

Referrals: Referrals can be made through medical staff both in the hospital and in the community. They can also be made through the information centre in the oncology department or from the patient directly.

Service available: 10am–4pm Monday–Thursday and
10am–3pm Friday (interviews by appointment)

Office hours: 8.30am–5pm, Monday–Thursday and
8.30am–4.30pm Friday. Answer phone service available.

Macmillan Welfare Benefits Adviser

CAB Cornwall, CAB Offices, Shire Hall, Mount Folly Square, Bodmin, PL31 2DQ

Contact: Barri Hawkins

Tel: 01208 269758

Fax: 01208 79966

Email: macmillan@cabcornwall.org.uk

This service is based at Bodmin CAB for households who have a member with a cancer diagnosis and live in North Cornwall. The adviser can assess the household's overall financial situation and eligibility for benefits, and consider other options for financial assistance. The adviser also helps with the completion of applications, monitoring of claims and dealing with appeals. Advice is also provided on related matters such as financial budgeting, debt and housing. The adviser can make

referrals and signpost people to other organisations for help. Clients and/or carers can be seen at a location that suits them best, and face-to-face advice is usually provided through a home visit. Telephone advice can also be provided – either to clients/carers or other service providers (health/social care/volunteer).

Catchment area: North Cornwall.

Referrals: Individuals may make direct contact for themselves or a family member. Formal referrals can be made by any organisations working with the person eg: GP, Macmillan nurses, citizens advice bureau, social services, health visitors, housing officers.

Service available: Flexible: 25 hours per week but appointments made directly with clients.

Office hours: Generally from 10am – three days a week. Answer phone and email service available for messages

Macmillan Welfare Benefits Advice Service

Isle of Wight Citizens Advice Bureau, Exchange House, St Cross Lane, Newport, Isle of Wight, PO30 5BZ

Contact: Nick Hardy

Tel: 01983 520594

Fax: 01983 526302

Email: NickH@iwcab.org.uk

The service provides confidential advice and practical help with welfare benefits, prescription and travel costs, debt and other issues for people affected by cancer, their families and carers. Macmillan grant applications, assistance with form filling, monitoring of claims and advice/representation at social security appeals at tribunal/commissioner level are available where required. Appointments can be offered at the bureau and at St Mary's Hospital. Home visits are available for those unable to travel.

Catchment area: Isle of Wight.

Referrals: Referrals may be accepted from any source, these can be made by phone, email, letter, fax.

Service available: 8.30am–4.30pm, Monday,
Wednesday, Friday.

Office hours: 8.30am–4.30pm, Monday,
Wednesday, Friday.

Macmillan Welfare Benefits Caseworker

Poole Citizens Advice Bureau, 54 Lagland Street, Poole, Dorset, BH15 1QG

Contact: Leigh Nelson, Macmillan Welfare Benefits Caseworker

Tel: 01202 644473

Fax: 01202 661797

Email: leigh@poolecab.co.uk

This advice service provides welfare benefits advice and income maximisation. The service is delivered through home visits in Poole and immediate surrounding areas.

An outreach session is held every 1st and 3rd Tuesday of the month at Poole Health and Information Resource Centre from 10am–12.30pm (01202 448003).

Catchment area: Poole and immediate surrounding areas.

Referrals: This is a self referral service. Referrals are also accepted from professionals such as cancer nurses and doctors.

Service available: Monday, Tuesday, Wednesday, Friday.

Office hours: Monday–Friday 9.30am–4.30pm (24 ansaphone available)

Macmillan Welfare Benefits Caseworker

Poole Citizens Advice Bureau, 54 Lagland Street, Poole, Dorset, BH15 1QG

Contact: Sally Taylor, Macmillan Welfare Benefits Caseworker

Tel: 01202 670716

Fax: 01202 661797

Email: sally@poolecab.co.uk

This advice service provides welfare benefits advice and income maximisation. The service is delivered through home visits, appointments at Royal Bournemouth Hospital and at the Macmillan Unit, Christchurch Hospital.

Catchment area: Bournemouth and the surrounding areas.

Referrals: This is a self referral service. Referrals are also accepted from professionals such as cancer nurses and doctors.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9.30am–4.30pm, Monday–Friday.

Macmillan Welfare Benefits Rights Team

Citizens Advice Bureau – Bath and North East Somerset, 2 Edgar Buildings, George Street, Bath, BA1 2EE

Contact: Kate Treanor, Macmillan Casework Support

Tel: 01225 303815

Fax: 01225 481667

Email: kate.treanor@bathcab.org

The Bath CAB/Macmillan service provides welfare benefits and income maximization advice and information. We accept referrals via the Cancer Information Centre at the Royal United Hospital, (RUH) and self-referrals on the above number. The service is offered on an appointment basis at CAB office in Bath. Comprehensive help and support is provided to people affected by cancer in identifying benefit entitlement, form filling and challenging decisions up to tribunal level.

Catchment area: Referral from Royal United Hospital or cancer patients/carers in the Bath area.

Referrals: Referrals are presently made via the Cancer Information Centre at the Royal United Hospital or telephone self-referrals from cancer patients and/or their carers.

Service available: 9am–5pm, Monday–Thursday. Answer machine 24 hour (please leave a message and we will ring you back asap. Please note this may not be the same day).

Office hours: 9am–5pm.

Dudley CAB Macmillan Benefits Advice Service

Dudley Citizens Advice Bureau, 49 Summer Hill, Halesowen, West Midlands, B63 3BU

Contact:

**Amanda Powell, CAB Macmillan Benefits Adviser
Anita Kareer, Macmillan Project Support Worker**

Tel: 0138 4817 721

Fax: 0138 4816 191

Email: advice@dudleycabx.org

We provide help and advice on welfare benefits and debt, together with general advice on housing, employment and consumer issues. We also provide assistance with Macmillan Grant Applications. Appointments are available at various locations throughout Dudley borough.

Catchment area: Dudley District

Office hours: 8.30am–4.30pm, Monday–Thursday;
8.30am–4pm, Friday

Macmillan Welfare Rights Adviser

Bridges Support Service, Murray Hall Community Trust, SGS House, Penthouse Suite, Johns Lane, Tividale, Oldbury, West Midlands, B69 3HX.

Contact: Harpal Matharu, Macmillan Welfare Rights Adviser

Tel: 0121 6122939

Fax: 0121 6122934

Email: Bridges.support@nhs.net

The Bridges service has a welfare rights adviser attached to the service that provides full benefit checks for cancer patients and their carers/families. The welfare advice officer completes all the relevant forms and proactively follows up claims. If claims are refused, the officer will do reconsiderations/appeals, attend tribunal hearings and take cases to commissioners.

Office hours: 9am–5pm, Monday–Thursday;
9am–4.30pm, Friday.

Walsall Citizens Advice Bureau and Macmillan Benefits Information Service

Walsall Citizens Advice Bureau, 139–144 Lichfield Street, Walsall, WS1 1SE

Contact: Kashmir Kaur, Macmillan Lead Adviser
Tel: 01922 700685
Fax: 01922 648018
Email: kashmirkaur@cab.walsall.org.uk

The Macmillan benefit information service provides benefits advice and assistance for patients and carers affected by cancer. The service is free, independent, confidential and impartial. The service is delivered via the telephone, home visits and at outreach sessions at the local hospital, day hospice and cancer information centre.

Catchment area: Walsall.

Referrals: Referrals are made via fax, email or telephone.

Service available: 9am–4pm, Monday–Friday.
Office hours: 9am–4pm, Monday–Friday.

East Midlands and Northern England

Citizens Advice/Macmillan Benefits Advice Service

Cheshire East Citizens Advice Bureau, The Gables, Beam Street, Nantwich, Cheshire, CW5 5NF

Contact: Tracey Aston, Macmillan Benefits Adviser
Tel: 01270 303006
Fax: 01270 629079
Email: tracey@cecab.org.uk

The service provides benefits/income maximisation advice and general advice in other subject areas. Referrals can be made to other specialists where appropriate. The service is available through drop-in and appointments at the Macmillan Unit, Leighton Hospital, Crewe and by telephone.

Catchment area: Crewe/Nantwich, Winsford/Northwich, Sandbach, Alsager, Middlewich, Holmes Chapel.

Referrals: Referrals can be made by Macmillan nurses and other Macmillan professionals. Referrals can be made by referral form, phone, fax. The service will take self referrals.

Service available: 9.30am–11.30am, Tuesday and Wednesday at Macmillan Unit, Leighton Hospital. Appointments at other times by arrangement.
Office hours: 9am–4pm, Monday–Friday.

Citizens Advice Sefton Macmillan Project

Sefton NHS, 418 Stanley Road, Bootle, Merseyside, L20 5AE

Contact: Jane Groves
Tel: 0151 2825650
Fax: 0151 2825660
Email: Jane.groves@seftoncab.org.uk

Our service provides a general citizens advice service and includes advice on welfare benefits, debt, employment, housing, legal and relationship issues, and any issue that is causing worry. The service is delivered by two Advisers across Sefton at different locations including, Woodlands Hospice Aintree, and Sefton Cancer Support Group Formby, and at the Southport Centre for Health and Wellbeing. We work closely with Health Professionals and Macmillan.

Catchment area: Sefton.

Referrals: Referrals can be made by professionals and self referral by telephone.

Service available: Woodlands Hospice – Thursday, weekly; Formby Cancer Support Group, Tuesday, weekly; (appointments can also be arranged at different times and at different locations).

Office hours: 9.30am–5pm, Monday–Friday.

Derbyshire Asbestos Support Team/ Macmillan Project

DAST (Derbyshire Asbestos Support Team), 34 Glumangate, Chesterfield, S40 1TX

Contact: Joanne Gordon, Natalie Woodward
Tel: 01246 380415
Email: mail@asbestossupport.co.uk

We help and support anyone diagnosed with asbestos related diseases, which includes asbestos related lung cancer and mesothelioma. We also support family members and carers of victims. We provide advice on a range of welfare benefits. Government and Civil compensation as well as acting as a support group for our members needs. Anyone diagnosed with an asbestos related disease will receive a home visit or hospital visit if necessary. Office visits can be arranged if appropriate. Follow-up advice generally be telephone or visit.

Catchment area: Derbyshire, Nottinghamshire, Leicestershire, Northamptonshire, Lincolnshire (Burton-on-Trent).

Referrals: Referrals can be made by professionals and self referral by telephone.

Service available: 8.30am–4.30pm, Monday–Friday.
Office hours: 8.30am–4.30pm, Monday–Friday.

Derbyshire Citizens Advice Bureaux/ Macmillan Welfare Rights Service

Derbyshire Citizens Advice Bureaux (in partnership),
North East Derbyshire Citizens Advice Bureau, PO Box
4083, Bolsover, Derbyshire, S44 9AJ

Contact: Sarah Roy, Co-ordinator

Tel: 01246 562067 (not public) 01246 828852 (helpline)

Email: macmillan.support@ndcab.org.uk (public) or
sarah.roy@ndcab.org.uk (not public)

Derbyshire CABx work together on this project to provide a benefits advice and information service to people affected by cancer across Derbyshire. People should either contact their local CAB, telephone the helpline or email (see below) to access services. We provide the full range of welfare rights advice services, advice, information and support. Helpline number is 01246 828852 or email macmillan.support@ndcab.org.uk. An initial assessment will be made by telephone, and if appropriate the case will be referred to the relevant caseworker at the CAB covering the area in Derbyshire where the claimant lives.

Catchment area: Derbyshire County (including Derby City).

Referrals: Referrals can be made by anyone by phoning the helpline or emailing. Healthcare professionals can now also post referrals to us (at the address above) on an approved form that we can email to them (email address above).

Service available: Helpline is open 10am–12.30pm, Monday, Wednesday, Thursday. Caseworkers working days vary and all posts are half-time.

Office hours: Helpline is open 10am–12.30pm, Monday, Wednesday, Thursday. Other services such as appointments can be made with the relevant caseworker for the geographical area the claimant lives in.

Durham County Council/Macmillan Welfare Rights Service

Welfare Rights, Adults, Wellbeing and Health, Durham County Council, The Rivergreen Centre, Aykley Heads Estate, Durham, DH1 5TS

Contact: Phil Hanns, Anna Knight

Tel: 0191 3708764

Email: macmillan@durham.gov.uk

We offer a free and confidential employment advice and support service for anyone who has been affected by cancer. We can provide information about rights at work, talk to your employer about getting back to work, come along with you meetings with your employer or help you find a new job, educational course or volunteering opportunity. We can also work with employers who want to support people affected by cancer by providing resources, briefings and training sessions. Macmillan Cancer Support is in partnership with Durham County Council.

Catchment area: Those living and working in County Durham.

Referrals: Referrals can be made by professionals and self referral by telephone

Service available: 8.30am–5pm, Monday–Friday.

Office hours: 8.30am–5pm Monday–Friday.

Job Advice and Support Service

The Christie NHS Foundation Trust, Wilmslow Road,
Manchester M20 4BX

Contact: Richard Hunt

Tel: 0161 9187588 or 07971459103

Email: Richard.hunt@shaw-trust.org.uk

Shaw Trust have placed two full time Specialist Employment Advisors within the information centre at the Christie Hospital so we can deal with a drop-in service for easy patient accessibility.

We aim to keep people in employment, help unemployed patients get back in to work when the time is right and put any assistance in place to support their health condition on returning to work. We also negotiate with employers on helping retain staff and provide mediation where conflict can exist between the employer and employee. We can assist with benefit concerns when staff are returning to work or people wanting to leave work/retire. We work outreach in various locations across Greater Manchester including the Christie sites at Salford & Oldham, we also meet people in the various hospitals and Macmillan Cancer Information Centres. We will also conduct home visits for patients with mobility difficulties

Catchment area: Greater Manchester and East Cheshire

Referrals: Referrals are accepted from professionals and also self referrals using referrals form or by phone letter or email.

Service available: Monday–Friday 8.30am–4.30pm

Office hours: as above.

Macmillan Advice Worker

Manchester Advice, Wythenshawe Hospital, Social Work Dept, Southmoor Road, Manchester, M23 9LT

Contact: Glenn Dawson

Tel: 0161 2914931

Fax: 0161 2747316

Email: glenn.dawson@manchester.gov.uk

This service provides advice on all benefit entitlement, and general advice, including debt, housing, and employment for patients attending Wythenshawe and Withington hospitals.

Referrals: Referrals are made through health professionals such as Macmillan nurses.

Office hours: 8am–4pm.

Macmillan Advice Worker

Manchester Advice, Outpatients A, North Manchester General Hospital, Delaunays Road, Crumpsall, Manchester, M8 5RB

Contact: Post currently vacant

Tel: 0161 9223517

Fax: 0161 7202331

Email:

This service provides advice on all benefit entitlement, and general advice, including debt, housing for patients attending the North Manchester General Hospital.

Referrals: Referrals are made through health professionals such as Macmillan nurses. We do take self referrals as long as they are under North Manchester General and have a current cancer diagnosis.

Office hours: 8am–4pm.

Macmillan Advice Workers

Manchester Advice, Purple Zone, Ground Floor, Manchester Royal Infirmary, Oxford Road, Manchester, M13 9WL

Contact: Pete Thompson

Tel: 0161 2763244 (Pete Thompson)

Fax: 0161 2763245

Email: peter.thompson@manchester.gov.uk

The Macmillan advice workers offer a free confidential advice service covering welfare benefits, debt, housing and employment issues for people affected by cancer and their families/carers. Advice is provided by telephone, letter and face to face. Appointments are available at the office, at the hospital or on the wards. Signers/interpreters can be arranged with prior notice.

Catchment area: Any adults who use/receive services from central Manchester University NHS Trust or St Mary's Hospital.

Referrals: Referrals are made by fax (on a specific proforma), by phone, letter, or email – referrals can be made by health or social care professionals, family members, carers or by patients themselves.

Service available: 10am–4pm, Monday–Friday (core hours for advice appointments).

Macmillan Benefits Advice

Corporate Mailbox, Welfare Rights, PO Box 634, Barnsley, S70 9GG

Contact: Julie Watson, Amy Booth, Julie Marhsall,

Tel: 01226 772360 or 01226 772310 (Julie Watson/Amy Booth/Julie Marshall)

Fax: 01226 787663

Email: Juliewatson@barnsley.gov.uk or Amybooth@barnsley.gov.uk or Juliemarshall@barnsley.gov.uk

A benefits advice service for people affected by cancer in the Barnsley area. The service is free and confidential. The service offers telephone advice, home visits and office appointments. The advisers can assess financial situation and need, help with applications for benefits, complete forms, access grants, and make referrals for appeals.

Catchment area: The service is available to anyone resident in Barnsley or having any treatment at Barnsley Hospital.

Referrals: Client can be referred by health professionals, social workers or they can refer themselves.

Service available: 9am–5pm, Monday–Thursday; 9am–4.30pm, Friday.

Office hours: 9am–5pm, Monday–Thursday; 9am–4.30pm, Friday.

Macmillan Benefits Advice

Citizens Advice Bureau, c/o Cancer Information Centre, James Cook University Hospital, Marton Road, Middlesbrough, TS4 3BW

Contact: John Gray

Tel: 01642 850850

Email: manager.middlesbrough@cabnet.org.uk

This service provides benefits advice including identifying benefit entitlement and representation. It also provides general advice on debt, housing etc. Patients are mainly seen in hospital (outpatients and inpatients) although home visits are also available. The service also aims to increase awareness of financial help among healthcare professionals, volunteers and patients themselves.

Catchment area: Patients using The James Cook University Hospital and patients from Middlesbrough and the surrounding area.

Referrals: Referrals are made from patients, healthcare staff in the community, and Macmillan staff.

Service available: 8.30am–4.30pm, Monday, Wednesday, Friday.

Office hours: 8.30am–4.30pm, Monday–Friday.

Macmillan Adviser Rutland

Rutland Citizens Advice Bureau, 56 High Street, Oakham, Rutland, Leicestershire, LE15 6AL

Contact: Julie Emberton, Macmillan Adviser

Tel: Helpline 0300 456 8400

Fax: 01572 722568

Email: j.e@rutlandcab.org.uk

A benefits service for people affected by cancer, family members and carers. The service is free, independent and confidential. Assistance with employment, housing, debt or consumer matters. We provide telephone advice, home visits and appointments at local bureau or outreach.

Catchment area: Rutland

Referrals: Referrals are made by the public and professionals by phone mainly, but can be done via fax, email, letter and referral form.

Service available: 9am–4pm, Monday–Friday on telephone helpline 0300 456 8400.

Office hours: 9.30am–5pm, Wednesday–Friday.

Macmillan Benefits Adviser

Charnwood Citizens Advice Bureau, John Storer House, Wards End, Loughborough, Leicestershire, LE11 3HA

Contact: Margot Woods or Support Worker, Varsha Gohil

Tel: Helpline 0300 456 8400

Fax: 01509 213293

Email: macadmin@charnwoodcab.co.uk

A benefits service for people affected by cancer, family members and carers. The service is free, independent and confidential. Assistance with employment, housing, debt or consumer matters. We provide telephone advice, home visits and appointments at local bureau or outreach.

Catchment area: Charnwood – Leicestershire.

Referrals: Referrals are made by the public and professionals mainly by phone but can be done via fax, email, letter and referral form.

Service available: 9am–4pm, Monday–Friday on telephone helpline 0300 4568400.

Office hours: 8.45am–4.45pm, Monday–Thursday.

Macmillan Benefits Adviser Hinckley

Hinckley Citizens Advice Bureau, 2nd Floor, Elizabeth House, St Mary's Road, Hinckley, Leicestershire, LE10 1EQ

Contact: Kristina Clemons, Macmillan Adviser, Andrea Swain, Support Worker

Tel: Helpline 0300 456 8400, Kristina direct: 01455 200110, Andrea direct: 01455 200109

Fax: 01455 615632

Email: kristina.clemons@swlcab.org.uk or Andrea.swain@swlcab.org.uk

A benefits service for people affected by cancer, family members and carers. The service is free, independent and confidential. Assistance with employment, housing, debt or consumer matters. We provide telephone advice, home visits and appointments at local bureau or outreach.

Catchment area: Hinckley and Bosworth.

Referrals: Referrals are made by the public and professionals, mainly by phone but can be done via fax, email, letter and referral form.

Service available: 9am–4pm, on telephone helpline 0300 4568400.

Office hours: 9am–4pm, Monday, Tuesday, Wednesday.

Macmillan Benefits Adviser Market Harborough

Market Harborough Citizens Advice Bureau, Fountain Court, Rear of 42 High Street, Market Harborough, LE16 7AF

Contact: Lorraine Palmer, Macmillan Benefits Adviser

Tel: 01858 431906

Email: lorraine.palmer@swlcab.org.uk

A benefits service for people affected by cancer, family members and carers. The service is free, independent and confidential. Assistance with employment, housing, debt or consumer matters. We provide telephone advice, home visits and appointments at local bureau or outreach.

Catchment area: Market Harborough.

Referrals: Referrals are made by the public and professionals mainly by phone but can be done via fax, email, letter and referral form.

Service available: 9am–12.30pm Wednesday and Thursday, on telephone helpline 0300 4568400.

Office hours: 9am–12.30pm, Wednesday and Thursday.

Macmillan Benefits Adviser Melton

Melton Citizens Advice Bureau, 9 Burton Street, Melton Mowbray, Leicestershire, LE13 1AE

Contact: John Dickie or Support Worker Pauline Clark

Tel: Helpline 0300 456 8400

Fax: 01664 484088

Email: macmillanadvisor@meltoncab.org.uk or macmillanadmin@meltoncab.org.uk

A benefits service for people affected by cancer, family members and carers. The service is free, independent and confidential. Assistance with employment, housing, debt or consumer matters. We provide telephone advice, home visits and appointments at local bureau or outreach.

Catchment area: Melton Mowbray – Leicestershire.

Referrals: Referrals are made by the public and professionals mainly by phone but can be done via fax, email, letter and referral form.

Service available: 9am–4pm, Monday–Friday.

Office hours: 10am–5pm, Monday–Wednesday.

Macmillan Benefits Adviser

South West Leicestershire CAB, 87 Belvoir Road, Coalville, Leicestershire, LE67 3PH

Contact: Jo-Anne Wilson, Macmillan Generalist Caseworker; Neil Bonser, Support Worker

Tel: Helpline 0300 456 8400

Fax: 01530 834037

Email: jo.wilson@swlcab.org.uk

A benefits service for people affected by cancer, family members and carers. The service is free, independent and confidential. Assistance with employment, housing, debt or consumer matters. We provide telephone advice, home visits and appointments at local bureau or outreach.

Catchment area: North West Leicestershire.

Referrals: Referrals are made by the public and professionals mainly by phone but can be done via fax, email, letter and referral form.

Service available: 9am–4pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Thursday.

Macmillan Benefits Adviser

South and West Leicestershire Citizens Advice Bureau, One Stop Shop, Gilmorton Road, Lutterworth, Leicestershire, LE17 4DY

Contact: Elizabeth Kennedy, Helen Brotherton

Tel: Helpline 0300 456 8400

Fax: 01455559237

Email: elizabeth.kennedy@swlcab.org.uk or helen.brotherton@swlcab.org.uk

A benefits service for people affected by cancer, family members and carers. The service is free, independent and confidential. Assistance with employment, housing, debt or consumer matters. We provide telephone advice, home visits and appointments at local bureau or outreach.

Catchment area: The service is available to anyone resident in Blaby District, Market Harborough District, and Oadby & Wigston District Councils.

Referrals: Referrals are made by the public and professionals mainly by phone but can be done via fax, email, letter and referral form.

Service available: 9am–4pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan Citizens Advice Benefits Adviser

Hambleton Citizens Advice Bureau, 277 High Street, Northallerton, North Yorkshire, DL7 8DW

Contact: Simon Fisher, Macmillan & Citizens Advice Bureau Benefits Adviser

Tel: 01609 776551

Fax: 01609 773365

Email: macmillan@hambletoncab.cabnet.org.uk

To provide advice and practical support to clients, their carers and family members on a range of issues such as benefits entitlement, debt, housing, employment, travel costs etc. This service also provides information about other sources of financial help available to people affected by cancer. Our service is offered by appointment, telephone or home visit.

Catchment area: Clients must live in the Hambleton and Richmondshire districts or attend a local hospital such as the Friarage or James Cook University.

Referrals: Professionals or clients can refer themselves.

Service available: 9am–5pm, Monday–Thursday.

Office hours: 9am–5pm, Monday–Thursday.

Macmillan/Citizens Advice Bureau Benefits Advice

South Northumberland Citizens Advice Bureau, Northumberland County Council Information Centre, Forum Way, Cramlington, Northumberland, NE23 6YB

Contact: Chris Marples

Tel: 077711 77610

Fax: 01670 545942

Email: macmillanatwansbeckcab@fsmail.net

This service provides benefits and money advice (together with general advice on housing and employment matters etc). People can be seen in healthcare settings or can visit the bureau by appointment. Home visits can be arranged if appropriate. In addition advice can be given by telephone and email. The service also provides awareness raising training for healthcare professionals, volunteers etc.

Catchment area: Blyth Valley area (including Blyth district, Cramlington district and Seaton Delaval district).

Referrals: Referrals are made by telephone, fax or email. We do accept self referrals.

Office hours: 9am–5pm, Monday–Thursday;

9am–3pm, Friday.

Macmillan/Citizens Advice Bureau Benefits Adviser

Berwick Citizens Advice Bureau, Berwick Voluntary Centre, 5 Tweed Street, Berwick-upon-Tweed, Northumberland, TD15 1NG

Contact: Julie Holden

Tel: 01289 332186

Fax: 01289 305025

Email: macmillan@berwickcab.cabnet.org.uk

Free confidential, independent advice and negotiation service on a wide range of issues including welfare benefits, debt, housing, employment etc. The service is offered by appointment, or home visits depending on resources. The service also aims to increase awareness of financial help among healthcare professionals, volunteers and clients themselves.

Catchment area: Borough of Berwick-Upon-Tweed.

Referrals: Referrals are made by health professionals or clients can self refer.

Service available: Flexible between Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan/Citizens Advice Bureau Benefits Adviser

West Northumberland Citizens Advice Bureau,
The Community Centre, Gilesgate, Hexham,
Northumberland, NE46 3NP

Contact: Eva Atherton

Tel: 01434 606770

Fax: 01434 607611

Email: macmillan@wncab.cabnet.org.uk

This free, independent, impartial and confidential service provides benefits and money advice for cancer patients, their families and carers. It also provides general advice on debt, housing, employment etc. The service aims to increase awareness among healthcare professionals, volunteers and patients. Clients can receive telephone advice or be seen in hospital, at home or in the bureau.

Catchment area: South & West Northumberland.

Referrals: Referrals are made through healthcare professionals, Macmillan staff, and direct contact from patients.

Service available: 9am–4.30pm, Tuesday; 9am–3pm, Wednesday; 9am–3pm, Friday.

Office hours: 9am–4.30pm, Monday–Friday.

Macmillan/Citizens Advice Bureau Benefits Adviser

Wansbeck Citizens Advice Bureau, 89–91 Station Road,
Ashington, Northumberland, NE63 8RS

Contact: Paul Robertson

Tel: 01670 522008

Fax: 01670 812573

Email: macmillanatwansbeckcab@fsmail.net

This service provides benefits advice for cancer patients, their families and carers. Clients can be seen in hospital, at home or in the bureau. Assistance can also be given to healthcare professionals and voluntary agencies who are dealing with clients with benefits needs.

Catchment area: Ashington, Newbiggin by the sea, Cambois, Bedlington, Stakeford, Choppington and Guidepost.

Referrals: Referrals are made by fax, telephone and email by patients, healthcare professionals and other professionals.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan/Citizens Advice Bureau Benefits Adviser

Windermere Citizens Advice Bureau, c/o The Library,
Ellerthwaite Road, Windermere, LA23 2AJ

Contact: Sharon Addison

Tel: 015394 47185 or 07854 157822

Fax: 015394 46504

Email: crcabmac@googlemail.com

This service advises people affected by cancer, their families and carers on the full range of both means tested and non-means tested benefits, and tax credits. The adviser assists with form filling, revisions and appeals and may be able to represent clients at tribunals. The service is delivered to people in their homes, at the bureau, or in a healthcare setting, whichever is convenient for them.

Catchment area: Ambleside, Arnside, Bowness-on-Windermere, Cartmel, Grange-over-Sands, Grasmere, Hawkshead, Langdale, Staveley, Windermere and surrounding areas.

Referrals: Referrals can be made by self referral, or by health professionals, social workers, and advisers, by telephone, email, in writing or in person.

Service available: Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan/Citizens Advice Bureau Welfare Benefits Caseworker

Barrow Citizens Advice Bureau, Ramsden Hall, Abbey
Road, Barrow in Furness, Cumbria, LA14 5QW

Contact: Lucy Mayou, Macmillan Welfare
Benefits Caseworker

Tel: 01229 830367

Email: macbarrow@googlemail.com

To advise and assist people affected by cancer, their families and carers on both means tested and non-means tested benefits as well as grant and blue badge applications. Can assist with form filling, revisions and appeals. Service can be delivered in the home, at the bureau or in a healthcare setting.

Catchment area: Furness – Barrow, Dalton, Askam and Lindal, Kirkby.

Referrals: Referrals are made by self referral or via health professionals, social workers or voluntary organisations. Referrals can be made by telephone, email, in writing or in person.

Service available: Three days per week, Monday/
Tuesday/Friday.

Office hours: 10am–4pm, Monday–Friday.

Macmillan/Citizens Advice Welfare Benefits Adviser

Citizens Advice South Lakeland, Ulverston Bureau, Town Hall Annexe, Theatre Street, Ulverston, Cumbria, LA12 7AQ

Contact: Helen Forrest, Welfare Benefits Specialist Caseworker

Tel: 01229 585635 or 07968 934147

Fax: 01229 580231

Email: helen.forrest@hotmail.co.uk

Website: www.macmillan.org.uk

This service provides welfare benefits advice for people affected by cancer, eg patients, carers and relatives. The service is very flexible and is delivered through a variety of methods, including home visits, telephone advice and by arranging appointments at the bureau.

Catchment area: Furness General Hospital and the following areas: Ulverston, Haverthwaite, Greenodd, Dalton in Furness, Askam in Furness, Kirkby in Furness, Barrow, Walney and surrounding areas.

Referrals: Referrals can be made by self referral, or by health professionals, social workers, and advisers, by telephone, email, in writing or in person.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan/Citizens Advice Bureau Welfare Benefits Adviser

Citizens Advice South Lakeland, Kendal Citizens Advice Bureau, Blackhall Road, Kendal, Cumbria, LA9 4BT

Contact: Jeff Eaman

Tel: 0781 6570968 or 01539 728892

Fax: 01539 734294

Email: jeff.eaman@cabsouthlakeland.org.uk

This service advises and assists people affected by cancer, their families and carers on both means tested and non-means tested benefits. The service also helps clients to access help with health costs (such as prescriptions and travel to hospital), local authority financial support and charitable grants. The advisor assists with form filling, revisions and appeals and may be able to represent clients at tribunals. Clients are seen in their homes, at the bureau or in a healthcare setting.

Catchment area: Kendal, Milnthorpe, Kirby Lonsdale, Sedbergh and surrounding area.

Referrals: Referrals are made by self referral or through health professionals, social workers, advisers – by telephone, email, in writing or in person.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan Advice Service

Northampton Citizen Advice Bureau

Contact: Jeanette Arnold, Roxanne Dean

Tel: 01604 235086

Email: macmillan@northampton.cabnet.org.uk

This service provides advice and casework on welfare benefits and debt.

Catchment area: Northamptonshire.

Referrals: Referrals from health professionals are made in writing, by email or telephone. We do not take self referrals.

Service available: 9am–5pm, Monday–Friday

Macmillan/Citizens Advice Bureau Welfare Benefits Advice Service

Bassetlaw Citizens Advice Bureau, Central Avenue, Worksop, Nottingham, S80 1EJ

Contact: Jo Williams and Lynn Fieldsend, Macmillan/CAB Welfare Benefits Advisers

Tel: 01909 488703 or 07595 455611

Email: macmillan@bassetlawcab.org.uk

This service provides help with the costs of cancer to patients in hospital, hospices or at home. The service provides advice on benefits, debt, travel costs etc.

Catchment area: Bassetlaw district.

Referrals: Referrals are made by telephone, email, fax or letter.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan/Citizens Advice Bureau Welfare Benefits Service

Oldham District Citizens Advice Bureau, 1 & 2 Ascroft Court, Peter Street, Oldham, OL1 1HP

Contact: Steve Lawton

Tel: 0161 6209317

Fax: 0161 6214391

Email: steve.lawton@oldhamcab.org.uk

The service provides benefits advice for patients, carers and their close family members. The service is free, confidential and impartial. It is delivered by appointments at the office, home and hospital ward visits and by telephone.

Catchment area: Oldham Metropolitan borough.

Referrals: Referrals are made by telephone or fax.

Service available: 9.30am–4pm, Monday–Friday.

Office hours: 9am–4.30pm, Monday–Friday.

Macmillan Welfare Benefits

Darlington Citizens Advice Bureau, Bennet House,
14 Horsemarket, Darlington, DL1 5PT

Contact: Louise Harland

Tel: 01325 256999 Ex 109

Fax: 01325 487416

Email: louise@darlingtoncab.co.uk

Advice on benefit entitlement, assistance with making claims for benefits, appealing benefit decisions.

Catchment area: Darlington.

Referrals: Referrals can be made by anyone affected by cancer, referrals can be made by phone, fax, email, letter, referral form.

Service available: 10am–4pm, Monday–Friday.

Office hours: 8am–3pm, Monday, Tuesday, Thursday and Friday; 8am–7.30pm Wednesdays

Macmillan Welfare Benefits Adviser

Allerdale Citizens Advice Bureau, Vulcans Lane,
Workington, Cumbria, CA14 2BT

Contact: Susan Sowerby, CAB Welfare
Benefits Worker

Tel: 01900 604735

Email: allerdale@cabnet.org.uk

Macmillan Welfare Benefits Adviser

Clatterbridge Centre for Oncology, Clatterbridge Road,
Bebington, Wirral, Merseyside, CH63 4JY

Contact: Debbie Connell

Tel: 0151 3341155 Ex 4902

Fax: 0151 4827671

Email: debra.connell@ccotrust.nhs.uk

This service offers advice on benefit entitlement and income maximization for patients attending the Clatterbridge Centre for Oncology.

Catchment area: Service for patients having treatment at Clatterbridge Centre for Oncology-Liverpool, as inpatients, outpatients or attending satellite clinics.

Referrals: Referrals are made by self referral or through health professionals; by telephone, email or in writing.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan Welfare Benefits Adviser

Copeland Citizens Advice Bureau, Tangiers Building,
Gregg's Lane, Whitehaven, CA28 7UH

Contact: Catrina Lazonby

Tel: 01946 518 250

Email: whitehaven@cabnet.org.uk

This service provides confidential advice and information to people affected by cancer, their carers and close family members. The service assists people to identify their entitlement to benefits and helps with the completion of the forms, appeal benefits decisions, provides advice on debt, housing, employment and a range of other issues. Additional specialist help is also available through robust referral systems.

Catchment area: The whole of the borough of Copeland.

Referrals: Referrals are made from Macmillan nurses, GP's, other healthcare staff or through self referral.

Service available: Healthcare settings, GP surgeries, home visits where appropriate, CAB offices in Whitehaven and Millom.

Office hours: 9am–7pm, Monday; 9am–5pm, Tuesday, Wednesday, Thursday, Friday.

Macmillan Welfare Benefits Adviser

Gateshead Citizens Advice Bureau, 5 Regent Terrace,
Gateshead, Tyne & Wear, NE8 1LU

Contact: Christine James, Macmillan/CAB
Benefits Adviser

Tel: 0191 4785100 or 0191 4408121

Fax: 0191 4774922

Email: chrisj@gatesheadcab.org.uk

Confidential advice and information service, which is available to those affected by cancer, including carers. Advice is given on all benefits, debt, housing and employment. Flexible arrangements are available including home and hospital visits. There is a choice of telephone or bureau appointments. Clients including family/carers can refer directly to the service via the telephone numbers provided, email or fax. Referral forms are available upon request.

Catchment area: Borough of Gateshead.

Service available: 9am–5pm, Monday–Friday.

Macmillan Welfare Rights Service

Macmillan Welfare Rights Service, Halton Borough
Council, PO Box 223, Widnes WA8 2DA

Contact: Linda Hodgson

Tel: 0151 511 8214 (Linda) 07881 586971

Email: Linda.hodgson@halton.gov.uk

Halton Welfare Rights Service offers free, confidential and impartial advice about income maximization, welfare benefit entitlement and help with benefit appeals. The service delivered by home visiting service and also by surgeries at Halton Hospital. Appointments can also be made to be seen at Halton Borough Council's 'One Stop Shop' offices in Widnes and Runcorn.

Catchment area: The service is available to people living in the Halton Borough Council catchment area – Widnes and Runcorn.

Referrals: Referrals can be made by anybody, by phone, email, letter, referral form, drop-in at Halton Borough Council 'One Stop Shop'.

Service available: 9am–5.30pm, Monday–Thursday; 9am–5pm, Friday (excluding bank holidays).

Office hours: 9am–5.30pm, Monday–Thursday; 9am–5pm, Friday (excluding bank holidays).

Macmillan Welfare Benefits Service

Sunderland City Council, 30 West Sunnyside, Sunderland, SR1 1BU

Contact: Lesley Lynch and Alan Chandler

Tel: 0191 5661866

Fax: 0191 5661851

Email: MacmillanWelfareBenefits@sunderland.gov.uk

The Macmillan Welfare Benefits Service offers free, confidential benefits advice and assistance to people affected by cancer (patients, their families and carers). The service is available to all residents of the Sunderland local authority area. We can help apply for social security benefits and tax credits (including disability benefits and means tested benefits). We can also help access charitable grants, apply for help with health costs and apply for transport concessions, such as disabled parking badges. We can challenge or appeal unfavourable benefit decisions and provide tribunal representation. We can contact other agencies that can assist you with other matters, for example debt, housing or employment issues. We can also offer employment advice and the Council's Welfare Rights Service can assist with applications to an Employment Tribunal.

Catchment area: Sunderland City Council local authority area.

Referrals: Referrals can be made from healthcare professionals, other council departments, local agencies and other local authorities. Self referrals from members of the public are welcome. Referrals can be made by telephone, fax, email, referral form.

Service available: 24 hour answer phone.

Office hours: 8.30am–5.15pm, Monday–Thursday; 8.30am–4.45pm, Friday.

Macmillan Welfare Rights Advice

Leeds City Council, Welfare Rights Unit, The Compton Centre, 322 Harehills Lane, Leeds LS9 7BG

Contact: Jane Tidd and Tracey Parsons

Tel: 0113 3760452

Fax: 0113 2405328

Email: ced.macmillan.welfarerights@leeds.gov.uk

This service provides free confidential and impartial advice on a whole range of welfare benefits to anyone affected by cancer, their families and carers. The service is delivered by home visits and telephone advice.

Catchment area: Living within Leeds City Council district.

Referrals: Referrals can be made by professionals and members of the public by phone, fax, email, letter and referral form.

Service available: 9am–4.30pm, Monday–Wednesday; 9am–3.30pm, Thursday; 9am–4pm, Friday.

Office hours: 9am–4.30pm, Monday–Wednesday; 9am–3.30pm, Thursday; 9am–4pm, Friday.

Macmillan Welfare Rights Officer

Carlisle and District Citizens Advice Bureau, 5 and 6 Old Post Office Court, Carlisle, Cumbria, CA3 8LE

Contact: Jackie Rhind, Edmund Shepherd, Macmillan/CAB Advisers

Tel: 01228 633912

Fax: 01228 633919

Email: jackie@carlislecab.co.uk or edmund@carlislecab.co.uk

The service provides a range of information and advice, including benefits, housing and employment. The service is available on an appointment basis. There is also a drop-in day advice session available on an appointment basis at the Cumberland Infirmary.

Catchment area: Carlisle and district.

Referrals: Referrals can be accepted from third parties, for example GPs, Macmillan nurses or the Cancer Information and Support Centre. Referral forms are available on request. Clients can also self refer and access the service.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan Welfare Rights Officer

Hull City Council, Hull Community Legal Advice Centre, Essex House (Ground Floor), Manor Street, Hull, HU1 1YU

Contact: Cheryl Kennington

Tel: 01482 487880 or 01482 461060

Fax: 01482 221342

Email: Cheryl.Kennington@hullcc.gov.uk

To provide a specialist welfare rights casework service, legal representation at appeal, and assessments of entitlement to the full range of welfare benefits to cancer patients in the area covered by the Hull and East Yorkshire NHS Trust. The service will be provided over the telephone, face to face at Castle Hill Hospital or in people's homes with outreach services being developed where appropriate. Also, to provide a specialist welfare rights consultancy service to other staff in the LA and key external agencies and to contribute to the provision of a comprehensive training and information service.

Catchment area: As stated above, the area covered by the Hull & East Yorkshire Trust.

Referrals: Referrals can be accepted from other professionals and referrals are made by phone, fax, email, letter, referral form, face to face. THIS IS NOT A PUBLIC ACCESS SERVICE

Service available: 8.30am–5pm, Monday–Thursday; 8.30am–4.30pm, Friday. Based three days/week at Castle Hill Hospital and two days/week at Hull Community Legal Advice Centre. Days to be arranged and are subject to change.

Office hours: 8.30am–5pm, Monday–Thursday; 8.30am–4.30pm, Friday.

Macmillan Welfare Rights Officer

Welfare Rights, 4th Floor, Regal House, Duke Street, Stockport, SK1 3DA

Contact: David Banks

Tel: 0161 4743093

Fax: 0161 4743095

Email: david.banks@stockport.gov.uk

We provide a welfare benefit advice service to people affected by cancer. We visit clients at home and can offer telephone advice. The service assists clients to access their entitlements to welfare benefits and other sources of financial help. We can offer assistance with priority debt management. The service can also help with signposting and making referrals to other services and areas of support within the local council.

Catchment area: Stockport.

Referrals: Referrals can be made by health and social care professionals. Additionally we can accept self referrals from people affected by cancer their friends, family and carers. Referrals are made by phone or fax.

Service available: 9am–5pm, Monday–Thursday; 9am–4.30pm, Friday.

Macmillan Welfare Rights Service

Tameside Council, TMBC Council Offices, Wellington Road, Ashton-under-Lyne, OL6 6DL

Contact: Belinda Barlow, Macmillan Welfare Rights Officer

Tel: 0161 3423494/3423495 (Referrals by health professionals only – otherwise contact the advice line on 08000 749985)

Fax: 0161 3422168

Email: belinda.barlow@tameside.gov.uk

A benefits advice service for people with palliative care needs and their families. The service provides advice and information on eligibility for social security benefits, representation at appeals tribunals and help with minor debt problems. Advice is provided initially over the telephone but extends to appointments and home visits.

Catchment area: Tameside.

Referrals: Referrals may be made via advice line (08000 749985) or via a GP, Macmillan nurse, district nurse or other health professionals.

Service available: 30 hours a week.

Office hours: 9.15am–5.15pm, Monday, Tuesday; 9.15am–2.45pm, Wednesday, Thursday, Friday. Advice line operates Monday, Wednesday and Thursday, 9.30am–12.30pm.

Newcastle City Council/Macmillan Welfare Rights Service

Adult & Culture Services Directorate, Newcastle City Council, Brian Roycroft Centre, Newbiggin Shopping Centre, Newcastle upon Tyne, NE5 4BR

Contact: Dianne Jackson or Annabel Snowdon; Macmillan Welfare Rights Officers

Tel: 0191 2772628

Fax: 0191 2772622

Email: dianne.w.jackson@newcastle.gov.uk or annabel.snowdon@newcastle.gov.uk

This service provides confidential benefits advice for cancer patients, their families and carers. The service is delivered by home visits, hospital ward visits, office visits and telephone.

Catchment area: Residents within Newcastle upon Tyne city district. As Newcastle hospitals have numerous regional treatment centres the Newcastle Macmillan welfare rights service will assist inpatients and outpatients to access their appropriate regional Macmillan benefits adviser or local advice service.

Referrals: Referrals are made via health professionals (eg Newcastle Macmillan community nurses, Newcastle district nurses) and self referrals by contacting the office.

Service available: 9am–4pm, Monday–Friday.

Office hours: 9am–4pm, Monday–Friday.

Rotherham Macmillan Benefits Advice Service

RBT in Partnership with Rotherham NHS, Enterprise House, Bridge Street, Rotherham, S60 1QJ

Contact: Katy Lewis, Roger Broomhead, Christine Hallam-Cutler

Tel: 01709 823645

Fax: 01709 515863

Email: macmillanwelfare@rotherham.gov.uk

The service offers free and impartial advice on the full range of welfare benefits and tax credits. We offer benefits entitlement assessment, help to claim benefits (completion of forms), challenge decisions including tribunal representation, advocacy, access Macmillan grants and other charitable funds. The service is delivered through home visits or in a healthcare setting, ward visits at Rotherham District Hospital.

Catchment area: The service is available to anyone living with cancer, their carers and families who live or receive treatment within the Rotherham Borough.

Referrals: Referrals may be accepted from any source – individuals may make direct contact for themselves or family member. Formal referrals can be made by any organisation working with person eg Macmillan nurses, GP's, healthcare professionals.

Service available: 9am–5pm, Monday–Friday (except bank holidays). 24 hour answerphone. Outreach session at Rotherham District Hospital 9.30am–12.30pm, Thursday.

Office hours: 9am–5pm, Monday–Friday

St Barnabas Hospice Trust and Macmillan Welfare Services – Lincolnshire

St. Barnabas Day Hospice and Education Centre, Hawthorn Road, Lincolnshire LN2 4QX

Contacts: Maureen Leonard, Team Leader and Welfare Benefits Adviser; Diane Hoad, Deputy Team Leader and Welfare Benefits Adviser

Tel: Central number for all referrals across Lincolnshire 01476 513544

Fax: Central number for all referrals across Lincolnshire 01476 513543

Email: benefits@stbarnabashospice.co.uk (for enquiries only not referrals)

Website: www.stbarnabashospice.co.uk

This service offers free confidential advice on a range of welfare benefits both means tested and non means tested. We can assist with completion of appropriate benefit forms, apply for Blue Badge's and access Macmillan Grants and other charitable funds. We will signpost to other relevant agencies where appropriate. Our service can be delivered by telephone, by appointment at a day therapy venue or hospital setting. Home visits can be arranged in certain situations if necessary.

Catchment area: This service is available to anyone affected by cancer or other life limiting illness, their families and carers who live in Lincolnshire. Advisors are based at Stamford, Louth, Boston, Grantham and Lincoln but cover the whole of the county.

Referrals: Referrals can be made by patients, family members or health care professionals by phone, letter or fax.

Office hours: Monday–Friday 9am–5pm.

Macmillan Advice Worker

West View Advice & Resource Centre, The Community Centre, Miers Avenue Hartlepool, TS24 9JQ

Contact: Alison Thompson

Tel: 01429 271275.

Email: reception@wvarc30.org.uk

This service provides free confidential advice on all benefit entitlements to those affected by cancer in Hartlepool, including family members and carers. We offer assistance with benefit checks, completion of forms and help to access grants available. Clients can be seen

in the centre, within clients homes or in a healthcare setting.

Referral: Clients can self refer or referral from healthcare professional by telephone or email.

Service available: 9am–5pm, Monday–Thursday; 9am–1pm, Fridays.

Cancer Connections/Macmillan Welfare Benefits and Finance Service

Cancer Connections, 258 Harton Lane, South Shields, NE34 0LR

Contact: Kathryn Cox Macmillan Welfare Benefits and Finance Adviser

Tel: 07557188694

Fax: 01914565081

Email: advice@cancerconnections.org.uk

The service provides benefits advice and assistance with applications, ongoing claims and appeals. Basic debt advice is also offered. Applications for grants, help with travel costs and disabled parking badges are carried out too. Fuel poverty is another area of work. Referrals can be made to other specialists where appropriate, for example, in cases with high debt levels. The service is available by telephone, appointments at Cancer Connections, St Clare's Hospice and South Tyneside Hospital and home visits.

Catchment area: South Tyneside

Referrals: Referrals can be made by Macmillan nurses, GPs, Social services and other professionals. Self-referrals are also taken. Referrals can be made by phone or email or in person at Cancer Connections.

Service available: One day per month at St Clare's hospice (varying days), Appointments at home, at Cancer Connections and at South Tyneside Hospital to be made by arrangement with an adviser.

Office hours: 9am–5pm, Monday–Thursday; 9am–4.30pm, Friday.

London, Anglia and South Eastern Region

Macmillan Citizens Advice Bureau Service

Croydon Citizens Advice Bureau Service, 1a Overbury Crescent, New Addington, Croydon, CRO 1LR

Contact: Gill Wilson, Michael Pearce

Tel: 01689 808135

Fax: 01689 845105

Email: macmillan.cab@croydoncab.org.uk

This service provides face-to-face and telephone advice on welfare benefits, debt, employment, housing and other matters to people living with cancer, including

families and carers. The service operates via an outreach at Mayday Hospital (Macmillan Cancer Information Centre) on Mondays and Tuesdays and via the two bureau outlets in Croydon (in New Addington and Thornton Heath) as well as offering home visits when deemed necessary. Appointments are also offered at the South East Cancer Help Centre in Purley on the first and third Tuesdays of every month. The advisers operate on an appointment only basis and appointments can be made by contacting the telephone number and leaving a message or by sending in a request by post.

Catchment area: Individuals being treated for cancer at Mayday and Croydon residents who are affected by cancer.

Referrals: Referrals can be made by CNS's, doctors, other healthcare professionals and members of the public, by telephone, fax, referral form available at Mayday, letter.

Service available: 9.30am–5pm, Monday–Thursday.

Office hours: 9.30am–5pm, Monday–Friday.

Fenland Citizens Benefits Advice Bureau

Fenland Citizens Advice Bureau, 9 Church Mews, Wisbech, Cambridgeshire, PE13 1HL

Contact: Oonagh Tucker, Margaret Goldthorp (Macmillan Welfare Benefit Advisers), Penny Firth (Admin)

Tel: 01945 474926

Fax: 01945 475658

Email: bureau@fenlandcab.cabnet.org.uk

The service provides free, confidential benefits advice to people living with cancer and who receive treatment or live within the Fenland area and to their families and carers. We can advise and assist with claims for disability living allowance, attendance allowance, employment and support allowance, carers' allowance, tax credits, housing and council tax benefits and pension credit or income support. We can also assist with form filling, appealing against benefits decisions, carrying out benefit checks and calculations, accessing charitable grants and applying for transport concessions. An appointment can be made for a home visit, at the bureau or in a healthcare setting.

Catchment area: The district of Fenland which covers much of the northern part of Cambridgeshire and also reaches over the border into parts of West Norfolk and South Lincolnshire. Phone advice is available to any area

Referrals: Referrals may be accepted from any source by phone, fax, email, letter or referral form.

Service available: 9.30am–4pm, Monday–Friday.

Office hours: 10am–3pm, Monday–Friday.

Macmillan Benefit Advice Service

Suffolk County Council, St Edmund House, Rope Walk, Ipswich, Suffolk, IP4 1LZ

Contact: Sarah Fuller

Tel: 01473 581755

Fax: 01473 581813

Email: macmillanbenefitadvice@ Suffolk.gov.uk

The service provides free, confidential benefit advice to people living with cancer, and to their families and carers. The Administrator receives and processes all referrals and arranges home visits. Three Macmillan Welfare Rights Advisors assist with claims for Disability Living Allowance, Attendance Allowance, Carers Allowance, Tax Credits, Housing and Council Tax Benefits, Pension Credit or Income Support, Employment Support Allowance and any other benefits. They also assist with appealing against benefit decisions, carrying out benefit checks and calculations, accessing charitable grants and applying for transport concessions.

Catchment area: Suffolk.

Referrals: Anyone including self referrals by phone, fax and email.

Service available: 9am–5pm, Monday–Friday

(appointments can be arranged out of hours in advance).

Office hours: 9am–5pm, Monday–Friday.

Havering CAB Macmillan Advice Project

Citizens Advice Bureau, Hornchurch CAB, 59a Billet Lane, Hornchurch, Essex, RM11 1AX

Contact: Alan Kendall

Tel: 01708 443221/01708 763531

Fax: 01708 443221

Email: alan@haverincab.org.uk

This Macmillan advice project offers cancer patients and their families/carers both welfare and debt advice, working to case work level in both areas. We provide a service to residents of the London Boroughs of Havering, Redbridge and Barking and Dagenham. Referrals can be made via health care professionals or self referral to the dedicated telephone line 01708 443221. Appointments available at Hornchurch CAB, outreach sessions at Queens Hospital and King Georges Hospital. Home visits are also offered to those who otherwise would not be able to access the service.

Catchment area: Havering, Redbridge, Barking & Dagenham.

Referrals: Referrals can be made by healthcare professionals and self referral. Referrals can be made by telephone/fax 01708 443221

Email: hannah@haverincab.org.uk or

map@haverincab.org.uk

Service available: Hornchurch CAB, 59a Billet Lane, Hornchurch, RM11 1AX, 9am–5pm, Monday–Friday (by appointment); Queens Hospital, Rom Valley Way, Romford, RM7 0AG, 9am–12.30pm, Wednesday, 1.30pm–5pm, Friday; King Georges Hospital, Barley Lane, Goodmayes, IG3 8YB, 1.30pm–5pm, Wednesday.
Office hours: 9am–5pm, Monday–Friday.

Macmillan CAB Welfare Benefits and Money Advice Service for Hertfordshire

The Vanstone Suite, Community Centre, 2 Allum Lane, Elstree, Herts, WD6 3PJ

Contact: Atif Kaudri (Manager), Emma Wood and Naomi Capper (Caseworkers) and Zahra Jetha (Support Worker)
Tel: 030 3313 1313
Fax: 020 8236 3671
Email: macmillanproject@hertsmerecab.org.uk

The service currently provides appointments at Lister hospital, Stevenage and QE11 hospital, Welwyn Garden City. Appointments are also available at all the Citizens Advice Bureaux in Hertfordshire. Referrals can be made by any health or social care professional. The service is also available through self referrals. The service provides advice on a range of welfare benefits, tax credits and debt. The service also helps with health costs such as travel to hospital, transport concessions such as a disabled parking badge, appealing against benefit decisions and access to Macmillan and other charitable grants.

Catchment area: Hertfordshire

Referrals: Professionals as well as self referrals. Referrals are made by faxing our referral form. Self referrals are accepted over the telephone.

Service available: 10am–4pm, Monday–Friday.
Office hours: 9.15am–4.45pm, Monday–Friday.

Macmillan Welfare Benefits Advice Service

St Mary's Hospital, Imperial College Healthcare NHS Trust, Chemotherapy Unit, Coulter Suite, Mint Wing, Praed Street, London, W2 1NY

Contact: Carla Capoluongo, Macmillan Welfare Benefit Adviser
Tel: 020 331 25386
Fax: 020 331 21920
Email: carla.capoluongo@imperial.nhs.uk

This service offers benefit advice to patients, carers and relatives either face to face via appointment or on the wards.

Catchment area: Inpatient or outpatients who attend the chemotherapy unit at St Mary's Hospital.

Referrals: Referrals are made via healthcare professionals only, no self referrals. For haematology patients at Hammersmith Hospital referrals can only be made from their haematology healthcare professional.

Service available: at St Marys 2.30pm–4.30pm, Monday and Tuesday; 9.30am–4.30pm, Thursday and Friday and for Haematology patients only at Hammersmith Hospital 10.30am–12.30pm, Monday and Tuesday
Office hours: 10am–4pm, Wednesday–Friday, Monday–Friday.

Macmillan Welfare Benefits Advice Service – South Essex

Contact: Barbara Bill, Project Manager; Sue Dunn, Linda Candler, Mark Ringstead, Benefits Advisers
Tel: 01268 448520/448518 /448543/448526
Fax: 01268 448522
Email: Barbara.Bill@sept.nhs.uk

This community-based service offers confidential welfare benefits advice for people and their families and carers who are affected by cancer. The service offers advice over the phone, or where appropriate will make an appointment for a client to see an adviser face-to-face at one of eight advice surgeries spread out over the area, or in their home. They can be referred by a healthcare professional or they can self refer by phoning the advice line 01268 448517.

Catchment area: Local Authority Area – Basildon, Southend, Rochford, Castlepoint and Thurrock, Brentwood.

Referrals: Referrals are made by phoning the advice line or through a healthcare professional. We do take self referrals and they can phone our helpline on 01268 448517, Monday–Friday, 9.30am–12.30pm (excluding Bank Holidays).

Service available: 9.30am–4pm, Monday–Friday (excluding bank holidays).
Office hours: 9.30am–4pm, Monday–Friday.

Macmillan Outreach Advice Service delivered by Arun and Chichester CAB

Chichester Advice Centre, 6 Theatre Lane, Chichester, West Sussex, PO19 7ES

Contact: Ray Fowler, Operations Manager
Tel: 01243 776528
Email: r.fowler@arunchichestercab.org.uk

The service provides independent advice, help and support to people living with cancer, pre-diagnosis patients, their families and carers, and health and social care professionals via telephone, appointments at the bureau or hospitals as well as home visits. We offer advice on a wide range of subjects, including debt, housing queries, employment issues and welfare benefits. If the client takes time off for illness or caring duties, they may need information relating to their employment rights and help in returning to work on lighter duties or shorter hours. We can offer to negotiate with employers, landlords, creditors and other third parties, as appropriate. There are further local charities and trust fund we can access for clients, in addition to being able to apply for Macmillan Grants.

Catchment area: Chichester District, encompassing Bognor Regis, Midhurst Community Hospital, St Richards Hospital, Chichester, Emsworth, Petworth, Arundel and other outlying areas

Referrals: via health professionals, members of the public and Citizens Advice Bureau advisers.

Service available: 9am–4pm, Tuesday–Thursday

Office hours: 9am–4pm, Tuesday–Thursday

Macmillan Welfare Benefits Outreach Service

Adur & Worthing Citizens Advice Bureau, Parish Hall, 96 South Street, Lancing, West Sussex, BN15 8AJ

Contact: Hazel English, Jan Cannon, Laura Hayward, Macmillan Welfare Benefits Advisers

Tel: Hazel: 01903 768476; Jan: 01903 532234;

Laura: 01903 725960

Fax: Hazel: 01903 768474; Jan: 01903 231972

Email: hazel@lancingcab.cabnet.org.uk or

jcannon@worthingcab.org or

l.hayward@arunchichestercab.org.uk

The Macmillan Welfare Rights Outreach Service has been funded by Macmillan Cancer Support since October 2007 and is now managed by Adur & Worthing CAB. The service provides independent advice, help and support to people living with cancer, pre-diagnosis patients, their families and carers, and health and social care professionals via telephone, appointments at the bureau or home visits. We offer advice on a wide range of subjects, including debt, housing queries, employment issues and welfare benefits. If the client takes time off for illness or caring duties, they may need information relating to their employment rights and help in returning to work on lighter duties or shorter hours. We can offer to negotiate with employers, landlords, creditors and other third parties, as appropriate. There are further local charities and trust funds we can access for clients, in addition to being able to apply for Macmillan Grants.

Catchment area: Adur, Arun East, Chanctonbury, Lancing & Sompting, Worthing, Littlehampton and Wick.

Referrals: Referrals can be made by members of the public, CAB advisers, health and social care professionals, specialist lung care nurses based at Worthing Hospital, the local hospice (St Barnabas in Worthing) and schools. Referrals can be made by phone, email, letter and in person.

Service available: Hazel; 24 hours outreach on Monday, Tuesday, Thursday and Friday; Jan: Monday, Tuesday and usually Thursday (although this is flexible and sometimes she works Wednesday instead); Laura: 9am–12pm, Monday, 9am–4pm, Tuesday, 9am–4pm, Wednesday, 9am–4pm, Thursday.

Office hours: The Macmillan project worker hours are flexible.

Hazel: Hours are as and when requested and do not necessarily correspond with bureau opening hours; Jan: Usually works 9am–5pm. Laura: 9am–12pm, Mondays, 9am–4pm, Tuesday–Thursday.

Macmillan Welfare Rights/Camden Citizens Advice Bureaux

Oncology Outpatients (Ground Floor), The Royal Free Hampstead NHS Trust, Pond Street, London, NW3 2QG

Contact: Tracey Palmer, Macmillan & Camden CAB Welfare Benefits Adviser

Tel: 020 7794 0500 Ex 37698

Fax: 020 7830 2968

Email: traceypalmer@nhs.net

This service is located next to the Macmillan Information Centre and provides free, confidential and impartial advice on welfare benefits, debt, employment and housing. The service is for Royal Free patients and their families/carers. Clients are seen by appointment and ward visits can be arranged. We also act as a resource for staff and can offer informal talks to patient support groups or deliver more formal training to staff by prior arrangement.

Referrals: Referrals are made via clinical nurse specialists and other hospital staff and referral forms are available on request.

Office hours: Varies between 9.30am–6pm, Monday–Friday.

Macmillan Welfare Rights Service

Central Bedfordshire Council, Technology House, 2nd Floor, 239 Ampthill Road, Bedford, MK42 9BD

Contact: Anne Furlong

Tel: 0300 3008145

Fax: 0300 3008212

Email: anne.furlong@centralbedfordshire.gov.uk

The service provides free confidential benefits advice to people living with cancer, their families and carers. It assists with claims for benefits and tax credits, appealing against benefit decisions, carrying out benefit checks and calculations, accessing charitable grants and applying for transport concessions.

Catchment area: Anyone living in Bedfordshire (excluding Luton).

Referrals: Referrals can be made by telephone, fax or email.

Service available: 9am–5pm, Monday–Friday.

Office hours: 8am–4.30pm, Monday, Tuesday, Thursday (voicemail service available at all other times).

Macmillan Welfare Rights Service

Care Service, 4th Floor, Randstad Court, Laporte Way, Luton, Beds, LU4 8SB

Contact: Karina Chamberlain

Tel: 01582 560206

Fax: 01582 562905

Email: karina.chamberlain@ccs.nhs.uk

The service provides free confidential benefits advice to people living with cancer, their families and carers. It assists with claims for benefits and tax credits, appealing against benefit decisions, carrying out benefit checks and calculations, accessing charitable grants and applying for transport concessions. We visit clients at home and at Welfare Benefits clinics at the Luton and Dunstable Hospital and in the community

Catchment area: Luton Borough Council catchment area, all LU postcodes.

Referrals: Directly to the service via medical health professional, ie District Nurse, Community Matrons, Clinical Nurse Specialists, Macmillan Nurses and GP's by faxed Referral Form

Service available: 9am–5pm, Monday–Friday

Office hours: 9am–5pm, Monday–Friday

Macmillan Welfare Rights Service

Guildford Citizens Advice, 15–21 Haydon Place, Guildford, Surrey, GU1 4LL

Contact: Emma Scanlon, Team Lead, Shelley Grainger, Benefits Adviser, Sara Kealey; Administrator

Tel: 01483 230849

Fax: 01483 230850

Email: macmillan@guildfordcab.org.uk

Help with applying for benefits, cost of travel for treatment, blue badges, appealing against decisions. Accessing charity grants, other problems such as employment and housing. Help is given over the phone and a home visit arranged when necessary. It is also possible to meet up with the client at their place of treatment, if a home visit is difficult. If the client lives outside of the area covered by the service, then the client may be referred to a nearer advice centre. Advice can also be given via email.

Catchment area: Boroughs of Guildford, Surrey Heath & Waverley.

Referrals: Referrals can be made by professionals and members of the public and this can be done by phone, fax, email, referral form, in person via CAB office.

Service available: Messages can be left any day, at any time on the office answer machine and will be responded to during office hours asap.

Office hours: 10am–4pm, Monday–Friday.

Macmillan Welfare Rights Service/Citizens Advice Bureau

City of London Citizens Advice Bureau, 32 Ludgate Hill, London, EC4M 7DR

Contact: Welfare Rights Adviser & Benefits Support Worker

Tel: 020 7332 0123

The service provides advice, advocacy and information on welfare benefits and entitlements to people affected by cancer living in the London boroughs of Hackney, Newham, Tower Hamlets and the City of London. The helpline adviser can provide straight forward advice and information, and can signpost clients to a service in their immediate area. For those under the care of St Bartholomew's Hospital in the City of London, complex enquiries can be referred to the Welfare Rights Adviser based at the hospital. The service is free, independent, impartial and confidential.

Catchment area: London boroughs of Hackney, Newham, Tower Hamlets and City of London.

Service available: Helpline open 11am–2pm, Monday–Thursday (helpline).

Office hours: 9am–5pm, Monday–Friday.

Macmillan Welfare Rights Service Haematology & Oncology at UCLH

University College Hospital (London), Haematology & Oncology Welfare Rights, 1st Floor, Rosenheim Building, Grafton Way, London, WC1E 6DB

Contact: Katia Yiasoumi, Macmillan Welfare Rights Adviser (Haematology); Margaret Grimes, Macmillan Welfare Rights Adviser (Haematology); Gwen Waxkirsh, Macmillan Welfare Rights Adviser (Oncology)

Tel: 0845 1555000 ext 5065 (contact Katia or Margaret in Haematology); 020 7380 9018 (contact Gwen in Oncology)

Fax: 020 7380 9457

Email: katia.yiasoumi@uclh.nhs.uk or

margaret.grimes@uclh.nhs.uk or

gwen.waxkirsh@uclh.nhs.uk

This service offers benefits advice and other welfare rights issues face-to-face on the wards and in the outpatient department, and by telephone.

Catchment area: Inpatient or outpatients who attend the Haematology & Oncology Department at University College London Hospital.

Referrals: Referrals are made via UCLH haematology & oncology department staff and self referrals from patients who attend the haematology & oncology department as an inpatient or outpatient.

Service available: Varies between 10am–5pm, Monday–Friday and 11am–7pm, Monday–Friday.

Office hours: Varies between 10am–5pm, Monday–Friday; 11am–7pm, Monday–Friday.

South East London Macmillan Welfare Benefits Advice Service

Southwark Citizens Advice Bureau, Peckham CAB,
97 Peckham High Street, London, SE15 5RS

Contact: Emma Cross, Senior Welfare Benefits Adviser, Cathy Magen, Welfare Benefits Adviser; Sara Fagir, Welfare Benefits Support Worker

Tel: 020 7732 5386

Fax: 020 7732 2497

Email: macmillan@southwarkcabservice.org.uk

This service currently provides weekly outreach advice sessions for patients attending King's College Hospital Haematology Oncology clinic and cancer patients attending Lewisham Hospital, Guys and St Thomas' Hospital and Queen Elizabeth Hospital Woolwich. We can give help and advice with applying for and entitlement to benefits, appealing against benefit decisions, applying for tax credits, health costs such as prescriptions and travel to hospital, transport concessions such as disabled parking badge, accessing charitable grants and housing costs.

Catchment area: South East London (criteria is that client is a patient at the clinic/hospital rather than where they live).

Referrals: Referrals can be made by phone, fax, email, letter, through professionals and members of the public.

Service available: 10am–12 noon, Monday, Wednesday, Friday.

Office hours: 9.30am–5.30pm, Monday–Friday.

Wandsworth Macmillan Citizens Advice Bureau Service

Wandsworth Citizens Advice Bureau, Specialist Advice Services, 4th Floor, Bedford House, 215 Balham High Road, London, SW17 7BQ

Contact: Rodrigo Fenick, Macmillan Welfare Benefits Adviser; Leslie Allen, Manager

Tel: 020 8355 6651

Fax: 020 8516 9444

Email: rfenick@wandsworthcabx.org.uk,

This service supports people with cancer and carers of people with cancer. The advice offered includes welfare benefits, housing, employment and debt. This advice and support involves assisting clients to apply for grants (from Macmillan or the social fund), negotiating with creditors, and appealing benefits decisions. Clients are advised in the office, in their homes or from one of two outreaches – St Georges Hospital (Blackshaw Road, Tooting, London, SW17), Tuesday morning and Thursday all day at the Macmillan Cancer Information Centre. The Paul's Cancer Support Centre 20–22 York Road, London SW11 3QA Tel: 020 7924 3924

Catchment area: Wandsworth, Lambeth, Merton.

Referrals: Open referral. We do take self referrals.

Service available: see above 9.30am–5.30pm, Monday–Friday.

Office hours: 9.30am–5.30pm, Monday–Friday.

Welfare Benefits Adviser

Mount Vernon Hospital, The Lynda Jackson Macmillan Centre, Rickmansworth Road, Northwood, Middlesex, HA6 2RN

Contact: Shirley Burgess

Tel: 01923 844014

Email: shirley.burgess1@nhs.net

This service offers advice to patients, carers and relatives on entitlement to benefits including means-tested benefits, sickness and disability benefits. The adviser can also give debt advice and housing information.

Catchment area: Anyone who uses the cancer centre at Mount Vernon Hospital.

Service available: The service is available on a drop-in basis, by telephone or on the wards. Telephone for adviser availability.

Office hours: As above.

Medway Council & Macmillan Welfare Benefits Service

Medway Council, Customer Contact, Level 4 Gun Wharf, Dock Road, Chatham, Kent, ME4 4TR

Contact: Debbie Fox, Macmillan Support Services Assistant, Vicky Hudson and Debra Brice, Macmillan Welfare Benefits Advisers

Tel: 01634 333511

Fax: 01634 333200

Email: welfare.benefits@medway.gov.uk

The service offers confidential advice and practical help with welfare benefits for people affected by cancer, their families and carers. Appointments can be arranged for home visits and at Medway Maritime Hospital

Catchment area: It covers the Medway postcode area – ME1 to ME8.

Referrals: Can be made by Health Care professionals, Social Care staff, Macmillan Nurses, GP's and self referrals are accepted. Referrals should be made on a referral form.

Service available: 8.30am–5.15pm, Monday–Thursday and 8.30am–4.45pm, Friday. An answerphone is available, please leave a message and we will call you back.

Office hours: 8.45am–5.15pm, Monday–Friday.

Macmillan Citizens Advice Bureau Welfare Benefits Advice Service East Kent

3 Westgate Hall Road, Canterbury, Kent, CT1 2BT

Contact: Simone Field, Alan Lawson, Marian Nyman, Elizabeth Cobb, Kelda Wong

Tel: 01227 762122

Fax: 01227 787505

Email: macmillanadmin@canterburycab.cabnet.org.uk

The service aims specifically to assist people who have been affected by cancer and their families, in the area of Welfare Benefits, which include applying for and

entitlement to benefits, income maximisation, form filling, appealing against benefit decisions, applying for tax credits, health costs such as prescriptions, travel concessions such as: disabled parking badge, accessing charitable grants, housing costs, council tax discounts. We operate outreach sessions at hospitals and also see clients at the bureau. We also offer a home visit service to clients who are unable to attend the relevant locations.

Catchment area: We currently cover three districts – Thanet, Ashford and Canterbury Districts with the aim of rolling out to the whole of Eastern and Coastal Kent PCT area, as the project grows. We do however see clients who are able to attend the outreach sessions at the hospitals, as they may be receiving their treatment there.

Referrals: We accept referrals from any sources including self referrals. Applications can be made via phone, email or fax and although referral forms are preferred they are not essential.

Service available: 9.30am–4.30pm, Monday–Friday.
Office hours: 9.30am–4.30pm, Monday–Friday.

Northern Ireland

Macmillan Citizens Advice Bureau Welfare Rights Service (Belfast City Hospital)

Macmillan Support & Information Centre, 77–81 Lisburn Road, Belfast, BT9 7AH

Contact: Amy Nesbitt
Tel: 028 90699307
Email: nesbitta@citizensadvice.co.uk

The Welfare Rights Team is based in MSIC and provides an information maximisation service to people affected by cancer at the diagnosis, treatment or end of life stages.

Catchment area: Patients attending Regional Cancer Centre for NI

Referrals: Referrals are made through Belfast Trust Health Professionals. Clients may access our services by presenting at the Macmillan Support and Information Centre and speaking to a member of staff. The service is delivered face to face, by post and by telephone. We do not offer home visits.

Service available: 9am–4pm, Monday–Friday.

Macmillan Citizens Advice Bureau Welfare Rights Service (Mater Hospital Belfast)

Fairview 2, Mater Hospital, Crumlin Road, Belfast, BT14 6AB

Contact: Phyllis Nellins, Macmillan/CAB Welfare Rights Adviser
Tel: 028 90802466
Email: nellinsp@citizensadvice.co.uk

The Welfare Rights Team is based in the Mater Hospital and provides an income maximisation service to people affected by cancer at the diagnosis, treatment or end of life stages.

Catchment area: Service is available to any patient attending the Mater Hospital, Belfast.

Referrals: Referrals are made through hospital Social Workers, Macmillan and clinical nurse specialists. The service is delivered in the wards, by post and by telephone. We do not offer home visits.

Service available: 9am–4pm, Monday–Friday.
Office hours: 9am–4pm, Monday–Friday.

Macmillan Citizens Advice Bureau Welfare Rights Service (Royal Victoria & Sick Children's Hospitals)

Level 2, Bostock House, The Royal Group of Hospitals, Grosvenor Road, Belfast, BT12 6BA

Contact: Fiona McDonald, Macmillan/CAB Welfare Rights Adviser; Mairead Johnson, Macmillan/CAB Welfare Rights Adviser;
Tel: 028 90330854
Fax: 028 90329684
Email: johnsonm@citizensadvice.co.uk or mcdonald@citizensadvice.co.uk

The welfare rights team is based in the Royal Hospitals and provides an income maximisation service to people affected by cancer at the diagnosis, treatment or end of life stages.

Catchment area: Cancer patients and their families from any where in Northern Ireland who are registered at or attending the Royal Hospitals either as an inpatient or outpatient.

Referrals: If you require this service please speak to any member of our cancer care team, or social worker who will make a referral for you.

Service available: 9am–4pm, Monday–Friday.
Office hours: 8.30am–4.30pm, Monday–Friday.

Macmillan CAB Welfare Advice Service (Ulster Hospital)

Macmillan Information & Support Centre, Ulster Hospital, Dundonald, BT16 1RH

Contact: Sarah Marshall (Administrator), Liz Kennedy and Liz O'Neill (Advisers)
Tel: 028 9055 3254 (Administrator)
Email: marshalls@citizensadvice.co.uk

The service is based at the Ulster Hospital, Dundonald and provides an income maximisation service to people affected by cancer at the diagnosis, treatment or end of life stages. We offer an appointment based telephone advice service, and can see clients by appointment at outpatients or on inpatient wards.

Catchment area: South Eastern Health and Social Care Trust area.

Referrals: Referrals to the service can be made by any health professional, or patients can contact us directly to arrange an appointment. Referral forms are available from the Administrator or one of the Advisers.

Service available: 9.30am–4.30pm, Monday–Friday (by appointment only). Appointments are available at the Ulster Hospital from Monday to Friday, at Lagan Valley Hospital on Tuesdays and the Downe Hospital on Thursdays. Telephone appointments are available.

Office hours: 9.30am–4.30pm, Monday–Friday.

Macmillan Welfare Team

Office 2, Sperrin Suite, South Wing, Altnagelvin Hospital, Glenshane Road, Londonderry, BT47 6SB

Contact: Lisa Doherty, Administrator

Tel: 028 71345171 Ex 216232

Fax: 028 71296130

Email: Lisa.Doherty@westerntrust.hscni.net

The Macmillan welfare service is based at Altnagelvin Hospital and provides an Income maximisation service to people affected by cancer at the diagnosis, treatment or end of life stages. The service is delivered in a manner that ensures easy access and a prompt response to patients with a diagnosis of cancer. The work is carried out at the bedside of the patient, through contact at outpatient clinics or the Sperrin room. Support is also offered by telephone.

Catchment area: Western area of Northern Ireland covering Londonderry, Strabane, Limavady, Omagh and Enniskillen.

Referrals: Patients of Altnagelvin Hospital can make a self referral by contacting the Macmillan welfare service directly, which is currently based within the Sperrin Suite. Referrals can also be made through the Sperrin room, the Palliative Care Team, social workers, medical nursing and allied health professionals.

Service available: 9am–5pm, Monday–Friday

Office hours: 9am–5pm, Monday–Friday.

Scotland

Ayrshire Macmillan Money Matters

North Ayrshire Council, Social Services, 17 Vernon Street, Saltcoats, KA21 5HE

Contact: Isobel Kelly (Lead Officer),
Jacqueline Rowlands (Assistant Development Officer),
Karen Osborne (Welfare Rights Officer),
Janey Nicol (Welfare Rights Officer)

Tel: 01294 324942

Fax: 01294 324844

Email: jacquelinerowlands@north-ayrshire.gov.uk

The partnership between North Ayrshire council, South Ayrshire Council, East Ayrshire Council, Macmillan Cancer Support, NHS Ayrshire & Arran and The Pension Service offers a holistic advice and information service which includes income maximisation. The service offers guidance and assistance to apply for social security benefits and tax credits, issues with benefits claims such as overpayments, appealing against benefits decisions and representing at appeal tribunals, accessing charitable grants, referrals to appropriate council services, applying for transport concessions such as blue badge, signposting and referral to advice on consumer, housing and employment issues. The service is delivered throughout the three Local Authority areas. Crosshouse Hospital, Kilmarnock, Ayr Hospital, and also offers telephone advice as well as home visits where appropriate.

Catchment area: All three local Authority areas of Ayrshire.

Referrals: Referrals are made by health professionals, social workers, self referrals, by phone, fax email, letter, and by referral form.

Service available: 9am–4.45pm, Monday–Thursday;
9am–4.30pm, Friday.

Borders Macmillan Welfare Benefits Partnership

Welfare Benefits Service, Scottish Borders Council, Paton Street, Galashiels TD1 3AS

Contact: Karen Hendry, Welfare Benefits Officer;
Marie Wilson, Welfare Benefits Assistant

Tel: 01896 661394

Fax: 01896 662757

Email: wbs@scotborders.gsx.gov.uk

The partnership between the Welfare Benefits Service, Macmillan Cancer Support, NHS borders Macmillan centre and local pension service offers a holistic advice and information service which includes income maximisation. The service offers guidance and assistance to apply for social security benefits and tax credits, issues with benefits claims such as overpayments, appeal against benefits decisions including representation at appeal tribunals, accessing

charitable grants, referrals to appropriate council services, applying for transport concessions such as blue badge, signposting and referral for advice on consumer, housing and employment issues. The service is delivered in the NHS borders Macmillan centre, Borders General Hospital, and also offers telephone advice as well as home visits where appropriate.

Catchment area: The service is open to anyone living in the Scottish Borders who is affected by cancer, including patients, their families and carers.

Referrals: Referrals can be made by: health care and social care professionals, other service providers and agencies, family members, carers and the patient by phone, fax email, letter, referral form.

Service available: 8.45am–5pm, Monday–Thursday;
8.45am–3.45pm, Friday.

Office hours: 8.45am–5pm, Monday–Thursday;
8.45am–3.45pm, Friday.

City of Edinburgh Macmillan Welfare Rights Partnership

Macmillan Partnership, City of Edinburgh Advice Shop, 85–87 South Bridge, Edinburgh, EH1 1HN

Contact: Janet Scott, Partnership Manager, Helen Sinclair, Welfare Rights Officer, Julie Stuart, Income Maximisation Officer, Rosella Mackenzie, Income Maximisation Officer, Lisa Robertson, Information Assistant

Tel: 0131 200 2360

Email: Macmillan@edinburgh.gov.uk

We provide benefits advice for anyone affected by cancer, including families and carers. We can assist with benefit checks, completing benefit forms and can help with appeals including representing at Tribunals. We can also help with applications for Macmillan Grants and other trust funds. Appointments can be arranged at the Advice Shop and a wide range of locations city wide and we can also visit you in hospital or at home. Telephone advice is also available.

Catchment area: The service covers the City of Edinburgh.

Service available: Advice Shop: 9.30am–4pm, Monday, Wednesday, Thursday; 10am–4pm, Tuesday; 9.30am–3.30pm, Friday. Telephone 8.30am–5pm, Monday–Thursday; 8.30am–3.40pm, Friday; 8.30am–3.40pm.

Also at: Patient Information Centre, Royal Infirmary Edinburgh Thursday 10am–1pm.
Telephone 0131 242 7660 to make an appointment.

Ward 1, Western General Infirmary, Edinburgh for people receiving chemotherapy first and third Wednesday 2pm–4pm Second and fourth Wednesday 10am–12pm

Wester Haven – Macmillan Cancer Information and Support Centre, 1, Hailesland Road, Wester Hailes EH14 2QS Tuesday 10am–1pm telephone 0131 458 3080 to make an appointment

Long Term Conditions and Macmillan Service

Glasgow City Council, 280 George Street (1st Floor), Glasgow, G1 1PR

Contact: Debbie Brown, Clerical Assistant

Tel: 0141 420 8123

Fax: 0141 420 8065

Email: debbie.brown2@sw.glasgow.gov.uk

The partnership between Glasgow City Council, Macmillan Cancer Support, NHS Greater Glasgow & Clyde, Chest Heart and Stroke Scotland, Glasgow Housing Association, Cystic Fibrosis and DWP offers a holistic advice and information service which includes income maximisation and debt advice. The service offers guidance and assistance to apply for social security benefits and tax credits, issues with benefits claims such as overpayments, appealing against benefits decisions and representing at appeal tribunals, accessing charitable grants, referrals to appropriate council services, applying for transport concessions such as blue badge, signposting and referral for advice on consumer, housing and employment issues. The service is delivered at venues throughout the Local Authority area, and also offers telephone advice as well as home visits where appropriate.

Catchment area: Throughout Glasgow City Council area.

Referrals: Referrals are made by self referrals, referrals from friends, family, carers, health professionals, social workers, by phone, fax, email, letter, and by referral form.

Service available: 8.45am–5pm, Monday–Thursday;
8.45am–3.55pm, Friday.

Office hours: 8.45am–5pm, Monday–Thursday;
8.45am–3.55, Friday.

Macmillan Benefits Service Fort William

Macmillan Cancer Information & Support Service, Fort William Library, High Street, Fort William, PH33 6EU

Contact: Calum MacKinnon

Tel: 01397 703553

Email: calummackinnon@lochabercab.casonline.org.uk

The service offers free and impartial advice on the full range of welfare benefits and tax credits. We offer benefits entitlement assessment, help to claim benefits (completion of forms), challenge decisions including tribunal representation, advocacy, access Macmillan grants and other charitable funds. The service is delivered at fort William Library and if required at the Belford Hospital.

Catchment area: The service is available to anyone living with cancer, their carers and families who live or receive treatment within the Lochaber Area.

Referrals: Referrals may be accepted from any source – individuals may make direct contact for themselves or family member. Formal referrals can be made by any organisation working with person eg Macmillan nurses, GP's, healthcare professionals.

Service available: Drop-in service but appointments can be made and there is a private room available for interviews. Mondays 3–5pm; Wednesdays 10–12am.

Macmillan Benefits Service (Western Isles)

Town Hall, Stornoway, Isle of Lewis HS1 2XF

Contact: Kay Mackinnon

Tel: 01851 822644

Email: kay-mackinnon@cne-siar.gsx.gov.uk

This free and confidential service offers benefits and financial advice to cancer patients, their families and carers throughout the Western Isles. The service not only aims to maximise income through benefits uptake but also assist in accessing other services available. The service is delivered mainly on a one to one basis through visiting you in your home, in hospital or in a setting where you feel most comfortable.

Catchment area: Western Isles.

Referrals: Referrals will be accepted from any source as long as the patient is aware that the referral has been made on their behalf. Self referrals are also accepted and can be made by phone, email, letter or referral form.

Service available: 9am–5.30pm, Tuesday–Friday.

Office hours: 9am–5.30pm, Tuesday–Friday.

Grampian Macmillan Partnership Project

Aberdeen Citizens Advice Bureau, 41 Aberdeen Citizens Advice Bureau, 41 Union Street, Aberdeen, AB11 5BN

Contact: Kerry Craib, Project Coordinator; Diana Goldie & Susie Giles, Project Workers (Aberdeen and South Aberdeenshire); Karon Kelly Project Worker (Aberdeen Royal Infirmary); Gillian Connor, Project Worker (North Aberdeenshire);

Bob Johnson, Project Worker (Moray)

Tel: 01224 569764/01224 569767/01224

569754/01224 557116 (Aberdeen and South Aberdeenshire) 01779 481881 (North Aberdeenshire)

01343 549042 (Moray)

Fax: 01224 210510

Email: macmillan@aberdeencab.casonline.org.uk

The project provides an advice and information service for people affected by cancer living in Aberdeen, Aberdeenshire, Moray, Orkney and Shetland. Trained staff can meet with clients at appointments in Citizens Advice Bureaux or home visits can be arranged where appropriate. The pension service provide home visits for the over 60s when they will be given a full benefit check.

Catchment area: NHS Grampian area including Orkney and Shetland.

Referrals: Referrals can be made by any health or social care professional. Self referrals accepted. Leaflets with a self referral form attached are available in hospital waiting rooms and doctors surgeries.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

This service also has an important presence within the cancer treatment centre at Aberdeen Royal Infirmary as part of the partnership between Macmillan Cancer Support and the Scottish Government.

Macmillan Cancer Benefits Project

West Dunbartonshire Council, Welfare Rights & Money Advice Service, 6–14 Bridge Street, Dunbarton, G82 1NT

Contact: Mary Holt, Section Head; Margaret Swan, Macmillan Supervisor, Joe Goldie, Theresa Jones, Elaine Millar, Rachel Smith, Welfare Rights Officers; Tracy Cochrane, Jacqueline Longwell, Administration Officers

Tel: 01389 737050

Freephone help line: 0800 980 9070

Fax: 01389 737051

Email: macmillanbenefits@west-dunbarton.gov.uk

Beatson office: 0141 301 7374

The Macmillan benefits project is a partnership which exists to provide an advice and support service for cancer patients and families in the West Dunbartonshire local authority area. Service users are offered a free and confidential benefit check and are advised on income maximization, patient grants and other sources of assistance.

Catchment area: West Dunbartonshire & Beatson patients all areas.

Referrals: Referrals can be made via the free phone helpline, or by professionals including social work staff, hospice home care nurses, Macmillan carers project, GPs and practice nurses.

Service available: 8.45am–4.45pm, Monday–Thursday; 8.45am–3.55pm, Friday.

Office hours: 8.45am–4.45pm, Monday–Thursday; 8.45am–3.55pm, Friday.

This service also has an important presence within the Beatson, West of Scotland Cancer Treatment Centre as part of the partnership between Macmillan Cancer Support and the Scottish Government.

Macmillan/Cancer and Palliative Care Project For Benefits & Money Advice

Renfrewshire Council Advice Works, 8 Collier Street, Johnstone, PA5 8AR

Contact: Shona Stevens and Gillian Campbell

Tel: 01505 382328

Fax: 01505 381058

Email: shona.stevens@renfrewshire.gov.uk or gillian.campbell@renfrewshire.gov.uk

Benefits check and assistance with applications for benefits. Representation at benefits appeals. Money and debt advice. By telephone, home visits, and through

outreach clinics at Renfrew Library, Southern General Hospital, Glasgow, Royal Alexandra Hospital, Paisley, Ferguslie Library and Erskine Library

Referrals: Referrals can be made by anyone either by telephone, fax, email letter, referral letter or face to face at the office.

Service available: 8.45am–4.45pm, Monday–Thursday; 8.45am–3.55pm, Friday.

Office hours: 8.45am–4.45pm, Monday–Thursday; 8.45am–3.55pm, Friday.

Macmillan Cancer Support Welfare Rights Officer

Inverclyde Council, Macmillan Cancer Support, Welfare Rights Unit, Old Municipal Buildings, Shore Street, Gourrock, PA16 8HG

Contact: Jacqueline Coyle and Sandra Murphy

Tel: 01475 714461

Fax: 01475 714487

Email: Jacqueline.coyle@inverclyde.gov.uk or Sandra.murphy@inverclyde.gov.uk

There are two Macmillan welfare rights officers in Inverclyde. Our job is to ensure maximum uptake of benefits and grants for people and their families who have been affected by cancer. The financial implications of cancer have a huge implication on families. The service is delivered in partnership with local health care professionals in primary care and a community care setting. The service is delivered by face to face interviews, self referrals, referrals via health care professionals, via the telephone, fax, email, we visit at home, in the community, at the local Ardgowan hospice or in hospital.

Catchment area: Inverclyde area.

Referrals: Anyone affected by cancer, families, professionals etc, by phone, fax, email, letter, referral form.

Service available: 9am–4.45pm, Monday–Thursday; 9am–4pm, Friday.

Office hours: Monday–Friday.

Macmillan CAB Partnership

Inverness B & S Citizens Advice Bureau, Raigmore Hospital, Old Perth Road, Inverness, IV2 3UJ

Contact: Lesley Newton, Manager; Peter MacIntyre, Wilma Ross, Linda McCulloch; Rights Workers Eileen Mills, Administrator

Tel: 01463 706178

Fax: 01463 706249

Email: macmillan.macmillancab@virgin.net

This service offers advice for anyone affected by cancer on many issues including benefits, employment, housing, debt, holiday insurance and community care issues. The service is based at Raigmore Hospital and offers support throughout the area served by Raigmore. Advice and

support is available over the telephone; ward or hospital appointments or home visits can be arranged.

Catchment area: Highlands

Referrals: Referrals are made via social work staff, Macmillan nurses, GPs, hospital staff and anyone who feels the service is relevant. Clients can refer themselves directly.

Service available: 9am–5pm, Monday–Friday. If required appointments can be arranged outside these hours.

Office hours: 9am–5pm, Monday–Friday.

This service also has an important presence within the cancer treatment centre at Raigmore Hospital, Inverness as part of the partnership between Macmillan Cancer Support and the Scottish Government.

Macmillan/Dumfries and Galloway Citizens Advice Bureau Partnership

Dumfries and Galloway Citizens Advice Service, 81–85 Irish Street, Dumfries, DG1 2PQ

Contact: Emma Munro, Benefits Adviser

Tel: 01387 268286

Fax: 01387 253212

Email: emma.munro@dumfriescab.casonline.org.uk

This is a welfare benefits advice service with a holistic approach to cancer patients, relatives, carers, etc. It is primarily a home visiting service; but also offers advice by telephone, in bureau offices, on the hospital ward, and via hospital clinics. A complete benefits service from advice and application through to appeal as required.

Catchment area: Dumfries and Galloway region.

Referrals: Referrals are made by health professionals and patients, by referral form, telephone or personal contact.

Service available: 35 hours, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan Money Matters – Forth Valley

Room 35, Stirling Council, Viewforth, Stirling, FK8 2ET

Contact: Ron McIntosh, Phyllis Grant and Caroline Smith-Taylor (Stirling); Lesley Hunter (Falkirk); Janice Lawson (Clackmannan)

Tel: 01786 442988 (Stirling), 01324 590526 (Falkirk), 01259 452620 (Clackmannan)

Email: mmm@stirling.gov.uk, mmm@falkirk.gov.uk, mmm@clacks.gov.uk

Macmillan Money Matters is a unique partnership between Macmillan Cancer Support and three local authority councils; Stirling, Falkirk and Clackmannanshire. The partnership provides a quality service to people with a cancer diagnosis, their carers and their families to promote financial inclusion. A member of the team can arrange a home visit to complete benefit claim forms, make applications to appropriate funds and liaise with other agencies. The service will also represent clients at tribunal. All information provided is treated in confidence.

Catchment area: Stirling, Falkirk and Clackmannshire.

Referrals: Self referrals, referrals from friends, family, carers, health professionals and social workers, by phone, email or letter.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan Tayside Welfare Benefits Partnership

Dundee Area

c/o Dundee City Council, Social Work, Market Mews, Market Street, Dundee, DD1 3LA

Tel: 01382 431173

Contact: Yvonne Kelman (Senior Welfare Rights Officer), Cheryl Scott (Welfare Rights Officer), Rosemary Watt (Welfare Rights Assistant), Louise Ross (Welfare Rights Officer Long Term Conditions Cancer Centre), Kevin Maxwell (Welfare Rights Officer Long Term Conditions)

Tel: 01382 431190 Ex 2674 (Yvonne Kelman), 01382 431180 (Cheryl Scott), 01382 431173 (Rosemary Watt), 01382 431195 (Louise Ross), 01382 431177 (Kevin Maxwell)

Fax: 01382 431191

Email: macmillan.taysidebenefits@dundeecity.gov.uk

yvonne.kelman@dundeecity.gov.uk

cheryl.scott@dundeecity.gov.uk

rosemary.watt@dundeecity.gov.uk

louise.ross@dundeecity.gov.uk

kevin.maxwell@dundeecity.gov.uk

Perth Area

Perth & Kinross Council, Welfare Rights Team – Macmillan, Pullar House, 35 Kinnoull Street, Perth, PH1 5GD

Contact: Scott Alexander (Welfare Rights Officer), Liam Watson (Welfare Rights Assistant), Deborah Ogilvie (Welfare Rights Officer Long Term Conditions)

Tel: 01738 476906 (Scott Alexander), 01738 476907 (Liam Watson), 01738 476917 (Deborah Ogilvie)

Email: scottalexander@pkc.gov.uk

lwatson@pkc.gov.uk, dogilvie@pkc.gov.uk

Angus Area

Angus Council, Social Work, Welfare Rights, Carseview Office, Carseview Road, Forfar, DD8 3BT

Contact: Vacant Post (Welfare Rights Assistant),

Tel:

Email:

The Macmillan Tayside Welfare Benefits Partnership offers a free, confidential and impartial advice service for people living with or affected by cancer and certain long term medical conditions (Parkinson's Disease, Motor Neurone Disease, Huntington's Disease, Multiple Sclerosis, Stroke, Dementia). It recognises that for many

people money worries and living with a life limiting medical diagnosis are a major cause of stress. The aim is to ensure that people affected by cancer and long term conditions (including family and carers) are applying for the benefits to which they are entitled and have access to debt advice. It is a partnership between Angus, Dundee and Perth & Kinross local authorities, Macmillan Cancer Support, The Pension Service and NHS Tayside. The Partnership can provide Money Advice and Debt Counselling if you owe money and are having problems paying this back. We also provide advice and assistance with regard to all social security benefits (including appeal representation) such as: Employment Support Allowance, Disability Living Allowance, Attendance Allowance, Housing & Council Tax Benefits, Tax Credits, Income Support, Pension Credit, Social Fund, Macmillan Grants.

Catchment area: The catchment area is the whole of Tayside (Angus, Dundee and Perth).

Referrals: Referrals are accepted from individuals, family members or any professional involved in the care of a person who has cancer or certain long term conditions. They can be made by telephone, fax, email or post.

Office hours: Officer hours are linked to each local authority but staff can be contacted Monday–Friday 9.30am–4.30pm. Unfortunately we are unable to provide a drop-in service. We offer an appointment service at each of the office, operate various outreach clinics and provide a home visiting service where necessary.

The Fife Macmillan Welfare Benefits Partnership

Unit 7, Castleblair Business Centre, Queensway Industrial Estate, Glenrothes, Fife, KY7 5QR

Contact: David Sharratt, Project Coordinator; Susanne McEneaney, Welfare Benefits Adviser; Gill Simpson, Welfare Benefits Adviser

Tel: 0845 1400091

Fax: 01592 764429

Email: macmillan@carfonline.org.uk

The partnership provides information and advice about welfare benefits and other financial entitlement to help people cope with the cost of living with cancer. It may be delivered by telephone, face to face, in people's homes or through outreach venues located throughout Fife. Clients can expect to: meet with an experienced welfare benefits adviser; be given help in assessing their financial situation and needs; be offered information and advice about their rights and entitlements; receive guidance and assistance in completing benefit and other claim forms and, if appropriate, be given help when dealing with appeal tribunals or introduced to other agencies that can offer more specialist help and advice.

Catchment area: The service is open to all cancer patients, their families and/or their carers who live in Fife; it applies equally to those whose treatment is delivered out with Fife.

Referrals: Health care and social care professionals, other service providers and agencies, family members, and carers can make referrals to the service. The service also accepts self referrals. Referrals can be made by phone, fax, email, letter, referral form.

Service available: 9am–4.30pm, Monday–Friday. In exceptional circumstances, appointments can be made out of these hours.

Office hours: 9am–4.30pm, Monday–Friday.

West Lothian Macmillan Advice Team

West Lothian Council Advice Shop, Bathgate Partnership Centre, South Bridge Street, Bathgate, EH48 1TS

Contact: Saima Akhtar, Senior Welfare Rights Officer; Melanie Bunce, Barry Smith, Pauline Coyle, Jim Anderson, Kirsty Ann Slater, Welfare Rights Officers

Tel: 01506 282900

Fax: 01506 283029

Email: macmillan@westlothian.gov.uk

The service provides comprehensive welfare benefits advice for customers who have a cancer diagnosis. There is also access to specialist money, housing and energy advice. Regular drop-in sessions take place at Western General Hospital in Edinburgh (Tuesday and Thursday 10am – 1pm at the macmillan information point) to offer benefits advice. Referrals are made to local Macmillan teams or local welfare rights services for home visits as required if out with West Lothian. We deal with telephone enquiries, arrange home visits, appointments at the Advice Shop in Bathgate for West Lothian Residents.

Catchment area: West Lothian and anyone attending the Western General Hospital in Edinburgh.

Referrals: Self referrals, referrals from friends, family, carers, health professionals, social workers, by phone, fax, email, letter or referral form.

Service available: 9am–5pm, Monday–Thursday;
9am–4pm, Friday

Office hours: 9am–5pm, Monday–Thursday;
9am–4pm, Friday.

This service also has an important presence within the cancer treatment centre at Edinburgh Western General Hospital as part of the partnership between Macmillan Cancer Support and the Scottish Government.

Midlothian Macmillan Benefits Service

4 Clerk Street, Loanhead, Midlothian, EH20 9DR

Contact: Post Vacant

Tel: 0131 271 3778

Fax: 0131 448 2151

Email:

The service offers help through home visits and telephone advice and covers all levels of information and form filling to advocacy and tribunal representation.

Advice is offered on other issues such as debt, housing, employment, transport etc as well as welfare benefits.

Catchment area: Midlothian

Referrals: People in Midlothian affected by cancer and their families can make referrals directly but contact can be made through third parties such as medical and social care professionals, community agencies etc

The service is linked with cancer advice centres in both the Western General Hospital and the Royal Infirmary of Edinburgh.

Service available: 9am–5pm, Monday–Thursday;
9am–3.30, Friday.

Wales

Macmillan Benefits Adviser

Denbighshire Social Services Welfare Rights, 64 Brighton Road, Rhyl, Denbighshire, LL18 3HN

Contact: Sue Wood

Tel: 01824 712377

Fax: 01824 712262

Email: sue.wood@denbighshire.gov.uk

This service is based at North Wales Cancer Treatment Centre, Ysbyt Glan Clywd Bodelwyddan It provides full benefits checks over the telephone, face-to-face appointments, home visits, and help with filling in all relevant claim packs including representation at appeals. It also provides help with housing issues.

Catchment area: Denbighshire (Conway by arrangement)

Referrals: Referrals are made via social workers, and Macmillan nurses.

Service available: Surgeries 9am–12.30pm,
Monday–Friday. Home visits in afternoons.

Office hours: Full 37 hours a week.

Macmillan Benefits Adviser

Social Services, Gwynedd Council, Penrallt, Caernarfon, LL55 1BN

Contact: Post vacant

Tel: 01286 682801

Fax: 01286 682629

Email: SandraLynThomas@gwynedd.gov.uk

A full welfare benefits service providing help with filling in forms and full benefit checks by telephone or face to face, either at home or at the hospital, including representation at appeals.

Catchment area: Gwynedd (for claimants in the Anglesey area, contact Ynys Mon County Council).

Referrals: Self referrals, and referrals via GPs, consultants, social workers, occupational therapy nurses, hospice at home nurses.

Service available: 37 hours, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Conwy County Borough Council Macmillan Service

Borough Council, Argyll Rd, Llandudno, Conwy
LL30 1FA

Contact: Helen Morton, Team leader Welfare Rights

Tel: 01492 574153

Fax: 01492 574126

Email: helen.morton@conwy.gov.uk

The service offers free advice on the full range of welfare benefits and tax credits. We offer benefit entitlement assessment, help to claim benefits, (form completion) challenge decisions and represent clients at Tribunal. The service is delivered where possible through home visits, although clients can be seen on the wards at North Wales Cancer Centre Glan Clwyd Hospital. There is provision for Clients to discuss their cases in Welsh if desired.

Catchment area: The service is available to anyone living in the County.

Referrals: Referrals are accepted from Social Workers, Macmillan Nurses, and other staff. Self referrals are not accepted. Referrals should be made on the Standard Macmillan Referral form.

Service available: 8.45am–5.15pm, Monday–Thursday;
8.45am–4.45pm, Friday.

Office hours: as above

Macmillan Welfare Rights

Merthyr Tydfil County Borough Council, Ty Keir Hardie,
Avenue De Clichy, Merthyr Tydfil, CF47 8XF

Contact: Jonathan Long

Tel: 01685 725094

Email: jonathan.long@merthyr.gov.uk

The service gives free and confidential advice on all welfare benefits and tax credits. We carry out income maximization assessments, form completion and represent patients at tribunals and appeals through our advocacy role. We can also access Macmillan grants and grants through other charities. The service is delivered through home visits, ward visits at local hospitals or at outreach venues.

Catchment area: The Service is available to anyone living with cancer, their carers and family who live in the borough of Merthyr Tydfil or receive treatment at the Macmillan unit, Prince Charles Hospital, Merthyr Tydfil, CF47 9DT.

Referrals: Referrals are accepted from any source. They can be made via health or social care professionals or any charity organisation. The service takes self-referrals.

Referrals may be made by telephone, letter and email.

Service available: 9am–5pm, Monday–Friday, except bank holidays.

Office hours: 8am–4pm, Monday–Friday.

Neath Port Talbot Welfare Benefits and Debt Advisor

Welfare Rights Unit, Civic Centre, Neath SA11 3QZ

Contact: Tina Smith

Tel: 01639 685231, Mobile No 07816999154

Email: t.smith@npt.gov.uk

Provide telephone advice, two weekly surgeries at Cancer Support Day Unit at Neath Port Talbot Hospital. I also carry out home visits when requested. I advise on benefit entitlement and assist with form filling, representation at appeal, application for grants. I also provide debt advice liaising with mortgage companies, credit cards and other creditors to ensure that clients can protect their home.

Catchment area: Postcodes SA8–SA13

Referrals: Through professionals and self referral. Referrals can be made by phone, fax, email, letter or referral form.

Service available: 8.30–5pm Monday–Friday.

Office hours: 8.30am–5pm Monday–Friday.

Macmillan Benefits Adviser

Wrexham Social Services, Gladman Buildings, Unit 5
Edison Court, Ellice Way, Wrexham, LL13 7YZ

Contact: Linda Thomas

Tel: 01978 298258/4

Fax: 01978 298222

Email: linda.thomas@wrexham.gov.uk

This service provides welfare benefits advice and help for people using cancer services. The staff visit people in their homes but also provide telephone advice and see people in hospital and the hospice.

Catchment area: Wrexham and 15 miles around.

Referrals: Referrals are made through nursing staff working in cancer services. We also suggest cancer patients contact our telephone advice line open daily during office hours (01978 298255) this is a public advice line and we will take people on as full referrals from this if more in depth work is needed.

Service available: 7am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Thursday;
9am–4.30pm, Fridays.

Macmillan Welfare Rights Service

Powys County Council, Social Services Department,
Robert Owen House, Park Lane, Newtown, Powys,
SY16 1EN

Contact: Sian Hopwood

Tel: 01686 617700

Fax: 01686 617726

Email: sian.hopwood@powys.gov.uk

This service provides welfare benefits advice and help for people using cancer services. The staff visit people in their homes but also provide telephone advice and see people in hospital and the hospice, including representation at appeals.

Catchment area: Powys.

Referrals: Referrals can be made through nursing staff working in cancer services. We do take self referrals from cancer patients and their carers.

Service available: 8.30am–4.45pm, Monday–Friday.

Office hours: 8.30am–4.45pm, Monday–Thursday;
8.30am–4.15pm, Friday.

Macmillan Welfare Rights Service

Rhondda Cynon Taf C.B.C. Taff Ely Principal Office,
Courthouse Street, Pontypridd, Rhondda Cynon Taff,
CF37 1LJ

Contact: Hilary Rowlands, Macmillan Welfare
Benefit Adviser

Tel: 01443 484055

Email: Hilary.M.Rowlands@rhondda-cynon-taff.gov.uk

The service provides advice and assistance to terminal/palliative patients and their families and carers on the full range of both means tested and non means tested benefits, including disability living allowance, attendance allowance, carers allowance, incapacity benefit, income support, housing benefit, council tax benefit, working tax credit, pension credit, social fund and bereavement benefits. We assist with form filling, revisions and appeals and may be able to represent at tribunals. The service also offers general advice in all other subject areas and can refer to other specialists where appropriate.

Catchment area: Rhondda Valley, Cynon Valley and Taff Ely

Referrals: Referrals are via Health Professionals or other appropriate support workers and restricted to terminal/palliative patients only.

Service available: 9.30am–4pm, Monday–Friday via office telephone please.

Office hours: 9.30am–5pm, Monday–Friday.

National financial help services

Welfare Rights Team

Contact: Kay Nichols, Macmillan Welfare Rights
Team Manager

The Waterfront, Salts Mill Road, Shipley, West Yorkshire,
BD17 7EZ

Tel: 01274 717316 (Admin Line)

Freephone: 0808 808 00 00

The state benefits system can seem complicated and confusing, which means that many people affected by cancer are not claiming all the financial help they are entitled to. Macmillan Support Line provides emotional, clinical and financial support and information to people affected by cancer through their three integrated teams of which one is the Welfare Rights Team. The Macmillan

Welfare Rights Team provides a national telephone advice service for people with cancer, their family and carers who need help to access benefits and other kinds of financial support. The welfare rights advisers can check exactly what the client is entitled to claim, and help to fill in the necessary forms and make a claim. The helpline offers a casework service and can negotiate with statutory organisations on behalf of customers.

Catchment area: UK.

Referrals: The public and professionals can contact the service directly.

Service available: 9am–8pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan Grants

What they are?

These are one-off payments for adults, young people, or children with cancer to cover a wide range of practical needs. This includes things such as additional heating bills, extra clothing, a much needed break or other cancer related costs.

If you would like further guidance on the service, or a supply of application forms, contact the Macmillan caseworker for your region:

Wales and Northern Ireland

Christina Lane on 020 7091 2442

Scotland and English Border Counties

Ann Fanning on 020 7840 7873

England – Midlands

Rekha Bharania on 020 7840 7872

England – Yorkshire, Lancashire and Manchester

Indra Clark on 020 7840 7870

London and Southern England

Jenny Curley on 020 7840 7871

East of England and Tyne Tees

Jo Sims on 020 7840 7833

England – West Country, Welsh Borders and Merseyside

Rose Atkinson – 020 7840 7874

For further information, contact the lead caseworker, Tina Barnes, on 020 7091 2476 or the service manager Rolf Millican, on 020 7840 7879.

You can get in touch with the team by email, macmillangrants@macmillan.org.uk if you prefer.

For information about qualifying financial limits and the application process please see:

www.macmillan.org.uk/HowWeCanHelp/FinancialSupport/MacmillanGrants.aspx

Financial Support Information Online

For information about financial support and advice available from Macmillan please see:

www.macmillan.org.uk/HowWeCanHelp/FinancialSupport/FinancialSupport.aspx

Financial Support Publications

Macmillan's Help with the cost of cancer is a guide to benefits and financial help for people affected by cancer. It is available in two versions – one for England, Scotland and Wales, and one for Northern Ireland.

You can download or order a copy online at

www.macmillan.org.uk/HowWeCanHelp/FinancialSupport/FinancialSupport.aspx

or call freephone (9am–8pm, Monday–Friday) 0800 500 800

Emotional and practical support

Carers services

Macmillan's carers services provide support to unpaid carers looking after someone affected by cancer. This support includes practical help, information and signposting to other services and emotional support. Some services provide support in the home, such as respite care and night sitting.

Central and South West England

Hospice at Home Team

Cynthia Spencer Hospice, Manfield Campus, Kettering Road, Northampton, NN3 6NP

Contact: Tish Knott

Tel: 01604 678051

Fax: 01604 678074

Email: jayne.adamson@nhft.nhs.uk

The Hospice at Home service provides quality End of Life Care to patients wishing to be cared for and die in their own home. The service also provides support to their family or carers.

Catchment area: Northamptonshire.

Service available: 24-hour service.

Office hours: 8.30am–4.30pm.

East Midlands and Northern England

Barnsley Marie Curie Supportive Care Service

South West Yorkshire Partnership Foundation Trust, Birdwell Clinic, Sheffield Road, Birdwell, Barnsley, S70 5TF

Contact: Jayne Jeavons, Coordinator

Tel: 01226 433591

Fax: 01226 743808

Email: jayne.jeavons@swyt.nhs.uk

A Barnsley service providing practical, emotional and physical support for patients and carers in their own homes who have cancer or another life threatening illness. We provide care dependent on the needs of the patient/family, which can consist of daytime, evening care and over-night stays. The service works alongside and compliments existing services, district nurse and social services.

Catchment area: Barnsley Metropolitan.

Referrals: Referrals are accepted from district nurses and palliative care teams both hospital and community and hospice.

Service available: Flexible from a few hours, weekdays, weekends and overnight stays.

Office hours: 9am–5pm, Monday–Thursday; 9am–4pm, Friday 01226 433211. On call mobile at weekend and bank holidays.

Crossroads Macmillan Palliative Care Service

Crossroads Care Cheshire East Overton House, West Street, Congleton, Cheshire, CW12 1JY

Contact: Clare Preston

Tel: 01260 292850

Fax: 01260 292851

Email: help@crossroadsce.org.uk

Website: www.crossroadsce.org.uk

Crossroads Care Cheshire East, Manchester and Tameside provides practical support where and when it is most needed – usually in the home. A trained carer support worker will take over from the carer to give them time to be themselves. The service is flexible and responsive to people with care needs and their carers 24-hours a day. It can be offered on an occasional basis, for a few hours or longer periods, during the daytime, evening or overnight.

Catchment area: Crossroads Care provides a palliative care service within the Cheshire East Area

Service available: 24-hour service.

Office hours: 9am–5pm, Monday–Thursday;
9am–4.30pm, Fridays.

Macmillan Care

Calderdale Care Scheme, Rimani House, 14–16 Hall Street, Halifax, HX1 5BD

Contact: Karen Arnold, Charity Manager

Tel: 01422 364455

Email: karen@calderdalecarescheme.co.uk

Website: calderdalecarescheme.co.uk

A service for carers and families to help relieve stress by providing practical, social and psychological support in the home. The service aims to prevent carer breakdown and unplanned hospital admissions.

Catchment area: Calderdale.

Referrals: Referrals are made via hospices, social workers, district nurses, GPs, family.

Service available: 24-hour service.

Office hours: 9am–5pm, and out of hours on call.

Macmillan Carer Scheme

Northumberland Care Trust, Community Support Office, Seaton Park Medical Group, Nursery Park Road, Ashington, NE63 0HP

Contact: Robert Willers

Tel: 01670 394464

Fax: 01670 394501

Email: robert.willers@nct.nhs.uk

This service provides quality palliative care that can be offered to cover sudden deterioration, a crisis at home, or when a patient is at the end stage of their illness. Care will be provided by trained support workers, who work in partnership with district nurse teams, offering emotional, practical and physical support to patients and their families.

Catchment area: North & South East of the County.

Referrals: Referrals can be made by professionals, by telephone, fax, referral form. We do not take self referrals.

Service available: 24 hour service every day of the week.

Office hours: 9am–5pm.

Macmillan Carers Service

North Notts Crossroads, Intake Business Centre, Kirkland Avenue, Mansfield, Notts, NG18 5QP

Contact: Tina Richardson

Tel: 01623 658535

Fax: 01623 429206

Email: trichardson.nncrossroads@ntlbusiness.com

A flexible service to support carers in their own home or accompany on hospital visits to provide emotional practical support to give the carer a break.

Catchment area: Area covered Ashfield/Mansfield/Newark and Sherwood.

Referrals: We have an open referral system and referrals are made either by phone, email or fax referral form.

Service available: Seven days a week 7am–10pm with possibility of overnight support.

Office hours: 9am–5pm, Monday–Thursday;

9am–4.30pm, Friday.

Specialist Macmillan Services

Palmer Business Centre, 1 Palmer Road, South West Industrial Estate Peterlee, Co. Durham, SR8 2HU

Contact: Sue Taylor, Macmillan Carer Manager

Tel: 0191 5862426

Fax: 0191 5868750

Email: sue.taylor3@nhs.net

This service enables patients to remain at home if they wish during their illness and at the end of their life. It provides quality time, care, and emotional support in the patients' home. Collaborative working with the District Nursing Team and specialist nurses including the Discharge Macmillan Nurses from local hospitals allows patients and carers to receive additional support in the last weeks of life, enabling patients to have a choice in their preferred place of care.

Catchment area: Sedgfield, Durham and Chester le Street and Durham and Dales

Referrals: Referrals are made via the district nurses.

Service available: Seven days a week.

Macmillan Carers Support Scheme

1st Floor Office, 82 Princes Avenue, Hull, HU5 3QJ

Contact: Clare Smith, Team Leader

Tel: 01482 475265 or 01482 476300

Fax: 01482 443607

Email: carerssupport@hchfh.org.uk

The scheme relies on trained volunteers supporting carers in their own home including shopping, patient sitting service, transport, accessing welfare benefits and assisting with jobs around the house.

Catchment area: Carer/cared for person resident within the boundaries of Kingston upon Hull.

Referrals: Referrals are made via Macmillan nurses, district nurses, social services, self referrals, community projects workers.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan Carers Assessment Worker

Carers Connect, 23 Sixfield Close, Lincoln LN6 0EJ

Contact: Jenny Gammon, Project Manager

Tel: 01522 812830

Fax: 01522 515863

Email: info@carersconnect.net

This is a service offered to unpaid carers in Lincolnshire to access a Carers Needs Assessment. This is to assess

not how the carer is caring, but what support is in place for the carer. Through the assessment there will be a support plan built up with the carer which may result in benefits advice, training opportunities, access to support groups, free information and advice and emotional and practical support. The service offers free and impartial advice. The service is delivered through home visits or in a community or healthcare setting.

Catchment area: The service is available to anyone living with cancer, their carers and families who live or receive treatment within Lincolnshire.

Referrals: Referrals may be accepted from any source – individuals may make direct contact for themselves or family member. Formal referrals can be made by any organisation working with person eg Macmillan nurses, GP's, healthcare professionals, carers services.

Service available: 8.30am–4pm, Monday–Friday (except bank holidays) 24 hour answerphone

Office hours: 8.30am–4pm, Monday–Friday

Macmillan Carers Team

Hartlepool PCT, Phoenix Centre, Locality Team North, Millpool Close, Hartlepool, TS24 0TB

Contact: Karen Smith, Clinical Lead Carers Team; Jill Lancaster, Team Clerk

Tel: 01429 851793 (Karen and Jill)

Fax: 01429 236150

Email: karen.smith16@nhs.net

The team is comprised of a coordinator, healthcare assistants, physiotherapist and an occupational therapist. All care provided is under the directions of the district nurse who is the care manager. The Macmillan healthcare assistants are able to support the district nurse in the provision of palliative care providing practical, physical and emotional support. This allows patients and carers to receive additional support and respite in the last weeks of life, enabling patients to have a choice in their preferred place of care. The physiotherapist and occupational therapist provide a specialist assessment to patients in their own home maintaining functional skills, providing specific equipment and help to maintain optimum quality of life.

Catchment area: Hartlepool.

Service available: 8.30am–10pm, seven days a week (flexibility where required with stating time). Some overnight sitting service available.

Office hours: 8am–5pm, Monday–Friday.

Macmillan Palliative Care Support Service

St Leonard's Hospice, 185 Tadcaster Road, York, YO24 1GL

Contact: Liz Allen, Coordinator

Tel: 01904 724474

Fax: 01904 777049

Email: Liz.Allen@nyypct.nhs.uk

The Macmillan palliative care support service offers support for people at home with palliative care needs and those who care for them. Referrals are accepted from district nurses and palliative care teams. The service can provide: listening and emotional support; overnight or daytime care allowing the main carer to take a break; provision of personal care tasks and assisting with mobilising and moving and handling. The carers work closely with the district nursing teams and a care plan must be in place.

Catchment area: Selby and York Primary Care Trust and registered with a GP within the area.

Referrals: Referrals are accepted from district nurses and the palliative care team. We do not take self referrals.

Service available: Flexible 24-hour service. Each shift is a minimum of four hours.

Office hours: 8.30am–4pm, Monday–Friday.

Rotherham Hospice Supporting Carers

Rotherham Hospice at Home Service, Rotherham Hospice, Broom Road, Broom, Rotherham, South Yorkshire, S60 2SW

Contact: Louise Evans, Service Manager

Tel: 01709 308923

Fax: 01709 371702

Email: louise.evans@rotherham.nhs.uk

The Rotherham Hospice Supporting Carers Scheme is part of the Hospice at Home Service and provides palliative care and support to patients, carers and their families living in the Rotherham community. The Hospice employs six additional generic support workers to help support people further at home throughout their disease trajectory from diagnosis to end of life care and beyond bereavement. Based at the hospice the service is part of specialist palliative care service. Trained nurse manager and staff nurse to co-ordinate, assess and offer advice in close liaison with the key worker/district nurse. Additionally, Macmillan as part of the ongoing development for Hospice at Home/Specialist Palliative Care have recently funded a full time occupational therapist and physiotherapist to increase capacity out in the community and extend the skills of the Hospice's generic support workers. A Macmillan equalities link worker is aimed at improving equality for BME, learning disability and mental health groups with palliative and end of life care needs.

Catchment area: Rotherham community.

Referrals: Referrals are accepted from district nurse, GP, community matrons, specialist palliative care team (acute and primary care), specialist nurses, fast response team either by telephone/fax/written format.

Service available: 24 hours service day and night – clinical support staff.

Day: trained nurse 9am–5pm (excluding bank holiday).

Night: trained nurse seven days a week 10pm–7am.

Office hours: 9am–5pm, Monday–Friday (excluding bank holidays).

Crossroads Care Gateshead

The Old School, Smailes Lane, Highfield, Rowlands Gill, Tyne and Wear, NE39 2DB

Contact: Lynn Readman, Young Carers Manager

Tel: 01207 549780

Fax: 01207 549794

Email: lynnreadman@gatesheadcrossroads.org.uk

The service provides support for young carers in families with a diagnosis of cancer. It supports young people aged 8 to 18 years who have caring responsibilities for a family member.

Catchment area: Gateshead, Tyne and Wear.

Referrals: Young carers can self refer or referrals can be made by any professional involved with the family.

Service available: When required; weekdays, weekends, and can provide overnight stays.

Office hours: 9am–5pm, Monday–Friday.

North Tyneside Primary Care Trust

Macmillan Community Nursing Support Team, Shiremoor Resource Centre, Earsdon Road, Shiremoor, Newcastle upon Tyne, NE27 0HJ

Contact: Diane Forster, Team Leader; Donna Pemberton, Susan McAllister, Administrators

Tel: 0191 297 9037

Fax: 0191 297 9022

Email: donna.pemberton@northtyneside-pct.nhs.uk

The team is comprised of a team leader, health care assistants and two administrators. The health care assistants, known as Macmillan carers, are able to support the district nurse teams within North Tyneside in the provision of palliative care providing practical, physical and emotional support. This allows patients and carers to receive additional support and respite in the last few months, weeks, days of life enabling patients to have choice in their preferred place of care. The service can be offered to support patients and relatives on an occasional basis for a few hours or longer periods during the day time, evening or overnight. The service can be accessed by district nurses seven days a week.

Catchment area: North Tyneside.

Referrals: Referrals are made via the district nurses. We do not take self referrals.

Service available: 8am–10pm overnight care is provided by Marie Curie but is co-ordinated through the office of the Macmillan community nursing support team.

Office hours: 8.30am–4.30pm, Monday–Friday. Care can be accessed out of these times through the district nursing service.

South Tyneside Macmillan Young Carers Service

1 Beach Road, South Shields, Tyne and Wear NE33 2QA

Contact: Karen Ahmed, Project Co-ordinator

Tel: 0191 4543346

Fax: 0191 4545987

Email: karenahmed@southtynesideyoungcarers.org.uk or info@southtynesideyoungcarers.org.uk

The service provides respite and support to young carers and their families. This includes recreational support, one to one support, small group work and family support. The service provides advocacy, mentoring, befriending, giving advice and providing education. We provide emotional and bereavement support. We provide comprehensive awareness raising across the Borough of South Tyneside, delivering a specific programme to all Primary and Secondary Schools. We also deliver awareness raising to relevant healthcare and social care professionals in a bid to identify “hidden” young carers and to increase support for young carers and their families.

The service is delivered on site at Beach Road, within young carers’ homes, within all schools in the Borough through awareness raising and through face to face sessions with young carers at regular drop-in sessions at school. The service also provides respite to young carers within all school term holidays offering off site activities including residential short breaks.

Catchment area: South Tyneside

Referrals: Health Care Professionals, Educational staff, ie teachers, school mentors, Social care professionals, voluntary organisations, direct referrals from individuals or from family members. Self referrals are accepted from the wider public.

Service available: 8.30am–4.30pm, Monday; 8.30am–4.30pm, Tuesday; 8.30–6.30pm, Wednesday; 8.30–8.30pm, Thursday; 8.30–4pm, Friday

Office hours: 8.45am–4.30pm, Monday–Friday.

Young Carers Service

Crossroads Care Gateshead, The Old School, Smailes Lane, Highfield, Rowlands Gill, Tyne and Wear, NE39 2DB

Contact: Lynn Readman, Young Carers Manager

Tel: 01207 549780

Fax: 01207 549794

Email: lynnreadman@gatesheadcrossroads.org.uk

The service provides a specific service for young carers in families with a diagnosis of cancer, in partnership with Macmillan Cancer Support. It supports young people aged 8 to 18 years who have caring responsibilities for a family member.

Catchment area: Gateshead, Tyne and Wear.

Referrals: Young carers can self refer or referrals can be made by any professional involved with the family.

Service available: When required; weekdays, weekends, and can provide overnight stays.

Office hours: 9am–5pm, Monday–Friday.

London, Anglia and South Eastern Region

Crossroads Care East Kent Macmillan Palliative Care Service

16 Reculver Road, Beltinge, Kent CT6 6LE

Contact: Lorraine Williamson, Chief Executive Officer

Tel: 0845 0956700

Email: eastkent@crossroads.org.uk

The Crossroads Macmillan palliative care service has been set up to provide carer support in people's homes. This support involves taking over the caring role from the carer as required in order to let them have some rest, recuperation or enable them to carry out their own day to day tasks. Trained carer support workers carry out all practical or personal care tasks for a person with care needs and provide information, a listening ear and support for carers. Carer support workers will also be able to offer some bereavement support.

Catchment area: The service is currently provided only in the East Kent area, we hope to be able to extend the service to the South East Kent area soon.

Referrals: Anyone can make a referral to the scheme.

Service available: The new service will be available as and when required. Each referral will be individually assessed in order to provide the service when it is most needed. It is a flexible service tailored to carers needs.

Office hours: 9.30am–4.30pm, Monday–Friday.

Macmillan Family Support

Coldharbour Road, Northfleet, Kent DA11 7HQ

Contact: Sally Riddle

Tel: 01474 320007

Fax: 01474 564018

Email: sally.riddle@ellenorlions.org

I am based at the Hospice in Northfleet. I support our In Patient Unit and Day Therapy patients. I offer support with financial, emotional, psychosocial problems that patients or their relatives may have. I am at the Hospice 9–5pm five days a week. This gives continuity to my work and allows me to build up relationships with people. My work is mainly carried out face to face but obviously some telephone work is necessary. I work with the Macmillan Palliative Social Worker and we support each other with our caseload.

Catchment area: DA1 DA11 DA12 BR8

Referrals: Can only be accepted from Professionals using the Hospice computer system. Self referrals are not accepted.

Service available: 9am–5pm, Monday–Friday

Office hours: 9am–5pm, Monday–Friday

Macmillan Carers Support Scheme

Redbridge Crossroads, 106 Charter Avenue, Newbury Park, Ilford, Essex, IG2 7AD

Contact: Eluned Santos

Tel: 020 8518 4090

Fax: 020 8554 0790

Email: eluned@redbridgecrossroads.com

The service provides respite care at home to carers who are caring for someone in the later stages of their illness. We can offer around ten hours per week of respite to enable the carer to have a break.

Catchment area: London Borough of Redbridge.

Referrals: Referrals are made directly to the office by local Macmillan nurse team, community nurses, GP's in NHS Redbridge catchment area.

Service available: 7am–11pm, seven days a week.

Office hours: 9am–4.30pm, Monday–Friday and an answerphone or out of hours number otherwise.

Macmillan Night Carers Scheme

Building Two Spencer Close, St Margaret's Hospital, The Plain, Epping, Essex, CM16 6TN

Contact: Joanne Reay, Service Development Manager (Carers & Cancer)

Tel: 01992 566131 Ex 1439 or 07825735243

Fax: 01992 566133

Email: joanne.reay@westessexpct.nhs.uk or joanne.reay@nhs.net

The night carers scheme offers a service for people living and registered in Harlow, Epping Forest & Uttlesford. It focuses on palliative care patients in their last three months of life who need carer support at night to enable them to stay in their own home, if that is the choice of the patient and their carer(s). A professional carer will support the patient and their carer from 10pm at night until 7am the following morning.

Catchment area: Patients who are registered with a West Essex GP practice.

Referrals: Referrals can be made by health professionals by phone, fax, via referral form.

Service available: Seven days a week 10pm through to 7am overnight – nine hour shifts.

Office hours: 9am–5pm, Monday–Friday

Macmillan Palliative Care Service

Crossroads Care West Kent, Unit 1A, Mereworth Business Centre, Danns Lane, Watlington, Maidstone, Kent, ME18 5LW

Contact: Sharon Neville, Hayley Last

Tel: 01622 817114

Email: sharon.neville@crossroadswestkent.org.uk

This service offers practical and emotional support to carers of people receiving palliative care by providing trained care support staff to enable carers to take a break. Our staff can carry out all practical and personal care tasks and provide information and a listening ear for carers. Care support staff will also be able to offer some bereavement support.

Catchment area: Maidstone and Weald PCT area, plus Wrotham, Borough Green.

Referrals: Referrals can be made by anyone, from self referrals to professionals.

Service available: Flexible including nights.

Office hours: 9am–5pm.

Macmillan Palliative Care Service

Crossroads Care West London, 82 New Heston Road, Heston, Middlesex, TW5 0LJ

Contact: Val Domett, Crossroads Macmillan Care Services Manager

Tel: 0208 572 8834

Fax: 0203 118 7130

Email: val.domett@crossroadscarewestlondon.org

This service offers carer support for anyone looking after someone with a life-threatening illness. The care support worker will take over the caring role for three hours or more, to relieve the carer. The service is flexible and arranged to meet the needs of carer and cared for.

Catchment area: London Borough of Hounslow.

Referrals: Self referrals and referrals from professionals by fax, telephone, email or letter.

Service available: 8am–10pm, Monday–Sunday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan Support & Outreach Worker

The Carers Centre For Brighton & Hove, Community Base, 18 Bedford Place, Brighton, BN1 2PT

Contact: Sara Padhiar-Tutton and Liz Gough

Tel: 01273 746222

Fax: 01273 234046

Email: sara.padhiartutton@thecarerscentre.org or

liz.gough@thecarerscentre.org

We are an independent organisation that works with and for carers living in Brighton & Hove. We offer a free and confidential service providing information about local services. Help with accessing benefits, emotional support and support groups. We publish a magazine and fact sheets. The Macmillan service aims to support hard to reach groups of carers of people affected by cancer, and other life limiting illnesses.

Catchment area: Brighton and Hove.

Referrals: Anyone can refer to our service by letter, phone, fax, email and referral form.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Crossroads Care Croydon Palliative Respite Service

410 Brighton Road, South Croydon, Surrey, CR2 6AN

Contact: Andrea Watson, Care Supervisor and Macmillan Liaison Officer

Tel: 020 8688 4499

Fax: 020 8681 6611

Email: Andrea@croydoncrossroads.org.uk

The Crossroads Palliative Respite Service provides individually tailored compassionate support for carers, to enable the person with palliative care needs to remain in their own home for as long as possible. A fully trained Care Support Worker will take over the caring tasks enabling the carer to have a much needed break. We work closely with carers, healthcare professionals and district nurses to ensure that all the client's needs are met. The service can provide practical and emotional support and regular breaks during the day or evening.

Catchment area: The service is for carers who are caring for a person living in the Borough of Croydon

Referrals: By healthcare professionals, CNS's and Social workers. Carers can also make self referrals. Referral forms can be faxed or emailed.

Service available: 8am–10pm Monday–Sunday.

Office hours: 9am–5pm, Monday–Friday

Scotland

Macmillan Carers Service

Department of Social Work & Health, 6–14 Bridge Street, Dumbarton, G82 1NT

Contact: Shona Brown and Catherine Barry, Macmillan Carers Organisers

Tel: 01389 608010/01389 608128

Fax: 01389 608344

Email: catherine.barry@west-dunbarton.gov.uk

The Macmillan carers service is provided to clients affected by cancer enabling them to remain at home throughout their cancer journey and is mainly delivered in the client's home. It aims to provide a flexible carers service which is complementary, adds value to existing services and does not substitute services currently available or already provided. The service offers clients and carers a range of support which includes physical, practical, emotional and social care. It tends to relieve the pressure on the individual, carer or family by providing a trained care worker for support in times of need.

Catchment area: West Dunbartonshire Council and the Helensburgh & Lomond Locality of Argyll and Bute CHP.

Referrals: Referrals are made directly to the service from a variety of sources eg client, family, GP's, district nurses, social workers and home help organisers.

Service available: 8am–10pm.

Office hours: 8.45am–4.45pm, Monday–Thursday;
8.45am–3.55pm, Fridays.

Macmillan Crossroads Carers Project

Crossroads Caring Scotland Glasgow West and South, Unit 5D Millennium Court, 5 Burns Street, Glasgow, G4 9SA

Contact: Jean Hodge

Tel: 0141 3529760

Fax: 0141 3529760

Email: crossroads.ws@btconnect.com

Trained staff provide help to meet the needs of someone living with cancer. They provide assistance with practical tasks, respite for carers, and help with personal care.

Catchment area: Maryhill, Summerston, Milton, Possilpark, Springburn, Drumchapel, Anderston, Patrick, Anniesland, Scoutstoun, Knightswood, Yoker.

Referrals: Referrals are made via the health board, social workers, self referral, and carer centres.

Service available: 24-hour service.

Office hours: 9am–5pm: out of hours answer machine.

Macmillan Crossroads Carers Project

Crossroads Lewis, Grianan, Westview Terrace, Stornoway Isle of Lewis, HS1 2LD

Contact: Nicky Cowsill, Crossroads Manager

Tel: 01851 705422

Fax: 01851 705422

Email: crossroads.lewis1@btinternet.com

The scheme offers practical help and support to anyone with a palliative condition including people with cancer and to their carers. The service is generally delivered in the home, is flexible to meet individual needs and may involve outside activities such as accompanying clients to hospital appointments.

Catchment area: Isle of Lewis.

Service available: 24-hour service.

Office hours: 9am–1pm (out of hours answer machine).

Macmillan/Crossroads Mid Argyll, Kintyre, Islay and Jura

Crossroads Caring Scotland, Dalriada and The Isles, Community Health Department, NHS Headquarters, Blarbuie Road, Lochgilphead, PA31 8LE

Contact: Collette Durnan, Service Manager

Tel: 01546 603082 mobile 07876 025873

Fax: 01546 603082

Email: dalraida@crossroads-scotland.co.uk

This service is available to all people who suffer from cancer. It offers personal care, respite support to give the carer a break, emotional support at times for both carer(s) and individual clients, and a listening ear. The service also provides assistance with childcare arrangements eg school run, accompanying the child to clubs and outdoor activities, social stimulation, accompanying and supporting the client throughout the treatment period on the islands, and household tasks such as shopping.

Catchment area: Mid Argyll, Kintyre, Islay and Jura

Referrals: Referrals are made from local Macmillan nurses, community nurses, social workers, general practitioners or people can self refer.

Service available: Flexible

Office hours: 9am–2pm, Monday–Friday (out of hours answer machine).

Wales

Carers Advice & Support Service

The Princess Royal Trust For Carers, The Carers Centre, Victoria House, 250 Cowbridge Road East, Canton, Cardiff, CF5 1GZ

Contact: Sheala Edwards

Tel: 02920 221421

Email: Sheala.Edwards@cvacarers.co.uk

The aim of the service is to provide carer support to people who are providing substantial and regular care to a person who is affected by cancer, and to offer support throughout the cancer experience. This involves providing information, guidance and advice together with emotional support in the form of a professional counselling. The service is available during office hours both on office premises and by visits made to clients home.

Catchment area: Cardiff & The Vale of Glamorgan in South Wales.

Referrals: Referrals can be made by social services, voluntary organisations, GP's, hospitals, medical professionals, palliative care teams, hospices, members of the public together with self-referrals and other sources that might be identified from time to time. Referrals can be made in any format, either by phone, fax, email, letter, referral form.

Service available: 8am–4pm, Monday–Friday.

Office hours: 8am–4pm, Monday–Friday.

Macmillan Family Information and Support

Bridgend Carers Centre, 87 Park Street Bridgend, Mid Glamorgan, CF31 4AZ

Contact: Paula Hall

Tel: 01656 658479

Fax: 01656 659498

Email: macmillansupport@bridgendcarers.co.uk

The service offers free, confidential support and information for people, carers and their families who are living with cancer. The service is delivered through one to one, group and home visits. We are able to access Macmillan grants and other charitable grants. We enable people to receive appropriate information

at critical times including bereavement and empower them to make informed choices, whilst maintaining their own health. We also deliver an outreach service in the Princess of Wales Hospital on a monthly basis.

Catchment area: Bridgend County Borough.

Referrals: Referrals are open to all patients and carers and the service accepts self referrals by phone, face to face, fax, letters or email.

Service available: 9am –5pm, Monday–Friday, 35 hours a week.

Office hours: 9am–5pm, Monday–Friday.

Crossroads Macmillan Respite Care

Crossroads Mid & West Wales, 2 Wheat Street, Powys, Wales, LD3 7DG

Contact: June Jones

Tel: 01874 610900

Fax: 01874 610900

Email: june.jones@crossroadsmww.org.uk

The aim of the service is to provide a carer support service to people who are providing substantial and regular care to a person affected by cancer, and to offer support throughout the cancer experience. This includes providing information and advice, practical support, emotional support and enabling the unpaid carer to take a break by providing a trained Crossroads carer support worker to go into the home to share the caring role. In exceptional circumstance, a person diagnosed with cancer living alone, who has no support from an unpaid carer, may be eligible to benefit from the service.

Catchment area: The service is available throughout the county of Powys.

Referrals: Macmillan community nursing team, district nursing teams, palliative care nursing team, social services, GPs and hospices, together with self referrals and such other sources as might be identified from time to time.

Service available: The service is provided as required, based on an assessment of the individual need and at times and for durations consistent with individual needs, subject to availability of the resources.

Office hours: Normal office hours are 9am–5pm, Monday–Friday with an 'out of hours' emergency telephone contact available.

Befriending services

Macmillan's befriending services offer emotional, social or practical support by matching a trained befriender to someone affected by cancer. This can be either a carer, patient or relative of someone with cancer. Visits can take place at the person's home, or another appropriate setting such as a hospital or hospice.

Central and South West England

Bridges Support Service

Murray Hall Community Trust, SGS House, Penthouse Suite, Johns Lane, Tividale, Oldbury, West Midlands, B69 3HX

Contact: Manjula Patel

Tel: 0121 6122939

Fax: 0121 6122934

Email: Bridges.support@nhs.net

The overall aim of the Bridges is to provide supportive care to people living with cancer and palliative care needs.

Catchment area: Patients registered with a Sandwell PCT GP or Heart of Birmingham PCT GP. Patients with palliative care needs registered with a Birmingham East and North NHS GP.

Referrals: Self referrals or referrals to Bridges Support Service.

Office hours: 9am–5pm, Monday–Thursday; 9am–4.30pm, Friday.

The Oxfordshire Befriending Network

c/o Age UK Oxfordshire, St Edmund House, 39 West Saint Helen Street, Abingdon, Oxfordshire OX14 5BT

Contact: Marie Kerr-Harnott, Administrator or Sue Westwood, Manager

Tel: 01865 791781

Email: enquiries@oxonbefriending.net

Provides a one-to-one befriending service for people living in Oxfordshire with life-threatening and terminal illnesses,

Catchment area: Oxfordshire (some service in surrounding counties).

Service available: Daytime, evenings and weekends – as arranged between service user and volunteer.

Office hours: irregular as all staff work part-time

East Midlands and Northern England

Coping With Cancer

Helen Webb House, 35 Westleigh Road, Leicester, LE3 0HH

Contact: Usha Sidhpara, Minority Communities Development Coordinator

Tel: 0116 2230055

Fax: 0116 2230062

Email: minoritycommunities@c-w-c.org.uk

The Coping with Cancer befriending service provides practical and emotional support to cancer patients and their carers within their own homes. It offers someone to listen, help with shopping and hospital visits, and accompany people on outings, alleviating for many the feeling of loneliness and isolation.

Referrals: Self referral, healthcare professionals, friends, family, social workers.

Service available: 8.30am–4.30pm.

Office hours: 8.30am–4.30pm.

Sunderland Macmillan Befriending Service

Sunderland Royal Hospital, Kayll Road, Main Entrance B Floor, Sunderland, SR4 7TP

Contact: Mandy Humes (Macmillan Befriending Volunteer Co-ordinator)

Tel mobile 07804 905579 or 0191 5410122

(Monday–Wednesday), 0191 514 1131 (Thursday–Friday)

Email: Amanda.humes@chsft.nhs.uk (Monday–Wednesday); mandyhumes@ageuksunderland.org.uk (Thursday–Friday).

The Befriending Service provides support to Adults who are living with cancer within the Sunderland area (the person, the carer or family member). The service will be supportive and confidential and offered through visiting which will take place either within Sunderland Royal Hospital/Community Venue or the person's home. Through befriending it will provide an opportunity for the person to receive support (emotionally and practically) throughout their cancer journey.

Referrals: Self, Family and Health & Social Care Professionals.

Available: Monday–Friday, 9am–5pm (within office hours)

Macmillan & Lifespan Befriending Service

Lifespan, Minsteracres, Consett, County Durham,
DH8 9RT

Contact: Joan Robson

Tel: 01434 673777

Email: support@lifespanteam.org.uk

The service offers befriending and supportive care to those with life-threatening illness and their carers. It provides support to patients and carers to retain their independence and wellbeing at whatever stage of the cancer journey they may be. The service will be peripatetic and will provide support to people in their own home, nursing home or acute settings across certain areas of Northumberland and County Durham.

Referrals: The service can be accessed via self referral or health professional within acute and community services with the client's permission.

Catchment area: South Northumberland and South Durham (two separate services).

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

London, Anglia and South Eastern Region

Macmillan Home Visiting Service – Befriending

Cherry Lodge Cancer Care, 23 Union Street, Barnet, Herts, EN5 4HY

Contact: Sue Rose

Tel: 020 8441 7000

Fax: 020 8440 3240

Email: sue@cherrylodgescancer.org.uk

This service provides emotional and practical support to people with cancer through befriending. Befrienders, who are trained volunteers, visit and provide companionship to the person with cancer, usually once a week for an hour or so according to the befriender's stated availability and the need of the befriended. The befriender will provide complementary support such as social visiting, simple tasks, simple advocacy and respite for carers. This may include accompanying someone to hospital, paying bills or providing a listening ear. Visits may be at the person's home or in hospital or a hospice.

Catchment area: North London and South Hertfordshire.

Referrals: The service takes self referrals, and referrals are also made by GPs, social work teams, housing support, hospices, health and social care professionals, Macmillan nurses and hospital professionals. Referrals can be made either by telephone, fax or email. Referral forms are available.

Service available: Daytime, seven days a week.

Office hours: 9am–5pm.

St John's Macmillan Befriending Service

St John's Hospice, 60 Grove End Road, London,
NW8 9NH

Contact: Sophie McEwen

Tel: 020 7806 4049

Fax: 020 7806 4041

Email: sophie.mcewen@hje.org.uk

The St John's Macmillan Befriending Service aims to provide support to people with long-term non-curative illnesses who are still able to live in the community by matching volunteers with people who want to be visited in their homes, or want company to undertake activities with. The activities requested by clients may include, for example, visiting galleries or going to a film or a concert. The befriending volunteer will make a regular appointment with their client to meet, preferably once a week, and will agree what they wish to do in the time they spend together. The befrienders are mentored and supported by the volunteer co-ordinator at St John's Hospice.

Catchment area: St John's Hospice's catchment area includes Westminster, Brent, Camden, parts of Islington and parts of Kensington and Chelsea and our Befriending Service covers the same area.

Referrals: Referrals can be made by professionals by referral form (both internal and external forms available on request).

Service available: The service is flexible and volunteers and their clients are encouraged to meet when it is most convenient for each of them. Volunteers are asked to visit their clients once a week for about three hours but it is left up to them to arrange the best times.

Office hours: 10am–5.30pm, Monday–Friday.

West Essex Macmillan Information Support Service

West Essex Macmillan Information and Support Services,
1st Floor, Addison House, Hamstel Road, Harlow, Essex,
CM20 1DS

Contact: Mary Hanbury, Macmillan Cancer Information & Support Manager

Tel: 01279 698673

Email: cancerinformationservice@westessexpct.nhs.uk

Website: www.westessexcancerinformation.nhs.uk

As well as offering information on all aspects of living with cancer, this service offers home visits to discuss people's needs. It offers practical support and volunteer befrienders to people living with cancer and their carers, and provides details of other local and national support agencies.

Referrals: Referrals are made by telephone, email or letter by patients, carers, health professionals and family members.

Social workers

Macmillan social workers work with people affected by cancer, providing psychological and emotional support, and advice and help to access practical and financial support. Services can include assessment of needs, arranging care packages, hospital discharge planning, and liaison with other service providers. The service is provided in various settings including hospitals, hospices and the client's home.

Central and South West England

East Berks Macmillan Specialist Palliative Care Team – Children and Families Social Workers

Kings Edward VII Hospital, Macmillan Social Workers, East Berkshire Macmillan Specialist Palliative Care Team, Windsor, Berks, SL4 3DP

Contact: Jen Ramsey, Manager
Tel: 01753 860441 Ex 6137
Email: jen.ramsey@berkshire.nhs.uk

This service provides support to children and families where an adult has a life threatening illness. It is usually delivered by face to face work with children and/or adults in their own homes, but can also be provided in hospital, hospices or school. Also advice, support and teaching for other professionals.

Catchment area: Berkshire East PCT, Wexham and Heatherwood Acute Trust.

Referrals: Referrals are made by direct contact with the team, through telephone, letter or completion of the referral form. Referrals can be accepted from families, professionals and members of the public, as long as the person being referred is aware and agreeable.

Service available: 9am–5pm, Monday–Friday, although evening visits are possible.
Office hours: 9am–5pm, Monday–Friday.

Gloucestershire Hospitals NHS Foundation Trust and Gloucestershire Primary Care Trust

Specialist Palliative Care Team, Great Western Road, Gloucester, GL1 3NN

Contact: Sue Crowle, Macmillan Social Worker
Tel: 08454 225179
Fax: 08454 225639
Email: susan.crowle@glos.nhs.uk

The team provides a service to help patients with cancer and other life-threatening illnesses in hospital to achieve the best possible quality of life. A social work service is also provided to community patients referred through the community Macmillan team and day hospice. Home visits are available if required.

Catchment area: Patients admitted to Gloucestershire Royal Hospital and patients who live in the West of the county.

Referrals: Referrals are made directly from wards for a multidisciplinary assessment from the team as appropriate, and via the hospital social work department, community Macmillan nurses and day hospice. Patients from Cheltenham and east of the county can also ring for advice.

Service available: 8.30am–5.30pm, Monday–Friday.
Office hours: 8.30am–5.30pm, Monday–Friday.

Macmillan Oncology Social Worker

Dorset County Hospital, Social Work Department, Williams Avenue, Dorchester, Dorset, DT1 2JY

Contact: Megan Standage
Tel: 01305 255356
Fax: 01305 254755
Email: m.standage@dorsetcc.gov.uk

The oncology social worker is based in the Cancer Services Department, and is a member of the multidisciplinary Hospital Palliative Care Team. Support is offered within the hospital setting for patients at every stage of the cancer journey from diagnosis through therapy to end of life care. The service includes: advice and assistance with financial issues, including welfare benefits and charitable grants; discharge planning; the implementation of care packages; applications for continuing care funding; emotional support for patients and their carers; liaison with community based colleagues of all disciplines; and referral to community resources both statutory and voluntary.

Catchment area: West Dorset.

Referrals: Referrals are made via the social work duty system, from the patient, carer, or significant other, from any member of the multidisciplinary teams, the palliative care team, the wards, outpatient departments, and treatment units.

Service available: Monday–Friday.
Office hours: 8.40am–5.20pm, Monday–Friday.

Macmillan Social Care Coordinator

Northampton General Hospital NHS Trust, Northampton Centre For Oncology, Robertson Suite, Northampton General Hospital, Northampton, NN1 5BD

Contact: Jan Bolton

Tel: 01604 523735

Email: jan.bolton@ngh.nhs.uk

As part of the oncology directorate and cancer services at Northampton General Hospital, the Macmillan social care coordinator provides a dedicated service to oncology and haematology patients and their families. The service includes assessment of social care needs of patients, carers, children and families and provides advice, information and coordination of support services. The service is founded upon the principle of person-centred care and aims to improve and enhance the experience of patients and families. People can be seen on the wards or departments, outpatient clinics and in the home if necessary.

Catchment area: All cancer and palliative care patients and their families using the centre.

Referrals: Referrals can be made by healthcare professionals within the oncology/haematology directorate, CNS's across the trust and self referrals. No referral form necessary. Referrals can be made by phone, email, bleep or in person.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

East Midlands and Northern England

CLIC Sargent

CLIC Sargent Social Work Team, E Floor, East Block, Queens Medical Centre, Nottingham University Hospital, Derby Road, Nottingham, NG7 2UH

Contact: Helen Dickinson, CLIC Sargent Team Manager, Rachael Ewing, Youth Development Worker, Tracey Biggs, Young Persons Social Worker

Tel: 0115 924 9924 Ex 62497 (Helen) 0115 9249924 Ex 63987 (Rachael) 0115 9249924 Ex 62204 (Tracey)

Fax: 0115 919 4418

Email: helen.dickinson@clicsargent.org.uk

Practical, financial and emotional support is offered to patients aged between 14–24 who are diagnosed with cancer or leukaemia. The service is delivered by a full time social worker and a full time youth development worker who are based within the CLIC Sargent social work team at QMC. An initial assessment of need is undertaken with the patient and his or her family, who are seen either in hospital or at home as soon as possible after referral, and a plan of support drawn up in agreement with young person. This may involve individual advice or advocacy, help with benefits,

education or employment issues, and/or peer group support with other young people.

Catchment area: The catchment area is that served by the East Midlands Principle Treatment Centre for Children and young people's services. Patients may be treated in the Nottingham University Hospitals or local adult cancer treatment centres such as Lincoln and Leicester.

Referrals: Referrals can be made by anybody, professionals or members of the public, and referrals can be made by phone or email preferred.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Community Macmillan Social Worker

c/o The Independent Living Team North, Denewood Centre, Denewood Crescent, Bilborough, Nottingham, NG8 3DH

Contact: Eira Macarthur (Temporary Cover)

Tel: 0115 9159606

Email: eira.macarthur@nottinghamcity.gov.uk

This service provides social care, practical and emotional support for patients with advanced cancer and their carers and close family. Palliative and bereavement care is provided face to face, mostly in people's homes in Nottinghamshire.

Catchment area: Nottingham City.

Referrals: Referrals are made through a GP or other professional to community Macmillan nurses. Referrals are now made via Nottingham City Adult Contact Team (0115 9155500).

Service available: 8am–4pm, Monday–Friday.

Office hours: 8am–4pm, Monday–Friday.

Freeman Hospital, Newcastle

Macmillan Social Workers, Social Services Directorate, Freeman Road, Newcastle upon Tyne, NE7 7DN

Contact: Vacant Post

Tel: 0191 2137393

Fax: 0191 2853455

The team offer psychological, emotional, social and bereavement support for inpatients, their families and carers as part of the palliative care team. The service includes assessment and discharge planning, home support, and liaison within the community resources.

Catchment area: Newcastle, with a limited service to other authorities.

Referrals: Referrals can be made via the specialist palliative care team or directly via the social work department.

Service available: 8.30am–5pm, Monday–Friday, but can be flexible to meet peoples needs.

Office hours: 8.30am–5pm.

Macmillan Social Support Worker

Level 3, M & G, Royal Derby Hospital, Uttoxeter Road, Derby, DE22 3NE

Contact: Vreneli Shillito

Tel: 01332 787592

Email: vreneli.shillito@nhs.net

This is a half-time post which provides social work support as part of a multidisciplinary hospital-based, specialist palliative care team. It offers: psychosocial support for palliative care patients and their families, including pre and post bereavement work with children and adults; welfare rights advice; and liaison with other social care agencies and local authority teams for patients of the Unit.

Support is given face to face, in hospital, at home and over the telephone.

Catchment area: Those patients, and their families, under the care of one of the palliative care consultants.

Referrals: Referrals can be made by members of the multidisciplinary team, in person, by telephone and letter.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan Social Worker

Nottinghamshire County Council, Bassetlaw District General Hospital, Kilton Hill Worksop, Nottinghamshire, S81 0BD

Contact: Jean Langrick, Macmillan Social Worker

Tel: 01909 502806

Fax: 01909 480121

Email: jean.langrick@nottscc.gov.uk

The Macmillan social worker is based at Bassetlaw District General Hospital and is a member of the adult social care team. This is a new and developmental post in Bassetlaw and the service offers practical, emotional and psychological support for people affected by cancer who have complex social care needs. The service also aims to support carers and relatives. Advice is also offered to other health/social care professionals; liaising with other members of the multidisciplinary team, statutory and voluntary agencies as appropriate to promote quality of life and to enable access to services to meet assessed social care needs.

Catchment area: The service is for people over the age of 18 who reside within Bassetlaw.

Referrals: Referrals can be made by clinical nurse specialists; members of specialist palliative care team, district nurses, GP's and colleagues in social care,, Macmillan nurses, other health and social care professionals, members of the public. Referrals can be made by phone, fax, email, letter, referral form or verbally at palliative care MDTs.

Service available: 9am–5pm, Monday, Tuesday, Thursday and Friday (additional day to be added in the near future).

Office hours: 8.30am–5pm, Monday–Friday; Monday–Thursday and 4.30pm on Friday.

Macmillan Social Worker

Doncaster Metropolitan Borough Council, Social Care Department, Doncaster Royal Infirmary, Armthorpe Road, Doncaster, South Yorkshire, DN2 5LT

Contact: Sue Hinton

Tel: 01302 366666 Ex 3654

Fax: 01302 734850

Email: sue.hinton@doncaster.gov.uk

The Macmillan social worker is based at Doncaster Royal Infirmary and is a member of the adult social care team. This service offers practical, emotional and psychological support for people affected by cancer and their carers and relatives, who have complex social care needs. Support and advice is also offered to other health/social care professionals. Service delivery includes working with families in Doncaster Royal Infirmary and liaising with other members of MDT, statutory and voluntary agencies as appropriate to promote quality of life and to enable access to services to meet assessed identified social care needs.

Catchment area: People attending Doncaster Royal Infirmary.

Referrals: Referrals can be made initially by clinical nurse specialists, members of specialist palliative care team and colleagues in social care, by referral form, phone or verbally at palliative care MDT. We do not take self referrals at the moment.

Service available: 8am–4pm, Monday–Friday.

Office hours: 8am–5pm, Monday–Friday.

Macmillan Specialist Palliative Care Social Worker

North Lincs Council/NLAG Hospitals/NLPCT, Horkestow House, Brumby Resource Centre, East Common Lane, Brumby, Scunthorpe, North Lincs, DN16 1QQ

Contact: Heather Nicklin

Tel: 01724 298000

Email: heather.nicklin@nhs.net

The service covers hospital, hospice and community. Offering support to individuals and families affected by cancer in palliative stage. Post bereavement support particularly with parents and children. In reach to schools dealing with children bereaved of close family member offering advice and support to teaching staff. Support group for remaining parent and children. Advocacy and assistance is given to families with financial and practical concerns.

Catchment area: North Lincolnshire, both community and hospital.

Referrals: Referrals are made by professionals by referral form via the palliative care team at the present time. Phone enquiries are welcome. We do not take self referrals.

Service available: 8am–4pm, Monday–Friday.
Drop-in service: 8am–4pm, Monday–Friday although some evening and after school/work visits are often made.

Macmillan Specialist Palliative Care Social Worker

Salford Royal NHS Foundation Trust, Stott Lane, Salford, Manchester, M6 8HD

Contact: Andrea Hollinghurst, Macmillan Specialist Palliative Care Social Worker

Tel: 0161 2064609

Fax: 0161 2061451

Email: Andrea.Hollinghurst@srft.nhs.uk

The team provides palliative care to adult hospital inpatients and outpatients referred from tumour-specific and chronic disease groups across Trust Directorates. Further specialist outpatient palliative care follow-up on the hospital site is provided in a weekly palliative care clinic. The team aim to facilitate the provision of quality palliative care on a trust wide basis, ensuring the integration of palliative and supportive care within all patient pathways. Furthermore, the team facilitates the process of referral and discharge across primary, secondary, tertiary, social and voluntary sector care.

Catchment area: The Macmillan specialist palliative care social worker works within the catchment area of Salford, Wigan and Bolton.

Referrals: Referrals can be made via members of the Multi-Disciplinary Team. Referrals are received usually by completing a referral form.

Service available: 8.30am–4.30pm, Tuesday and Wednesday.

Office hours: 8.30am–4.30pm, Monday–Friday.

Macmillan Specialist Social Worker in Palliative Care

Birdwell Clinic, Palliative Care Services, Sheffield Road, Birdwell, Barnsley, S70 5TF

Contact: Carole Fairbrother

Tel: 01226 433580

Fax: 01226 743808

Email: Carole.Fairbrother@BarnsleyPCT.nhs.uk

The specialist social worker works as a member of the community Macmillan team providing emotional support to patients, families, carers and children who are facing the challenges that are caused when a family member has been diagnosed with a life limiting illness. The social worker works with other professionals and services to achieve the best quality of life for service users. The service is usually delivered face to face in the home. However, other suitable environments are used depending upon the individual's needs, such as, school or the counselling area at the clinic. The service supports other professionals involved with complex or challenging cases. It also provides bereavement and pre-bereavement support to individuals and families.

Catchment area: It is a community service that covers the whole area of Barnsley.

Referrals: Referrals are made direct to the service by telephone, letter and the completion of a referral form.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan Specialist Social Work Team

St James's Institute of Oncology, Rehabilitation Department, Level 1, Bexley Wing, St James's Hospital, Beckett Street, Leeds, LS9 7TF

Contact: Kathryn Roberts, Cynthia Wilson, Elaine Salvage-Jeans; Macmillan Specialist Social Workers

Tel: 0113 2068485

Fax: 0113 2068613

Email: kathryn.m.roberts@leeds.gov.uk or
cynthia.wilson@leeds.gov.uk or
elaine.salvage-jeans@leeds.gov.uk

The service is for patients over 18 years of age, their relatives, carers, friends and significant social network. It provides local and regional casework, face to face in the hospital setting, by telephone and occasionally in people's own homes. The service includes financial advice, and help with welfare benefits and employment issues. Care packages are arranged to facilitate discharge, including end of life to own home or nursing home. The service also provides emotional support to patients/carers and significant others.

Catchment area: Any patient with a link to St James's Institute of Oncology, as either an inpatient or outpatient. Service covers Leeds cases and the regional cases who attend St James's. This includes Bradford, Wakefield, Calderdale, Kirklees, North Yorkshire, East Yorkshire, and City of York, and occasionally further a field.

Referrals: Referrals are made via telephone, fax, letter, face to face, and/or completion of referral form. We are happy to take self referrals from people living with cancer as long as they have a medical link to St James's Institute of Oncology.

Service available: 8.30am–5pm, Monday–Thursday;
8.30am–4.30pm, Fridays.

Office hours: 7am–5pm, Monday–Thursday;
7am–4.30pm, Fridays.

North Tyneside Social Worker Specialist

Specialist Palliative Care Team, 1st Floor, Sir GB Hunter Hospital, The Green, Wallsend, Tyne and Wear, NE28 1PB

Contact: Lilian Errington, Specialist Palliative Care Social Worker – Macmillan

Tel: 0191 2205951

The service provides a comprehensive social care service for patients, their carers and families. It offers them practical, psychological, emotional and bereavement support either face to face or by telephone. It is for

patients over 18 years of age who are living in the community including NHS continuing care patients in Princes Count end of life care unit.

Catchment area: North Tyneside.

Referrals: Referrals are made via referral form, telephone or fax to the specialist palliative care team by other professionals.

Service available: 8.30am–5pm, Monday–Thursday, 8.30am–4.30pm, Fridays.

Office hours: 8.30am–5pm, Monday–Thursday, 8.30am–4.30pm, Fridays.

Royal Liverpool University Hospital

Specialist Palliative Care Social Worker, Palliative Care Team, 1st Floor, Linda McCartney Centre, Prescott Street, Liverpool, L7 8XP

Contact: Janet Roberts

Tel: 0151 7062274

Fax: 0151 7065886

Email: janet.roberts@rlbuht.nhs.uk

Offers emotional, psychological, bereavement and practical support to palliative care patients and their families at the Royal Liverpool University Hospital and Marie Curie Hospice in Liverpool.

Catchment area: Patients of Royal Liverpool Hospital.

Referrals: Referrals to social worker are made indirectly via referrals to palliative care team. We do not take self referrals.

Service available: 8.30am–4.30pm, Tuesday and Friday.

Office hours: 9am–5pm, Monday–Friday.

London, Anglia and South Eastern Region

Bart's and The London NHS Trust

Social Work Department, Outpatients, 2nd Floor, Out Patients Annex, White Chapel, London, E1 1BB

Contact: Bernice Francois, Macmillan Specialist Palliative Care Social Worker

Tel: 020 7377 7774

Fax: 020 7377 7005

Email: bernice.francois@towerhamlets.gov.uk

This service offers social work support as part of the Macmillan palliative care team. The service is for inpatients, outpatients, and their relatives and carers.

Catchment area: Bart's Hospital, Royal London Hospital, London Chest Hospital.

Referrals: Referrals are made through the Macmillan specialist palliative care team, the specialist palliative community team, and St Joseph's hospice. They are also

made via the hospital outpatients clinic, from patients who attend the outpatient clinic, their family and friends.

Service available: 9am–5pm.

Macmillan Palliative Care Social Work Team

Camden PCT & Islington ELiPSe, Unit D Well House, 23a Benwell Road, London, N7 7BL

Contact: Gretchen Siglar, Macmillan Social Work Manager

Tel: 020 7 690 3567

Fax: 020 7 690 3576

Email: gretchen.siglar@camdenpct.nhs.uk

This specialist social work service offers support to patients, families, and carers known to the community palliative care teams in Camden & Islington. The social workers provide counselling/psychological support to individuals and families; practical support with complex social needs (including benefits advice); advocacy; support and advice to families with children; help to access community services; and time-limited bereavement support. The service is provided through home visits, and telephone contact. Consultation and training are offered to local professionals working with families preparing for loss.

Catchment area: London borough of Camden & London Borough of Islington.

Referrals: Referrals welcomed from professionals and service users, by an initial telephone call to the Macmillan Social Work Manager. Professionals are requested to fax information on team referral form.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan Psychosocial Social Work

Dartford & Gravesend NHS Trust, Darent Valley Hospital, Level 3, Cancer Services, Darenth Wood Road, Dartford, Kent, DA2 8DA

Contact: Anne O'Callaghan

Tel: 01322 428100 Ex 6775

Fax: 01322 428719

Email: Anne.o'callaghan@dvh.nhs.uk

The psychosocial social worker is based in Darent Valley Hospital in the cancer services department and is a key member of the supportive care multidisciplinary team. Patients may be seen at home or in the hospital departments and wards. This service addresses the needs of cancer patients and their carers at all stages of the cancer journey, from diagnosis to survivorship or end of life care. It involves working with oncology, haematology, palliative care, chaplaincy, therapies, as well as making links with services outside the hospital: social services, primary care, community nurses, hospices and the voluntary sector. The service includes assessment of social care needs, emotional support for

patients and family, benefits advice, counselling, family work, advocacy and negotiation of support services.

Catchment area: All cancer patients who attend the hospital, predominately from North West Kent.

Referrals: Referrals can be made by any healthcare professional in the hospital or community and self referrals, and these can be made by referral form, phone, fax, email letter or in person.

Service available: Monday–Friday (flexible hours).

Office hours: 9am–5.30pm, Monday–Friday.

Macmillan Social Worker

Palliative Care Team, Kings College Hospital, Denmark Hill, London, SE5 9RS

Contact: Elmien Brink, Macmillan Social Worker

Tel: 020 3299 4060

Fax: 020 3299 4713

Email: elmien.brink@nhs.net

Macmillan palliative care psychosocial worker. The palliative care psychosocial worker delivers direct social work with patients and their families in the hospital. The work includes: emotional and counselling support; benefits advice and support; support with talking to children; advocacy; discharge planning, assistance accessing services in the community and bereavement follow-up/counselling.

Catchment area: Anyone accessing the hospital services.

Referrals: Referrals are made via other staff or by self referral.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan Social Work Team

Cancer Services, Richard Watts Unit, Medway Maritime Hospital, Windmill Road, Gillingham, Kent, ME7 5NY

Contact: Chris Boughton, Macmillan Specialist Social Work Practitioner, Frances Bish, Macmillan Specialist Social Work Practitioner/Counsellor

Tel: 01634 825288

Fax: 01634 833835

Email: Chris Boughton Chris.boughton@nhs.net and Frances Bish frances.bish@nhs.net

The Macmillan social work service is part of the cancer services team and the multi-professional Positive Living Team. The service supports adults diagnosed with cancer as well as their families, friends and carers. The aim is to provide a high level of psychosocial support to cancer patients from diagnosis onwards. Counselling skills are utilised to support people to explore their cancer related concerns. There is also a small/bounded counselling service for people who feel they might benefit from a formal approach to their emotional needs. Information sharing, signposting and advocacy skills are used to support people with

the social and practical aspects of their needs. This includes welfare rights, access to charitable grants, housing and support with other quality of life issues. Supporting people who are regarded as survivors or living with and beyond a cancer diagnosis is also a key part of the role. In addition to all of the other support provided there is also a very limited bereavement service offered to people who have been known to the service for a significant period of time. People are seen in various venues across the hospital, telephone support and community home visits can be provided.

Catchment area: Patients under the care of Medway Maritime Hospital who live either in the Medway Towns and neighbouring area of Swale (Sittingbourne and the Isle of Sheppey). Community palliative care patients under the care of the local Wisdom Hospice are supported by the in-house social work service.

Referrals: The majority of referrals are received from the Macmillan Clinical Nurse Specialist, Hospital Palliative Care Team or ward staff within the hospital, via a referral form. Telephone or letter referrals are accepted. Referrals are also received from a supportive care MDM. While the majority of referrals come from professionals patients and families/carers are able to make direct contact with the service and self refer.

Service available: 8.30am–5pm, Monday–Friday.

Office hours: 8.30am–5pm, Monday–Friday with voicemail outside hours.

Newham General Hospital

Macmillan Social Worker, Macmillan Palliative Care Team, Glen Road, Plaistow, London, E13 8SL

Contact: Macmillan Social Worker

Tel: 020 7476 4000 Ex 8105

Fax: 020 7363 3432

During the period of maternity leave patients known to the palliative care team will be seen by the hospital generic social work team. The Macmillan Social Worker offers social work support as part of the hospital-based Macmillan team.

Catchment area: Patients of Newham General Hospital.

Referrals: Referrals are made via the palliative care team at Newham General Hospital.

Service available: Hours to be confirmed on return from maternity leave.

Office hours: 9am–5pm, Monday–Friday.

Pembridge Palliative Care Centre

St Charles Hospital, Pembridge Palliative Care Centre, Exmoor Street, London, W10 6DZ

Contact: Brenda O'Neill, Macmillan Social Worker

Tel: 020 8962 4640

Fax: 020 8962 4407

Email: brenda.o'neill@clch.nhs.uk

The palliative care social worker delivers direct social work with patients and their families in the community, as well as the inpatient unit at Pembridge Palliative Care Centre. The work includes: emotional support and counselling; benefits advice and support; support with talking to children; advocacy; discharge planning and assistance accessing services in the community.

Catchment area: South Brent.

Referrals: Referrals are made via the inpatient ward, day centre, and community palliative care team.

Service available: 9.30am–5.30pm, Monday–Friday.

Office hours: 9.30am–5.30pm.

The Macmillan Social Work Team

The Regional Cancer Centre, Mount Vernon Hospital, Michael Sobell House, Rickmansworth Road, Northwood, Middlesex, HA6 2RN

Contact: Hazel Middleton, Macmillan Senior Social Work Practitioner

Tel: 01923 844373

Fax: 01923 844895

Email: hmiddleton@nhs.net

The team comprises of a full time Macmillan Senior Social Work Practitioner and two part time Macmillan Social Work Assistants. The social work team are members of the wider multi-professional team at The Regional Cancer Centre at Mount Vernon Hospital. The social work team undertake assessments of complex needs and liaises with statutory, voluntary and private agencies. They facilitate family meetings and offer psychosocial support to patients, their carers, families and friends. Short-term counselling is offered to individuals, couples or whole families, including children, plus bereavement support when required. The Senior Social Work Practitioner regularly contributes to the Michael Sobell House Education Programme at Mount Vernon Hospital, which encompasses the Hertfordshire University BSc Oncology and Palliative Care Degree programme. The team also offers specialist oncology and palliative care placements for second and final year BA/BSc social work students from Brunel and Buckinghamshire universities and mentorship for newly appointed palliative care social workers.

Catchment area: Mount Vernon Cancer Network and nearby outer London boroughs.

Referrals: Referrals can be made between 9am–4pm Monday–Friday (excluding bank holidays) from members of the multi-professional team can be made by phone, fax or letter. Self referrals are always welcome.

Service available: 9am–5pm, Monday–Friday (excluding bank holidays). Please note that messages left in the afternoon may not be responded to until the next working day.

Scotland

Cancer and Palliative Care Social Worker

Older Peoples Team, New City House, 1 Edgar Street, Dunfermline, KY12 7EP

Contact: Wendy Arthur, Senior Practitioner

Tel: 08451 555555 ext 476594

Fax: 01383 600010

Email: wendy.arthur@fife.gov.uk

The cancer and palliative care social worker provides a specialist social work service to those individuals with a cancer diagnosis, their families and carers. The service is available to adult patients of the Fife Acute Operating Division who have a diagnosis of cancer including those attending on an outpatient basis and who have complex social or psychosocial needs. The service is provided within hospitals or the community.

Catchment area: Fife Council.

Referrals: Referrals can be made by telephoning the above number.

Service available: Office hours Monday–Friday.

Macmillan Palliative Care Social Work Service

Inverurie Hospital, Macmillan Social Worker (Palliative Care), Inverurie, Aberdeenshire, AB51 3UL

Contact: Vacant Post, Macmillan Senior Social Work Practitioner (Palliative Care)

Tel: 01467 629604

Fax: 01467 629426

A palliative care social work support and counselling service for patients and their families. The service is provided via home visits.

Catchment area: The central area of Aberdeenshire.

Referrals: Referrals can be made by any member of the primary care teams, community hospital or cancer centre.

Service available: Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan Palliative Services Social Worker

Cornhill Macmillan Centre, Perth Royal Infirmary, Jeanfield Road, Perth, PH1 1NX

Contact: Macmillan Palliative Services Social Worker POST VACANT

Tel: 01738 413015

Fax: 01738 413022

Email:

The palliative care social worker provides a social work service focusing on the psychosocial aspects of patient and family care, relating to issues of living with illness, end of life, loss and bereavement. The post holder also has an interest in working with parents assisting them

to support their children. The service is provided within Cornhill Macmillan Centre as well as home visits.

Catchment area: Perth & Kinross.

Referrals: Anyone can make a referral by contacting the above number.

Service available: 9am–5pm, Tuesday–Thursday.

Office hours: 9am–5pm, Tuesday–Thursday.

Wales

Macmillan Palliative Care Social Worker

Macmillan Palliative Care, North Wales Cancer Treatment Centre, Glan Clwyd Hospital, Bodelwythan, Denbighshire, North Wales, LL18 5UJ

Contact: Diane Waters, Macmillan Palliative Care Social Worker

Tel: 01745 445169

Email: diane.waters@wales.nhs.uk

This social worker is a member of an integrated palliative care team (includes hospital and community). Referrals are received via professionals in the team and from health and social care professionals in the community. The social work service provides practical and emotional support to people with life limiting illness and their families. The social worker may become involved where there are competing needs within the family and support may take place in the community, hospital or in the service user's own home.

Catchment area: Denbighshire and Conwy, by arrangement.

Referrals: Referrals can be made by GP, health and social care professionals and referrals can be made by referral form, fax, phone. This service will look at self referrals as long as palliative.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan Social Work Specialist

The Wellbeing Department, Bridgend County Borough Council, Sunnyside, Bridgend, CF31 4AR

Contact: Beth Howells

Tel: 01656 752155

Email: Beth.Howells@bridgend.gov.uk

Catchment area: Residents of Bridgend County Borough Council.

Referrals: Referrals are made via the specialist palliative care team at Y Bwthyn Newydd Princess of Wales Hospital. Referrals via social services forwarded to Y Bwthyn Newydd.

Service available: 8am–4pm, Monday–Friday.

Office hours: 8am–4pm, Monday–Friday.

Macmillan Specialist Care Team

Wrexham Borough Council, Macmillan Specialist Palliative Care Team, Ty Madoc, Maelor Hospital, NHS Trust, Wrexham, North Wales, LL13 7TD

Contact: Anne Hignell

Tel: 01978 727177

Fax: 01978 727177

Email: anne.hignell@wales.nhs.uk

The social worker is a member of an integrated palliative care team (includes hospital and community). Referrals are received via professionals in the team and from health and social care professionals in the community. The social work service provides practical and emotional support to people with life limiting illness and their families. The social worker may become involved where there are competing needs within the family and support may take place in the community, hospital or in the service user's own home.

Catchment area: Wrexham and Flintstone.

Referrals: Referrals can be made by GP, health and social care professionals and referrals can be made by referral form, fax, phone.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan Social Worker

Ty Bryngwyn, Prince Philip Hospital, Llanelli, Carmarthenshire, SA14 8QF

Contact: Trudy Jones

Tel: 01554 783560

Email: Tdjones@carmarthenshire.gov.uk

The service covers Prince Philip Hospital and sees patients who are deemed to have palliative care needs. The Social Worker works as part of the palliative care team and assesses service users to determine their individual needs, organising packages of care to help facilitate a safe discharge home. The service will also refer on to other relevant organizations. Basic advice, with regards benefits, may also be given. Working closely with carers the Social Worker will also undertake an assessment of their needs and consider how best to support them.

Catchment area: Carmarthenshire

Referrals: Referrals received from professionals, but patient must be known to the Palliative care team. Self-referrals are not accepted.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan Social Worker

Social Services Dept, Morriston Hospital, Morriston, Swansea, SA6 6NL

Contact: Karen Chesters

Tel: 01792 703181

Fax: 01792 703329

Email: karen.chesters@swansea.gov.uk

Assessments of need for community care packages including home care, meals at home, residential/nursing care home placements. Signposting for day care, benefits advice, bereavement support etc. Facilitating safe hospital discharges.

Catchment area: Swansea.

Referrals: By professionals and service users known to the Specialist Palliative Care Team. Self referrals are only accepted if the patient is already known to the Specialist Palliative Care Team.

Inpatient referrals are made via the ward and community patients via Intake.

Service available: 8.30–5pm, Monday–Thursday and 8.30–4.30pm Friday.

Office hours: 8.30–5pm, Monday–Thursday and 8.30–4.30pm on Friday.

Macmillan Specialist Palliative Care Social Worker

Social Services, Powys County Council, The Gwalia, Llandrindod Wells, Powys, LD1 6AA

Contact: Michelle Lewis

Tel: 01597 827102

Fax: 01597 827101

Email: michelle.lewis@powys.gov.uk

The specialist palliative care social worker is based within Powys Services, supporting people throughout Mid Powys in need of specialist palliative care support, in hospital and in the community. The social worker provides practical and emotional support to people with life limiting illness, their family, carer and any significant other person. The Social Worker provides support to colleagues in health, social and third sector settings around specialist work in palliative care. The service is developing and aims to provide increasing levels of support as it moves forward and develops partnerships.

Catchment area: Within Mid Powys.

Referrals: Referral can be made in person, by phone or by letter to the duty social worker at the area social service office (Newtown tel 01686 617520); (Llandrindod Wells tel 01597 827102);

Service available: 8.30am–4.45pm, Monday–Thursday; 8.30am–4.15pm, Friday.

Office hours: 8.30am–4.45pm, Monday–Thursday; 8.30am–4.15pm, Friday.

Macmillan Specialist Social Worker

Y Bwthyn, Hospital Road, Ponty Pridd, CF37 4AL

Contact: Jill Jones, Macmillan Specialist Social Worker

Tel: 07769 164697

Fax: 01443 486102

Email: Jillian.K.Jones@rhondda-cynon-taff.gov.uk

The social worker is a member of the Rhondda Cynon Taf Adult Services Team. Referrals are received via professionals in the team and from health and social care professionals in the community. The social work service provides practical and emotional support to people with life limiting illness and their families. The social worker may become involved where there are competing needs within the family and support may take place in the community, hospital or in the service user's own home.

Catchment area: Rhondda Cynon Taf.

Referrals: Referrals can be made by GP, health and social care professionals and referrals can be made by referral form, fax, phone.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan Specialist Social Worker

Contact: Trudy Jones, Macmillan Specialist Social Worker

Tel: 01554 783560

Email: TDJones@cararthenshire.gov.uk

This social worker is a member of the Ty Bryngwyn Hospice. Referrals are received via professionals in the team and from health and social care professionals in the community. The social work service provides practical and emotional support to people with life limiting illness and their families. The social worker may become involved where there are competing needs within the family and support may take place in the community, hospital or in the service user's own home.

Catchment area: Carmarthenshire.

Referrals: Referrals can be made by GP, health and social care professionals and referrals can be made by referral form, fax, phone.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Northern Ireland

Specialist Social Work Service, Macmillan Unit, Antrim

Macmillan Unit, Antrim Hospital Site, 45 Bush Road, Antrim, BT41 2RL

Contact: Amanda Mellon

Tel: 028 944 24000 (ext 6518)

Fax: 028 944 24395

Email: amanda.mccambridge@northerntrust.hscni.net

The Specialist Social Work Service is being developed in the new Macmillan Unit, Antrim, which opened in June 2011. The 12 bedded inpatient unit provides holistic assessment and support to adults with complex specialist palliative care needs. The social work service currently offers support to inpatients and their families to identify and address their emotional, social, practical and spiritual needs. Areas of work include empowerment/advocacy, pre-bereavement and bereavement support and signposting to other resources as well discharge planning in partnership with patients/families, the multidisciplinary team and other service providers.

Catchment area: Antrim – BT41/Ballymena – BT42, BT43, BT44/ Ballymoney – BT53/Ballycastle – BT54/ Ballyclare – BT39/Carrickfergus – BT38/Coleraine – BT52, BT51/ Cookstown – BT80, BT89/Larne – BT40/Magherafelt – BT45/Maghera – BT46/Newtownabbey – BT37, BT36/ Portrush – BT56

Referrals: Referrals for admission to the unit are made by GP's, Consultants, hospital and community specialist palliative care teams. Referrals can be made by Phone, Fax or Referral Form. Self referral is not available.

Service available: 9.00–5pm, Monday to Friday (except Bank Holidays).

Office hours: 9am–5pm, Monday to Friday (except Bank Holidays).

Children and family services

Macmillan family support workers support the carers, children and families of people living with cancer, where complex psycho-social and emotional needs have been identified. The service can include bereavement support and help to access practical and financial support.

Catchment area: Oxfordshire.

Referrals: Pre-bereavement referrals can be made by the family or by professionals with the family's consent. Post bereavement referrals are from the family.

Service available: 37-hours a week, flexible.

Office hours: 9am–5pm.

Central and South West England

Macmillan Family Support Manager

Weldmar Hospicecare Trust, Joseph Weld Hospice, Herringston Road, Dorchester, DT1 2SL

Contact: Jane Barnett

Tel: 01305 215395

Email: jane.barnett@weld-hospice.org.uk

The family support team comprises of social workers, chaplaincy and bereavement support workers to patients and their families (including children) and carers. The team provide emotional, spiritual and practical support during a patient's illness and into bereavement after the patient's death.

Catchment area: North, West and South Dorset.

Referrals: Referrals can be made by phone, letter or fax from anyone, but we only work with people who are receiving or have received palliative care from our organisation the Weldmar Hospicecare Trust.

Service available: 9am–5pm, Monday–Friday

Office hours: 9am–5pm, Monday–Friday

East Midlands and Northern England

Aintree University Hospitals NHS Foundation Trust

Macmillan Family Support Worker, Woodlands Hospice, UHA Campus, Longmoor Lane, Liverpool, L9 7LA

Contact: Gillian Moore, Macmillan Family Support Worker

Tel: 0151 5292299

Email: gillian.moore@aintree.nhs.uk

This service provides psychological, emotional, social and bereavement support to patients and their families. Service is offered pre and post-bereavement; one-to-one, group work (carers and bereavement), play therapy (children) and information and advice. Patients and families are seen in the hospice and acute hospital trust.

Catchment area: North Liverpool, South Sefton and Knowsley.

Service available: 9am–2.30pm.

Office hours: 9am–5pm.

SeeSaw

Bush House, 2 Merewood Avenue, Oxford, OX3 8EF

Contact: Kathy Moore, Macmillan Children and Families Support Worker

Tel: 01865 744768

Email: km@seesaw.org.uk

The service supports children and young people when a parent or sibling is dying. Support is provided in the home, the hospital/hospice setting and at Bush House. Telephone consultations are offered to families, friends and professionals. SeeSaw also provides grief support to children (up to the age of 18) when a parent or sibling has died. The service offers a programme of education and training about childhood bereavement for professionals working with children. Specially developed literature and resources are available to help children, their carers and professionals.

Cancer Centre

Castle Hill Hospital, Cottingham, Hull, HU16 5JQ

Contact: Hayley Ward, Macmillan Children & Families Manager

Tel: 01482 476300

Email: hayley@hchfh.org.uk

The service provides practical, social and emotional support to children and families where a cancer diagnosis has been identified in the parent or carer. Support is provided in the families homes and can commence from staging and treatment to the more acute phases. Support is delivered by a team of staff and specialist trained volunteers and is usually for a period of 12 weeks, although this can be extended. Assistance with practical and financial support, benefits entitlement, information and signposting form part of this service.

Catchment area: Needs to be resident within boundary of Kingston upon Hull.

Referrals: Referrals are received via telephone, fax and referral forms from the local cancer hospital, community and third sector organisations as well as self referrals.

Service available: 8am–5pm, Monday–Friday and out of office by special appointment.

Office hours: 8am–5pm, Monday–Friday out of hours by special arrangement.

Children's Bereavement Service

Bury PCT, Macmillan Project Manager, Children's Bereavement Service, 21 Silver Street, Bury, BL9 0EN

Contact: Christine Green, Children's Bereavement Counsellor/Family Intervention Worker;

Tel: 0161 2535704

Email: christine.green@burypct.nhs.uk

This service provides counselling and support to children and sits within the wider bereavement service which also supports grieving adults. It provides information to parents on how to support a grieving child or to prepare a child for a death. Training and consultation is also available for professionals working with families preparing for or dealing with a loss.

Catchment area: Borough of Bury.

Referrals: Families can contact the service directly by telephone. Families can also be referred by health, education and social care professionals.

Service available: Counselling sessions by appointment – may include some evening sessions. Other services during office hours.

Office hours: 8am–4.30pm, Monday–Friday.

Children's Community Specialist Service

Unit 45 Listerhills Park of Science and Commerce, Campus Road, Bradford, BD7 1HR

Contact: Jeeve Bains, Macmillan Family Support Worker

Tel: 01274 202780

Fax: 01274 202782

Email: jeeve.bains@bradford.nhs.uk

The service provides support to families with children who may have life limiting conditions and complex health needs, and to bereaved families. Contact is usually made within the home or in other community settings the family maybe linked to such as hospitals, hospice and school. The children's service is made up of a diverse team with community nursing team, continuing care team, palliative care team, community physiotherapy team and children's specialist needs community team. All teams assist in care for children and support families in making the best choices for the child's particular health needs.

Catchment area: The team covers all of the Bradford and Airedale area.

Referrals: Referrals can be made by health professionals. Referrals can be made by phone, fax, email, letter, referral form (referral form via fax from health professionals).

Service available: 8am–6pm, Monday–Thursday, 8am–5.30pm, Friday.

Office hours: 8am–4pm, Monday–Friday.

Spiral Bereavement (Service for Children and Families)

Family Care, Macmillan Cancer Support, 28 Magdala Road, Nottingham NG3 5DF

Contact: Angela Cheadle/Beatrice Jackson

Tel: 0115 9603010

Fax: 0115 9628500

Email: angela.cheadle@familycare-nottingham.org.uk

Advice and support line (telephone) for young people, parents and professionals. Available at dedicated times each week.

Individual emotional support sessions (playroom at Family Care, or outreach at venue suitable for the work). Family support (in people's homes or at our office). Group work programmes (loss of parent). First aide visits (psychosocial education – responding to families at the earliest convenient time following a traumatic loss ie suicide, RTA, murder. Professionals bereavement forum (to be held quarterly). Consultations for professionals (based at the office, can also be outreach. Attending talks to local agencies and organisations about the development of our service.

Catchment area: Nottingham City and Nottinghamshire service.

Referrals: Referrals are made by anyone.

Service available: We have a worker available – 3–5pm Monday and Wednesday; 10.30am–12.30pm Tuesday and Thursday (dedicated worker to offer support, talk through referrals, provide consultations for families and professionals. We are working with families throughout the week 9am–5pm, Monday–Friday but are flexible to meet the needs of the families.

Office hours: 9am–5pm, Monday–Thursday, 9am–4.30pm, Friday.

London, Anglia and South Eastern Region

Macmillan Family Therapy

Hertfordshire Community NHS Trust, Palliative Care Service, The Isbister Centre, Chaulden House Gardens, Hemel Hempstead, Herts, HP1 2BW

Contact: Ana Draper, Macmillan Consultant Family Therapist

Tel: 01442 218414

Email: ana.draper@hchs.nhs.uk

Referrals: Referrals are made by clinical nurse specialists, independent palliative care sector staff, social workers and consultants.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday, Wednesday, Friday.

The Youth Cancer Trust

Tracy Ann House, 5 Studland Road, Alum Chine, Bournemouth BH4 8HZ

Contact: James Keating, Manager

Tel: 01202 763591

Fax: 01202 769064

Email: admin@yct.org.uk

Web: www.yct.org.uk

Youth Cancer Trust provides free therapeutic breaks for teenagers and young adults (age 14 to 30) with cancer from anywhere in the UK and Irish Republic or who are patients of any UK hospitals. Youngsters who have been in remission for up to five years can also apply. The holidays take place in Bournemouth and groups of eight young people stay from Monday to Friday and choose to take part in activities such as horse riding, go-karting, watersports etc. Cancer patients can be accompanied by a friend or sibling. Youth cancer trust holidays help bring a sense of normality to young cancer patients' lives, restoring a sense of who they are and strengthening them in a natural, safe environment, which gently boosts their confidence.

Catchment area: Whole of the UK and Irish Republic.

Referrals: We do take self referrals. Most new self referrals come through either the internet, or from seeing a poster in a hospital. Youngsters/parents/health professionals/social workers/cancer related groups and charities can get in touch with us by email or phone to refer a youngster. We then send them a full application form. Holidays are booked on a first come first serve basis – groups of eight each week. We tend to get booked up quite quickly in the school holidays.

Service available: Holidays are Monday–Friday all year round.

Office hours: 9am–5pm, Monday–Friday; answer machine at other

Counselling services

Macmillan counsellors provide psychological and emotional counselling support to people affected by cancer including patients, carers and relatives. The services include bereavement support, and are provided in a range of settings including hospitals, hospices and the client's home.

East Midlands and North East England Region

Relate/Macmillan Relationship Counselling

346 Chester Road, Manchester M16 9EZ

Contact: Sue Parkes

Tel: 0161 872 1100

Fax: 0161 877 7507

Email: sueparkes@relategms.co.uk

Relate offers counselling to help people manage relationships after a cancer diagnosis. Counselling can help with

- changes and problems with relationships because one has cancer
- difficulties talking to and supporting each other
- problems talking to children, or parents and other relatives about cancer
- challenges in getting 'back to normal', as a couple or family, when cancer treatment is finished
- problems with sexuality resulting from surgery, treatment, altered body image, tiredness or anxiety.

Counselling is for all family members – individuals, couples, families, children and young people... It is available in the network of Relate centres across Greater Manchester and it is free. All our counsellors have had additional training in Cancer Awareness.

Referrals: Can be made by Professionals and the service also takes self referrals. These can be made by telephone, fax, email or letter.

Catchment area: Greater Manchester.

Service available: 9am–9pm, Monday–Friday and Saturday mornings.

Office hours: as above.

London, Anglia and South Eastern Region

Macmillan Counselling Service

Basildon & Thurrock NHS Foundation Trust, Basildon & Thurrock University Hospitals, Nethermayne, Basildon, Essex, SS16 5NL

Contact: Roger Crellin

Tel: 0845 1553111 Ex 1268 or 3088

Fax: 01268 593326

Email: roger.crellin@btuh.nhs.uk

The service supports anyone on the cancer journey, including patients and their families. In certain situations, we do support clients recently bereaved. The counselling takes place within the hospital either on the wards or in the dedicated counselling room. The service is also involved in a number of training courses, particularly around communication and breaking difficult news. We are also involved in developing and enhancing county wide psychological services across Essex with the goal to ensure anyone affected by a cancer diagnosis has access to psychological support. Additional support is given to staff working closely with cancer and palliative care patients.

Catchment area: South West Essex primarily but we will take referrals from elsewhere depending on need and Counselling availability in other areas.

Referrals: Referrals can be made by anyone, nurses, doctors and general public and these can be made by referral form, phone, fax and letter.

Service available: 9am–5pm, Monday–Friday, 7.5 hours per day, five days a week.

Office hours: 9am–5pm, Monday–Friday, 7.5 hours per day, five days a week.

Macmillan Counselling Service

Charing Cross and Hammersmith Hospitals (Imperial College Healthcare NHS Trust), Macmillan Counselling Service, Room 3, 6th Floor East, Charing Cross Hospital, Fulham Palace Road, London, W6 8RF

Contact: Philip Alexander

Tel: 020 8846 1629

Fax: 020 8383 0612

Email: philip.alexander@imperial.nhs.uk

The Macmillan counsellor provides a professional counselling service to patients affected by cancer (and their carers and families) at Charing Cross and Hammersmith Hospitals. The service is available at any point in the patient's journey, whether they are newly diagnosed, undergoing curative treatment or receiving palliative care. Bereavement support is very limited due to resource constraints.

Catchment area: The Macmillan counselling service is available to cancer patients (and their carers and families) who are being treated at Charing Cross or Hammersmith Hospitals.

Referrals: Referrals can be made by healthcare professionals, and patients and relatives. By email, phone or fax. Healthcare professionals should use the formal referral form, which is available on request.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Hillingdon Macmillan Oncology and Palliative Care Clinical Psychology Service

The Furze, The Hillingdon Hospital, Pield Heath Road, Uxbridge, Middlesex UB8 3NN

Contact: Dr Heather Wells

Tel: 01895 279412/279906

Fax: 01895 279452

Email: heatherwells2@nhs.net

The service provides psychological assessment and psychological therapy to patients with cancer and/or palliative or life limiting conditions. The service is integrated with the Hillingdon Hospital Palliative Care Team, and The Hillingdon Macmillan Palliative Care Teams. The service also accepts referrals from the site specific oncology teams based within the Hillingdon Hospital. Psychological support is provided to patients in the hospital setting as both in and outpatients. Where patients are too unwell to travel to the hospital site, home visits can be arranged. Psychological therapy can be provided to patients with cancer/palliative conditions, or their carers/family members. Consultation is provided to the medical and nursing teams to support them in the psychological work they undertake.

Catchment area: Patients registered with a Hillingdon GP.

Referrals: GP, specialist palliative care teams, site specific oncology teams, other mental health services and self referrals using referral form or letter.

Services available: 8am–4.30pm Monday–Friday.

Macmillan Family Support Worker

East Sussex Hospital NHS Trust, Eastbourne District General Hospital, Kings Drive, Eastbourne, East Sussex, BN21 2UD

Contact: Karen Aylward

Tel: 01323 414918 ex 3252

Email: karen.aylward@esht.nhs.uk

This service provides counselling, psychotherapy, emotional and psychological support to patients, families and carers from diagnosis onwards. The service is on a one-to-one basis in the main and delivered from the hospital. It also has outreach services based in Seaford and Uckfield. In exceptional circumstances home visits are made. The service also provides information, some group support and short term befriending

Catchment area: Patients and families who are connected with Eastbourne District General Hospital.

Referrals: Referrals can be made by phone, letter or email from healthcare professionals, including palliative care staff and clinical nurse specialists. Individuals can also refer themselves or contact the service for advice.

Service available: 9am–4pm, Monday–Friday.

Office hours: 8.30am–4.30pm, Monday–Friday.

Southend Hospital NHS Trust

Palliative Care Department, Prittlewell Chase, Southend, SSO 0RY

Contact: Sylvia Young, Macmillan Oncology Counsellor and Anna McNally, Macmillan Oncology Counsellor

Tel: 01702 385190 Direct line 01702 435555 Ex 6373

Fax: 01702 385886

Email: Sylvia.Young@southend.nhs.uk and anna.mcnally@southend.nhs.uk

The Macmillan oncology counsellor provides one to one support for people with cancer (inpatients and outpatients) and their family members. The service is available to anyone diagnosed with cancer, both palliative and curative prognoses. Follow up bereavement support is also available, including for children and young people. There is a cancer support group for those with any kind of cancer.

Catchment area: South Essex.

Referrals: Referrals are by professionals or self referral from patients/families/carers.

Service available: 8am–5pm, Monday–Friday, and out of office by special appointment.

Office hours: 8am–5pm.

Oncology Counselling Service

St George's Hospital, Tooting, London, Trevor Howell Ward, 3rd Floor, Lanesborough Wing, George's Hospital, Blackshaw Road, London SW17 0QT

Contact: Caroline Armstrong, Macmillan Oncology Counselling Service

Tel: 020 8725 4681

Email: Caroline.Armstrong@stgeorges.nhs.uk

The Counselling Service provides a free supportive, non-judgemental and confidential setting in which to explore difficult thoughts, feelings and circumstances. It is available to people with cancer and to their partners, relatives and carers. An introductory meeting with the Macmillan counsellor helps people to decide whether counselling would be helpful. The service can offer 6–12 weekly sessions, each lasting 50 minutes. The service follows the Ethical Framework of the British Association for Counselling and Psychotherapy.

Catchment area: Anyone receiving cancer treatment via a St George's Hospital Oncology consultant. The service will take self referrals.

Referrals: Any eligible individual themselves, or via a relevant professional by phone, email or referral form

Services available: 10am–5pm, Monday to Friday

Office hours: 9am–5pm, Monday–Friday.

Cancer and Palliative Care

Disability Resource Centre, Poynters Rd, Dunstable, Beds, LU5 4TP

Contact: Marie Browne

Tel: 01582 709085

Email: marie.browne@sept.nhs.uk

The service provides level 3 interventions for psychological distress as stated in NICE guidance (2004) to adult patients and families who have a diagnosis of Cancer or palliative care disease. The service is delivered in clinic settings, home, hospice or nursing home depending on the need of the patient/family/carer. Referrals are initially discussed with the referring Macmillan Nurse/CNS either at Multidisciplinary meetings or during supervision sessions appropriate referrals are then faxed to the service. The service is able to offer individual, couple or family sessions and works with complex issues such as family issues causing distress, adjustment issues survivorship issues. Complex cases deemed to require Level 4 intervention are seen by the Consultant Clinical Psychologist. The service provides teaching and supervision to Level 2 practitioners. We are also part of the wider Network Psychological steering group which provides guidance of psychological services across Mount Vernon Network and instigates development of the services across the network. Currently this group is chaired by the Consultant Clinical Psychologist for our service. The service is based within SEPT Clinical Health Psychology service

Catchment area: Luton & South Bedfordshire

Referrals: Referrals are made after discussion at MDT, Case Load Supervision and then faxed referral form

Service available: 9am–5pm, Monday–Friday.

Office hours: 8.30am–4.30pm, Monday–Friday.

Central and South West England

Dorset Cancer Centre Counselling Service

Poole Hospital NHS Foundation Trust, Forest Holme, 5 Seldown Road, Poole, Dorset, BH15 1TS

Contact: Linda Lovett-Darby, Macmillan Psychotherapist

Tel: 01202 448096

Fax: 01202 448206

Email: linda.lovett-darby@poole.nhs.uk

The service is for patients, carers and relatives including children and young people. It provides one-to-one psychological/emotional support and counselling to patients living with a diagnosis of cancer, their families and bereaved relatives. The service is delivered in the designated counselling rooms, on the Forest Holme ward and oncology wards and in the community with home visits where appropriate.

Catchment area: Poole, Wimborne and the Purbecks.

Referrals: Self referrals are recommended and referrals can also be made by hospital and community healthcare professionals and specialist and generalist palliative care teams.

Service available: 9am–5pm, Monday–Friday with some flexibility for early morning and early evening sessions.

Office hours: 9am–5pm, Monday–Friday.

Wales

Relate Macmillan Service

8 Riviere's Avenue, Colwyn Bay, Conwy, LL29 7DP

Counsellors: Sheila Cunnington 07979 594465 and Christine Pool 07979 594498

Contact: Louise Atkinson

Tel: 01492 535140

Email: administratorthnorthwales@relatecymru.org.uk

Macmillan Cancer Support is working with Relate Cymru to offer free counselling to people affected by cancer in north Wales. Our counsellors can meet with you on an individual basis or with your partner or members of your family to help you talk through the impact of a cancer diagnosis; the physical and emotional effects of your treatment; problems talking to children or other people close to you; worries, losses life changes and fears for the future and how you go forward after treatment has finished. We can arrange face to face counselling sessions or telephone counselling.

Catchment area: We operate across all counties in north Wales.

We will take self referrals, referrals from health care professionals, Macmillan staff, hospice staff, GPs etc.

Referrals: Referrals are generally made by phone, but if clear contact details are sent through by fax or email, we can arrange to contact the client to discuss appointments

Service available: Variable – depending on location of counselling.

Office hours: 8.30am–2.30pm, Monday–Friday, although out of these hours there is an ansaphone where you can leave a message in confidence

Macmillan Relate Relationship Counselling Service

47 Walter Road, Swansea, SA1 5PW

Contact: Dr Rachel Davies (Macmillan Relate Specialist Counsellor)

Tel: Bookings 01792 454412 Internal (Internal Dr Davies – 07582874186)

Email: enquiries.macmillan@relatecymru.org.uk or rachel.macmillan@relatecymru.org.uk

A range of couple and family counselling services provided by experienced Relate counsellors and available free to families experiencing cancer. Services are delivered face to face but telephone service is also

available. Venues in a range of locations in South West Wales but can provide services in hospitals or hospices as required.

Catchment area: The whole of South West Wales (venues currently in Bridgend, Swansea, Llanelli, Carmarthen).

Referrals: Informal enquiries can be made by professionals but family must book their own appointment via the booking line/email.

Service available: Weekdays – flexible times.

Office hours: 9am–5pm, Monday–Friday. Phones are manned during office hours but answerphone is available outside this.

Bereavement services

These services offer bereavement support to carers and family members, in health settings or the home. The service can include support and training for professionals working with bereaved people.

East Midlands and Northern England

Macmillan Family Support Team

Ashgate Hospice, Ashgate Road, Old Brampton, Chesterfield, Derbyshire, S42 7JD

Contact: Tracey Brailsford, Macmillan Family Support Team Co-ordinator

Tel: 01246 568801

Email: tracey.brailsford@ashgatehospice.nhs.uk

The Macmillan Family Support Team based at Ashgate Hospice aims to provide assessment and support to the family, friends and carers of people with a life limiting illness and are known to a Specialist Palliative Care Team. We can provide:

Information on the experience of bereavement, practical and emotional issues and local and national support networks. Support is provided by telephone, face to face, through memorial events and support groups. Specialist intervention is available for those individuals who have complex bereavement needs. This will either be provided by the Macmillan Family Support Team or by referral onto appropriate agencies such as mental health teams.

Catchment area: North Derbyshire.

Referrals: People can self refer, we will take referrals from any concerned person such as health care professionals, social services, education, friends or neighbours but would recommend that the person being referred is aware of the referral if possible. We have a referral form and will also take referrals by phone or letter.

Service available: 9am–5pm, Monday–Friday.

Office hours: 9am–5pm, Monday–Friday.

Macmillan Bereavement Information and Support Service

Seaton Park Medical Group, Norham Road, Ashington, NE63 0NG

Contact: Carol Sullivan, Team Leader

Tel: 01670 855533

Fax: 01670 859000 – Attn: Carol Sullivan

Email: carol.sullivan@northumberlandcaretrust.nhs.uk

The service offers bereavement support to carers and family members. Trained volunteers visit the bereaved in their own home after the death of a loved one.

Catchment area: Northumberland.

Referrals: Referrals are made by medical professionals ie Macmillan nurses, GPs, district nurses. We do not take self referrals.

Service available: 10am–9pm.

Office hours: 9am–5pm.

London, Anglia and South Eastern Region

Macmillan Bereavement Service

Meadow House Hospice, Ealing Hospital, Uxbridge Road, Southall, Middlesex, UB1 3HW

Contact: Marianne Kolbuszewski

Tel: 020 8242 5921

Email: marianne.kolbuszewski@nhs.net

The service offers bereavement, counselling, pre-bereavement counselling, drop-in bereavement group, carers' group, telephone counselling. We are based at Meadow House Hospice, but also at satellite locations near the hospital.

Catchment area: For relatives and carers of Ealing, Hounslow, Harrow patients.

Referrals: Referrals can be made by professionals, and members of the public by phone, fax, email, letter, referral form.

Service available: Monday–Friday.

Office hours: 9am–5pm, weekdays, and late opening Wednesday, 5pm–8pm.

Macmillan Dove Community Bereavement Service

St Luke's House, 22 Lampits Hill, Corringham, Essex, SS17 9AL

Contact: Karen Ball

Tel: 01375 648179

Email: Karen.stlukeshouse.org.uk

This service provides a community bereavement service to residents of Basildon and Thurrock districts and is a partnership between Macmillan, St Lukes Hospice and Thurrock MIND.

Support services

These services offer a range of support to people affected by cancer in the community. This includes information and signposting, and support with issues such as housing, employment, finances and social isolation.

East Midlands and Northern England

Age UK Macmillan Cancer Support Service

Macmillan Cancer Support Service Age UK Sheffield, 44 Castle Square, Sheffield, S1 2GF

Contact: Lynne Sen

Tel: 0114 2502850

Fax: 0114 2502860

Email: macmillan@ageuksheffield.org.uk

The service can help people deal with any problems they might face from housing issues, including assessment for aids and adaptations or care packages, to providing info and advice on employment/carers rights and benefit entitlement, support to deal with debt, bereavement and funeral planning through to tackling social isolation improving self esteem, low mood and tackling loss of confidence.

The service ranges from simple sign-posting to accessible resources through to in-depth support, working alongside service users for long enough to link them to whatever they need to live independent, socially connected lives.

The service can be delivered through a range of mediums including over the phone, face to face at our city centre premises, at community venues or in peoples homes.

The service is open to anyone over the age of 50 living within the Sheffield boundary who has been affected by cancer. Service users may have had a cancer diagnosis themselves, they may care for someone who has had a diagnosis, or they may be a relative or friend.

Catchment area: within the Sheffield boundary.

Referrals: Referrals can be accepted from any source, by phone, fax, email, letter, or referral form – individuals may self refer or a family member or friend can contact us on their behalf. Organisational referrals can be made by any professional who has the service-users permission to contact us. The information we require at referral stage is name, address, d.o.b. and contact details for the service user and a brief outline of their circumstances/needs and the name and contact details of the referrer.

Service available: 9am–5pm, Monday–Friday

Office hours: 9am–5pm, Monday– Friday.

Macmillan Community Services

Age UK Carlisle and Eden, Resource Centre, Sandgate, Penrith, Cumbria CA11 7TP

Contact: Moira Errington

Tel: 01768 863618

Email: moira.errington@ageukcarlisleand eden.org.uk

The aim of the project is to link older people to existing services, as well as developing new ones. The officers work with both voluntary and statutory organisations, community groups and individuals to explore the services available and find out if more are needed. They are here to listen and find out about the needs of older people affected by cancer in their community. The officers will work with volunteers to help develop services or build on existing ones.

Catchment area: Eden Valley to include Kirkby Stephen, Appleby, Penrith, Alston and the surrounding rural villages.

Referrals: Referrals can be made by the professionals and members of the community – anyone as long as the person being referred has given their permission to be contacted. Referrals are made by phone, letter, email, face to face, feedback forms from leaflets.

Service available: 9am–5pm, Monday–Friday. Also evening meetings and weekend social activities.

Office hours: 9am–5pm, Monday–Friday.

The Macmillan Living Well With Cancer Service

Blythe House Hospice, The Living Well Centre, Blythe House, Ecclesfold Road, Chapel-en-le-Frith, High Peak SK23 9TJ

Contact: Anne Cawthorn, Macmillan Specialist Practitioner

Tel: 01298 816994

Fax: 01289 814744

Email: Anne.cawthorn@blythehouse.co.uk

The Living Well with Cancer service offers a comprehensive range of services and support to anyone diagnosed with cancer including their carers and families. Support can be at the Living Well Centre or via telephone support and an individual, flexible programme is agreed on to meet the persons needs.

Catchment area: Residents of the High Peak.

Referrals: Referrals can be made by professionals and self referrals. These can be made by phone, fax, email, letter, referral form.

Service available: Tuesday and Wednesday from 10am–5pm but appointments and telephone calls are made on other days.

Office hours: Blythe House is open 9am–5pm, Monday–Thursday.

Macmillan Support Services

Walkergate Clinic, 45 Scrogg Road, Walkergate, Newcastle NE6 4EY

Contact: Lisa Johnstone, Service Co-ordinator

Tel: 0191 2194618

Email: macmillansupport@newcastle-pct.nhs.uk

Macmillan Support Services delivers the following services; information and support, befriending and bereavement service. All services are accessible to anyone affected by cancer. Referrals are made to the service by any health care professionals. A holistic assessment is carried out within the home environment to establish and identify the individual's needs and a care plan is implemented accordingly. Each person is allocated an appropriately trained and supervised volunteer, who will offer a supportive, confidential and non judgemental relationship during this difficult period in their life. Visits will be made to the bereaved person's home or a convenient community venue if preferred for an agreed periods of time.

Catchment area: North Tyneside and Newcastle

Referrals: Referrals are made by all professionals with a referral form with the exception of information services that are accessible without referral.

Service available: 8.30am–8pm, Monday– Friday. Weekend visits are available on request.

Office hours: 9am–5pm, Monday– Friday.

National services

Macmillan Support Line

If you have any questions about cancer, ask Macmillan.

If you need support, ask Macmillan.

Or if you just want someone to talk to, ask Macmillan.

Our cancer support specialists are here for everyone affected by cancer, whatever you need.

Call the Macmillan Support Line on 0808 808 00 00, Monday to Friday, 9am to 8pm. Calls are free, including from mobiles.

We have an interpretation service in over 200 languages. Just state, in English, the language you wish to use when you call.

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

Alternatively, visit macmillan.org.uk

Map of Macmillan regions

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- 2 Northern Ireland
- 3 East Midlands and Northern England
- 4 Wales
- 5 Central and South West England
- 6 London, Anglia and South East Region (LASER)

