

WHAT IS MACMILLAN CANCER SUPPORT?

WE ARE
MACMILLAN.
CANCER SUPPORT

As a professional, you know cancer doesn't just affect the people you support physically. It can affect everything – their relationships, finances, work. You may feel that there aren't enough hours in the day to spend as long as you'd like with them, or to answer all their questions.

Macmillan can help, whether it's offering additional benefits advice, guidance on returning to work, or helping people make plans for their future. We can help you give them the support they need to feel more in control of their lives.

We are a constant source of support

We're here to support people with cancer right from the moment they're diagnosed, through treatment and beyond. As well as funding healthcare professionals like you, we provide information so that people can make good decisions about their care and treatment. But we give so much more than medical information and support.

As you know, many people with cancer end up needing help with money worries. That's why we provide specialist advice on work and benefits, as well as financial guidance on things like mortgages, insurance and savings.

Some people with cancer also require practical support at home. We can provide anything from some precious time off for a carer, to a lift to hospital. And we're always here to offer emotional support when things get tough – whether it's face-to-face at one of our centres, or from one of our specialists on the Macmillan Support Line.

And we're not just here for people with cancer. We're here for their carers, relatives and friends too. We want to reach and improve the lives of everyone affected by cancer, so that no one has to face it alone.

We are a force for change

Macmillan campaigns for a better deal for people affected by cancer. That's because we want everyone with cancer to receive the right level of treatment and support, regardless of who they are and where they live.

To help us make change happen, we talk to people affected by cancer and listen to what's important to them. We also rely on the insights and expertise of professionals like you to help us understand the bigger picture. And we ask the public to support our calls for change.

We are all Macmillan

As a charity registered with the Charity Commission, donations make up 98% of our income. So we couldn't do what we do – or support you to do your outstanding work – without our amazing supporters.

Now, more than ever, we need people to join our team and help us make sure no one faces cancer alone. People can support us in a number of ways. For example, they can raise money by running marathons, hosting coffee mornings or making a donation. They can also give their time at information and support centres, events or in their local community. Or they can share their experiences of cancer online, in the media or with each other. However someone chooses to help, they become a part of the Macmillan family.

Our services and their reach

In 2013 Macmillan reached 5.19 million people affected by cancer, including:

- **1.82 million** people living with cancer
- **0.53 million** carers of people with cancer
- **2.84 million** friends and family

Our services were used 9.08 million times in 2013, which includes:

- **1.73 million** times we helped people through our face-to-face and telephone services
- **4.03 million** people in the UK who visited our website
- **3.32 million** people in the UK who received information materials

Healthcare services

Funding and supporting professionals

We want to make sure everyone affected by cancer gets the best care possible. To do this, we fund and support a range of health and social care professionals who provide expert, face-to-face care.

In 2013, Macmillan allied health professionals*, nurses and other health and social care professionals reached 668,324 people affected by cancer. We also moved into the second year of a major project that's piloting four new Macmillan roles: a primary care nurse, a community care nurse, a support worker and a complex case manager. And we supported both Macmillan and non-Macmillan professionals 6,356 times through courses, grants and events.

* Macmillan allied health professionals include:

- Lymphoedema specialists
- Physiotherapists
- Dietitians
- Pharmacists
- Information radiographers
- Occupational therapists
- Speech and language therapists

Clinical environments

From our research and from speaking to people with cancer, we know that the design of clinical buildings can have an impact on the way people feel and respond to treatment. So as well as helping fund the design and construction of buildings, we work to improve environments built by us in previous years or that belong to partners. We also provide furniture, decoration and fittings to create a relaxing and healing environment.

Types of clinical environments include palliative care units, chemotherapy suites and general cancer care centres. In 2013, 81,804 people were helped at our clinical environments.

Promoting physical activity

It's well known that physical activity can have major health benefits for people with cancer, helping with issues such as depression and even reducing the risk of certain cancers returning. We therefore do everything we can to raise awareness about the positive impact of physical activity.

In partnership with Boots, we produced a free exercise DVD called Get Active Feel Good in 2013, which was ordered by more than 17,000 people online. We also provide training to Boots Macmillan Information Pharmacists to help them have conversations about physical activity in store with people living with cancer.

Through our Walking for Health initiative run in partnership with the Ramblers, people living with cancer also used free walking schemes in England. In 2013 an estimated 2,390 people with cancer used the Walking for Health scheme.

Financial support services

Benefits advice

We provide free services to help people affected by cancer claim the benefits they're entitled to. Our Welfare Rights team is available to speak to via the Macmillan Support Line. In 2013 they took more than 200 calls a day – a long way from the 15 calls a week it took when it started ten years ago

Also a number of Macmillan benefits advisers work in a variety of settings, including Citizens Advice Bureaux and Macmillan information and support centres, providing specialist support on benefits, tax credits and grants. In 2013 they helped 130,000 people gain £186.4 million in benefits.

Macmillan grants

We offer one-off grants to help people affected by cancer on low incomes pay for essentials such as heating or clothing.

In 2013 we gave out £9.4 million in grants, compared to our target of £9.5 million. In doing so, we reached 32,504 people, just short of our goal of reaching 33,000 people.

Financial Guidance Service

This Macmillan service helps people affected by cancer make informed decisions about everything from mortgages, to pensions, savings, insurance and more.

In 2013 it helped more than 4,400 people secure £4 million in financial gains. (This includes the extra money we helped people receive, as well as the money we helped them save.)

Information and support services

Macmillan Support Line

Anyone affected by cancer can call our support line for expert answers to their questions about cancer or just for a chat. Where appropriate, we also refer people who call our support line to our financial services.

Our support line is open Monday to Friday, 9am–8pm. In 2013 it answered 147,724 calls.

Information and support centres

At Macmillan cancer information and support centres, people affected by cancer can ask questions and talk through their concerns with specialist Macmillan Information professionals and trained volunteers.

The centres also stock our booklets and leaflets about cancer, as well as information on financial support. Many centres have benefits advisers available and some offer complementary therapies too.

Mobile services

Our mobile services tour the UK throughout the year, offering free, confidential information and support to people in their local communities. In 2013 they helped more people than ever before, reaching 60,851 people.

Macmillan website

Our website features high-quality cancer information, an Online Community where people can chat and support each other, and information on how Macmillan and other organisations can provide support. In 2013 we started to redesign our website so that it's easier for people to find the information and support they need.

Support on the high street

We have an excellent partnership with Boots that allows us to give people affected by cancer information and support on the high street.

Boots Macmillan Information Pharmacists work in Boots stores and are trained by us to give people information and support if they have questions about cancer.

In 2013, No.7 Boots Macmillan Beauty Advisors also began working in stores. They're on hand to help people who are worried about the visible side effects of cancer treatment, such as hair loss.

Macmillan information resources

We produce a wide range of publications in a variety of formats specifically for people with cancer, their family and friends. These are available free of charge for people affected by cancer and for professionals like you who work with them.

Practical and emotional support services

Self-help and support groups

You'll know that groups like these can be invaluable in giving people affected by cancer the chance to meet others who understand what they're going through.

In 2013, we funded the setting up of 37 new self-help and support groups and the further development of 117 existing groups. In total, 19,418 people helped by our practical and emotional support (including self-help and support groups).

Online Community and webchats

Our Online Community gives people affected by cancer a place to connect with each other and share support. We gained 10,879 new members in 2013.

We also host regular webchats with our support line workers, who answer all sorts of questions about living with cancer.

Volunteers in the community

Macmillan volunteer-led practical and emotional support schemes see members of the public help people affected by cancer by doing little things that can make a big difference, such as shopping, picking up prescriptions or providing a listening ear.

Learning and development

We're committed to providing people living with or beyond cancer with the information and tools they need to take back control of their life. As part of this, we offer a comprehensive range of courses, workshops and learning toolkits.

In 2013, 4,306 people affected by cancer used our learning and development opportunities.

We also provide learning and development programmes for health and social care professionals – further details can be found in your Handbook for Macmillan professionals or online.

Together we can change lives

Our support helps people affected by cancer feel more in control of their lives. We fund health and social care professionals who people can turn to with their questions. We provide information so that they can make good decisions about their care. We give financial guidance to ease their money worries. And we provide practical and emotional support to help out with everyday challenges.

To learn more about how we can support you and the people you help, visit [macmillan.org.uk/pro](https://www.macmillan.org.uk/pro) or call **0808 808 00 00**.