

# Questions about practical and financial issues

Below are some questions you may wish to ask and people who may be able to answer them. The tick indicates a person you could approach with a particular question, but other people may also be able to help.

## Questions

## Who you could ask

	Hospital receptionist	GP receptionist	Your GP	Your cancer nurse	Your social	Macmillan Support Line or other useful organisations
How can I get help with transport?	✓			✓	✓	✓
Can I get help with travel costs?	✓			✓	✓	✓
If I can't attend the date or time of an appointment, what can I do?	✓	✓	✓			
Can I get financial benefits or grants, such as a Macmillan Grant?			✓		✓	✓
Who can I speak to about my financial concerns?			✓		✓	✓
How can I get help with my energy bills?			✓		✓	✓

On the table on the previous page, we have indicated that the Macmillan Support Line or other helpful organisations may be able to help answer some questions.



The table below shows some organisations that may be able to help and what they could be contacted for. You can click on the name of an organisation to visit its website.

## Helpful organisations

## What they could help with

Age UK; Age Northern Ireland; Age Scotland; Age Cymru (Wales)	Financial or practical concerns, and details of local Age UK branches. These offer a range of services to older people that could help if you have been diagnosed with cancer.
Carers UK; Carers Northern Ireland; Carers Scotland; Carers Wales.	Caring for someone with cancer or another health condition.
Citizens Advice (England and Wales)	Financial or practical concerns or questions.
NHS Direct (England); Health and Social Care in Northern Ireland; NHS 24 (Scotland); NHS Direct Wales.	Symptoms and any problems you experience with your health.
Older People's Advocacy Alliance (OPAAL)	Getting practical and emotional support when you have been diagnosed, and while you're receiving treatment.
Patient Advice and Liaison Service (PALS) (England)	All hospitals in England have access to PALS. They are there to help with any queries you have. They can also help if you would like to make a complaint about your treatment and care.
Social services (contact your local council)	Help at home (such as shopping or cleaning), intensive home care and specialist equipment.