

**MACMILLAN**  
CANCER SUPPORT

# ASK ABOUT YOUR CANCER TREATMENT

**QUESTIONS  
ABOUT  
CANCER?  
WE CAN HELP**

**MACMILLAN**  
CANCER SUPPORT

The Macmillan  
Cancer  
Information  
Centre

INFOPOINT



# About this booklet

This booklet aims to help you find out more about cancer treatments. It is for anyone who is diagnosed with cancer. You might also find this booklet useful if you want to support a partner, family member or friend who is having cancer treatment.

The booklet suggests questions you can ask your healthcare team. There are questions to help you:

- understand your diagnosis
- understand what your treatment might involve
- understand the benefits and risks of different treatment options
- find out about practical and financial help.

Some questions may be more useful than others. This will depend on your treatment and your situation.

In this booklet, we have included quotes about asking healthcare professionals questions. Some are from our Online Community ([macmillan.org.uk/community](https://www.macmillan.org.uk/community)). The others are from people who have chosen to share their story with us.

To share your experience, visit [macmillan.org.uk/shareyourstory](https://www.macmillan.org.uk/shareyourstory)

## For more information

If you have more questions or would like to talk to someone, call the Macmillan Support Line free on **0808 808 00 00**, 7 days a week, 8am to 8pm, or visit **macmillan.org.uk**

If you would prefer to speak to us in another language, interpreters are available. Please tell us, in English, the language you want to use. If you are deaf or hard of hearing, call us using NGT (Text Relay) on **18001 0808 808 00 00**, or use the NGT Lite app.

We have some information in different languages and formats, including audio, eBooks, easy read, Braille, large print and translations. To order these, visit **macmillan.org.uk/otherformats** or call **0808 808 00 00**.

## Your data and the cancer registry

When you are diagnosed with cancer in the UK, some information about you, your cancer diagnosis and your treatment is collected in a cancer registry. This is used to plan and improve health and care services. Your hospital will usually give this information to the registry automatically. There are strict rules to make sure the information is kept safely and securely. It will only be used for your direct care or for health and social care planning and research.

Talk to your doctor or nurse if you have any questions. If you do not want your information included in the registry, you can contact the cancer registry in your country to opt out.

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# Asking questions

You probably have lots of questions about treatment. Knowing what is happening and why can make you feel more involved in your care. It can also make it easier to make decisions.

You should be given a key worker. This will usually be your clinical nurse specialist. This person will be your main point of contact at the hospital.

A team of health professionals, called a multidisciplinary team (MDT), is responsible for your treatment and care. Members of your MDT and your key worker can answer any questions you have. They can also refer you to other people who can help.

We have more information about key workers and MDTs on pages 8 to 9.

**'Ultimately, what everybody wants is for you to be happy and comfortable with your treatment plan.'**

**David, GP**

## Difficult questions

Some questions may be difficult to ask, particularly when they are about very personal issues. For example, you might want to talk about the impact cancer and its treatment are having on your sex life. Or you may want to ask about symptoms you are experiencing that feel embarrassing.

You may feel embarrassed or afraid to ask these questions. But healthcare professionals are used to all kinds of questions and are happy to help.



# 5 top tips for asking questions

## 1. Plan your questions

Appointments and other chances to speak with your healthcare team can be short. It is good to be prepared, and we have information to help you do that (see pages 12 to 24).

It may help to write your questions before your appointment. Keep a notebook handy and write things as you think of them.

## 2. Keep notes

You can make notes during appointments in a notebook. This may help you to remember what is said. You may also like to use page 37 of this booklet to write any notes.

You can also get copies of any documents your doctor or healthcare team send to your GP. These might include information about your test results or treatment.

Some healthcare professionals may be happy for you to record consultations using a dictaphone or smartphone. You should ask their permission first.

### **3. Consider asking a family member or friend to join you**

You may find it helpful to bring someone with you to appointments, such as a family member or friend. They may also be able to make notes while you and the healthcare professional talk, and help you to remember what is said.

### **4. Do not feel you have to ask everything at once**

You do not have to ask all your questions at once. There will be other chances to speak to your healthcare team. It is fine if you think of new questions or need to ask a question again. You can make another appointment, or speak to your healthcare team over the phone. Some healthcare professionals can also be contacted by email.

Your key worker should give you their contact details so that you can talk over the phone or arrange a face-to-face meeting. You can use this to go over anything you do not understand or need repeating.

### **5. Remember that professionals are there to help**

You may have questions that feel difficult to talk about. Remember that the healthcare professionals you speak to will be used to talking to people with all sorts of issues. They are there to help. It is very likely they will have helped other people in similar situations.



# Who you can ask

## Your healthcare team

Depending on the type of cancer you have and how it is treated, you may be seen by some, or all, of these healthcare professionals:

- **Surgeon** – a doctor who specialises in a specific cancer type and does operations.
- **Oncologist** – a doctor who specialises in cancer care and treatment.
- **Haematologist** – a doctor who specialises in diagnosing and treating blood disorders, including some cancers.
- **Pathologist** – a doctor who studies cells and body tissues.
- **Clinical nurse specialist** – an expert nurse who specialises in a particular area of health, such as cancer or a specific cancer type.
- **Therapy radiographer** – an expert in planning and giving radiotherapy.
- **Radiologist** – a specialist in x-rays and scans.
- **Palliative care doctors and nurses** – specialists in relieving the symptoms of cancer when a cancer can no longer be cured.
- **Oncology pharmacist** – a pharmacist with special training in medications used to treat cancer.

You may also be seen by other health or social care professionals, such as a physiotherapist, occupational therapist, dietitian, counsellor, psychologist or social worker.

Your GP (family doctor) and practice nurse may also be involved in your treatment and care.

Your care will be managed by a multidisciplinary team (MDT). This is a group of different professionals who work together to manage your treatment and care.

You should be given a key worker. This will usually be your clinical nurse specialist. This person will be your main point of contact at the hospital. They can answer any questions you have, or refer you to other people who can help. They can also offer support to you and your family. At your first appointment, your key worker should give you their contact details so that you can talk over the phone or arrange a face-to-face meeting.

If you have a question about a particular cancer medicine, you may be able to ask an oncology pharmacist in the pharmacy department at your hospital or treatment centre.

**'I act as a key worker, and there are no questions that you cannot ask. Nothing is too big, too small or too silly – that is what we are here for.'**

**Michael, clinical nurse specialist**

## Financial specialists

It is normal to worry about money when you or someone in your family has cancer. For example, you may have to pay to travel to hospital. Or you may have higher energy bills if you stay at home more often.

You can call **0808 808 00 00** to speak to our experienced financial advisers. They can help with personal finance issues or claiming benefits. You could also speak to Citizens Advice for telephone or face-to-face advice (see page 34 for contact details).

## Social services

You might have questions about getting support at home. For example, you may need help with tasks like shopping or cleaning. Or you may have care needs.

Your GP or a member of your healthcare team may refer you to social services if they think you need help with some of these issues.

If you have been referred to social services, you can ask them about any practical issues you have. They can also help with financial problems.

## Other people affected by cancer

You should ask your healthcare team questions about your condition and treatment. However, you may have questions you want to ask someone who is going through a similar experience to you. You could speak with other people affected by cancer:

- at a local support group – visit [macmillan.org.uk/in-your-area](https://www.macmillan.org.uk/in-your-area) to search for one, or call our support line on **0808 808 00 00** and we can help you look for one
- on our Online Community at [macmillan.org.uk/community](https://www.macmillan.org.uk/community)



# Questions after diagnosis

Asking questions during and after your diagnosis can make it easier to understand what is happening and why.

Being told you need to see a specialist for tests can be a shock. It can often be some time before your appointment, so you might feel worried.

Your healthcare team will tell you how to prepare for your tests and what is involved. They will also explain any results to you.

But you might want to ask some extra questions. Someone should be available after your first appointment to discuss your diagnosis and how it may affect you. This is usually a clinical nurse specialist.

If you think of questions later, you may also find it helpful to speak to someone at your nearest Macmillan cancer information and support centre. Visit [macmillan.org.uk/informationcentres](https://www.macmillan.org.uk/informationcentres) to find your nearest centre.

You can also call our cancer support specialists on **0808 808 00 00** (Monday to Friday, 9am to 8pm).

You may want to ask questions about:

- being referred for tests for cancer
- having tests and getting the results
- getting more information about your cancer diagnosis
- any practical issues, such as work and finances.

You are likely to have many different feelings during this time. If you need emotional support, help is available. Your GP, cancer specialist or clinical nurse specialist will be able to help you find the support you need. You can also call our cancer support specialists on **0808 808 00 00**.

Here are some suggestions about the types of questions you could ask after your diagnosis.

## About your diagnosis

- Where did the cancer start?
- What is a primary cancer?
- What is a secondary cancer?
- What is the stage of the cancer? (This tells you how advanced it is).
- What is the grade of the cancer? (This gives an idea of how quickly it is growing).
- What are the average survival rates for this type of cancer, and what might this mean in my case?

'Make sure you understand everything you are told, and if not, ask again.'

**Christine**

## Getting more information

- Who can I contact if I think of questions later? Can I see someone in person?
- Will someone tell my GP about the diagnosis? How quickly will this happen?
- Can I ask for a second opinion about my diagnosis or the plan for my treatment?
- Who can I talk to about how I am feeling?
- Who can I ask about practical issues?

We have more suggested questions about getting practical and financial support on pages 22 to 24.





## Questions about treatment

You can ask your healthcare team any questions you have before, during and after your treatment.

When you are making decisions about treatments, it is very important that you understand all the information you are given. You can ask questions about anything you do not understand. You may find our booklet **Making treatment decisions** helpful – see page 26.

The type of questions you have are likely to change depending on what stage of treatment you are in.

Remember that you can continue to ask your healthcare team questions during your treatment. Your cancer specialist or clinical nurse specialist will answer any questions you have. They should also offer you some written information about the treatment that you can take home.

Here are some suggestions about the types of questions you could ask about treatment.

'If you do not feel comfortable with the treatment your healthcare team are offering you, ask why they feel that is the appropriate treatment. Don't be afraid to ask questions.'

**Colin**

## Your treatment options

- What treatment or treatments do you recommend for me?
- What is the aim of my treatment?
- Are there any other treatments that might work just as well?
- What are the benefits and risks of each treatment option?
- What might the side effects of each option be?
- Would there be different treatment options if I were treated privately?

## Taking part in a clinical trial

- Is there a clinical trial I can take part in?
- What does taking part in a clinical trial mean?
- What sort of trial am I being offered?
- Why is the trial taking place?
- How does taking part in a trial change my treatment options?

## Choosing treatment

- How can I choose between the treatments you have offered me?
- Can I change my mind after I have started my treatment?
- Can I get a second opinion?
- Can you suggest a consultant who could offer a second opinion?

## Choosing not to have treatment

- Can I choose not to have any treatment?
- If I choose not to have treatment, what is likely to happen?
- If I choose not to have treatment now, could I have treatment later?
- If I was able to have treatment later, would the aim of the treatment be the same?

## Where to have your treatment

- Can I choose where I am treated?
- Can I be treated privately?
- Will I have all my treatment at this hospital or will I have to travel?
- How long will I need to stay in hospital for?
- Can I have my treatment at home, or closer to home?
- Is there any help or support that I can have at home?

**'Making the decision about treatment was so hard. My advice is to talk about it as much as you can.'**

**Trish**

## What treatment will involve

- How soon will the treatment start?
- How long will the treatment last?
- How often will I have my treatment?
- If I have chemotherapy, will I have tablets, injections or drips?
- If I need to take tablets at home, how should I handle and store these medicines? What will happen if I forget to take a dose?
- If I need radiotherapy, what will this involve?
- Can I have a family member or friend with me while I am having the treatment?
- If I need surgery, what will this involve?
- How long will I need to be in hospital for?
- How long is it likely to take for me to recover?

## How treatment might affect you

- What does this treatment do?
- Do I need to change my lifestyle while having this treatment?
- Can I drink alcohol?
- Do I need to change what I eat?
- Can I exercise regularly?
- Will the treatment affect my fertility or sex life?
- Can I continue working while I am having treatment?

## How well treatment is working

- How effective is my treatment likely to be?
- How and when will I know if the treatment has worked?
- How will the doctors know if the treatment is working?
- Will I need to have any more tests?
- If my treatment is delayed, will this make a difference?

## Side effects

- What are the possible side effects?
- How long are side effects likely to continue for?
- Will side effects eventually go away, or might some be permanent?
- How will I be monitored for side effects during and after treatment?
- What should I do if I have side effects?
- What can be done to reduce side effects and how can they be controlled?
- Are there any complementary therapies that might help?
- If I am having lots of side effects, can I reduce or completely stop my treatment?
- What would happen if I decided to stop my treatment at any point?

## During treatment

- Who will be looking after me while I have my treatment?
- Will any religious or spiritual wishes I have be met?
- Who should I contact if I have any problems?
- How long should I wait before contacting someone?
- Who should I contact in an emergency or out of hours?
- When will I next see my oncologist or specialist nurse?

## After treatment

- What happens when treatment finishes?
- How can I expect to feel after the treatment?
- How long might it take until I feel back to normal?
- What might the long-term effects of cancer and its treatment be?
- Who do I contact if I have a problem in-between follow-up appointments?

## Worries about cancer coming back

- How will I be checked to see if the cancer has come back?
- I am worried about the cancer coming back. Who can I speak to?
- How can I reduce the risk of the cancer coming back?
- How can I stay healthy after treatment finishes?

# Questions about help and support

You should be given information about support groups in your area. You can also find out about local groups by calling us on **0808 808 00 00**.

You can also share your experiences and discuss your feelings with other people in your situation on our Online Community at **[macmillan.org.uk/community](https://www.macmillan.org.uk/community)**

Here are some questions that could help you get support during treatment, including any practical or financial help you need.



## Help with money worries

- Will there be any financial costs to me?
- Where can I get financial support?
- How do I get free prescriptions for my cancer treatment?
- Can I get help with my energy bills?
- Can I get help with travel or hospital parking costs?

## Emotional support

- How can I get help with how I am feeling?
- Are there any support groups in my area?
- Is there any psychological support or counselling available?



## Work

- Will I be able to continue working?
- How much time will I need to take off work?
- Where can I get support with work-related issues?
- Who can I speak to about going back to work once treatment finishes?

## Family

- What help is available for my family?
- Will I still be able to care for my children?

## Travel

- Can I still go on holiday?
- How can I find travel insurance providers that can cover me?

We have more information about practical, financial and emotional support available in a range of formats. See page 26 for ways to order this information.



# About our information

We provide expert, up-to-date information about cancer. And all our information is free for everyone.

## Order what you need

You may want to order more leaflets or booklets like this one. Visit **be.macmillan.org.uk** or call us on **0808 808 00 00**.

We have booklets on different cancer types, treatments and side effects. We also have information about work, financial issues, diet, life after cancer and information for carers, family and friends.

## Online information

All of our information is also available at **macmillan.org.uk/information-and-support**. There you'll also find videos featuring real-life stories from people affected by cancer, and information from health and social care professionals.

## Other formats

We also provide information in different languages and formats, including:

- audiobooks
- Braille
- British Sign Language
- easy read booklets
- eBooks
- large print
- translations.

Find out more at **macmillan.org.uk/otherformats**

If you'd like us to produce information in a different format for you, email us at **cancerinformationteam@macmillan.org.uk** or call us on **0808 808 00 00**.

## Help us improve our information

We know that the people who use our information are the real experts. That's why we always involve them in our work. If you've been affected by cancer, you can help us improve our information.

We give you the chance to comment on a variety of information including booklets, leaflets and fact sheets.

If you'd like to hear more about becoming a reviewer, email [reviewing@macmillan.org.uk](mailto:reviewing@macmillan.org.uk) You can get involved from home whenever you like, and we don't ask for any special skills – just an interest in our cancer information.



# Other ways we can help you

At Macmillan, we know how a cancer diagnosis can affect everything, and we're here to support you.

## Talk to us

If you or someone you know is affected by cancer, talking about how you feel and sharing your concerns can really help.

### Macmillan Support Line

Our free, confidential phone line is open 7 days a week, 8am to 8pm. Our cancer support specialists can:

- help with any medical questions you have about cancer or your treatment
- help you access benefits and give you financial guidance
- be there to listen if you need someone to talk to
- tell you about services that can help you in your area.

Call us on **0808 808 00 00** or email us via our website, **[macmillan.org.uk/talktous](https://www.macmillan.org.uk/talktous)**

### Information centres

Our information and support centres are based in hospitals, libraries and mobile centres. There, you can speak with someone face to face.

Visit one to get the information you need, or if you'd like a private chat, most centres have a room where you can speak with someone alone and in confidence.

Find your nearest centre at **[macmillan.org.uk/informationcentres](https://www.macmillan.org.uk/informationcentres)** or call us on **0808 808 00 00**.

## Talk to others

No one knows more about the impact cancer can have on your life than those who have been through it themselves. That's why we help to bring people together in their communities and online.

## Support groups

Whether you are someone living with cancer or a carer, we can help you find support in your local area, so you can speak face to face with people who understand. Find out about support groups in your area by calling us or by visiting [macmillan.org.uk/selfhelpandsupport](https://www.macmillan.org.uk/selfhelpandsupport)

## Online Community

Thousands of people use our Online Community to make friends, blog about their experiences and join groups to meet other people going through the same things. You can access it any time of day or night. Share your experiences, ask questions, or just read through people's posts at [macmillan.org.uk/community](https://www.macmillan.org.uk/community)

## The Macmillan healthcare team

Our nurses, doctors and other health and social care professionals give expert care and support to individuals and their families. Call us or ask your GP, consultant, district nurse or hospital ward sister if there are any Macmillan professionals near you.

'Everyone is so supportive on the Online Community, they know exactly what you're going through. It can be fun too. It's not all just chats about cancer.'

Mal

## Help with money worries

Having cancer can bring extra costs such as hospital parking, travel fares and higher heating bills. If you've been affected in this way, we can help.

### Financial guidance

Our financial team can give you guidance on mortgages, pensions, insurance, borrowing and savings.

### Help accessing benefits

Our benefits advisers can offer advice and information on benefits, tax credits, grants and loans. They can help you work out what financial help you could be entitled to. They can also help you complete your forms and apply for benefits.

### Macmillan Grants

Macmillan offers one-off payments to people with cancer. A grant can be for anything from heating bills or extra clothing to a much-needed break.

Call us on **0808 808 00 00** to speak to a financial guide or benefits adviser, or to find out more about Macmillan Grants. We can also tell you about benefits advisers in your area.

Visit **[macmillan.org.uk/financialsupport](https://www.macmillan.org.uk/financialsupport)** to find out more about how we can help you with your finances.

## Help with work and cancer

Whether you're an employee, a carer, an employer or are self-employed, we can provide support and information to help you manage cancer at work.

Visit **[macmillan.org.uk/work](https://www.macmillan.org.uk/work)**

# Other useful organisations

There are lots of other organisations that can give you information or support.

## General cancer support organisations

### Cancer Black Care

**Tel** 020 8961 4151

**[www.cancerblackcare.org.uk](http://www.cancerblackcare.org.uk)**

Offers UK-wide information and support for people with cancer, as well as their friends, carers and families, with a focus on those from BME communities.

### Cancer Focus

#### Northern Ireland

**Helpline** 0800 783 3339

(Mon to Fri, 9am to 1pm)

#### Email

[nurseline@cancerfocusni.org](mailto:nurseline@cancerfocusni.org)

**[www.cancerfocusni.org](http://www.cancerfocusni.org)**

Offers a variety of services to people affected by cancer in Northern Ireland.

### Cancer Research UK

**Helpline** 0808 800 4040

(Mon to Fri, 9am to 5pm)

**[www.cancerresearchuk.org](http://www.cancerresearchuk.org)**

A UK-wide organisation that has patient information on all types of cancer. Also has a clinical trials database.

### Cancer Support Scotland

**Tel** 0800 652 4531

(Mon to Fri, 9am to 5pm)

#### Email

[info@cancersupportscotland.org](mailto:info@cancersupportscotland.org)

**[www.cancersupportscotland.org](http://www.cancersupportscotland.org)**

Runs cancer support groups throughout Scotland. Also offers free complementary therapies and counselling to anyone affected by cancer.



**Macmillan Cancer Voices**  
**[www.macmillan.org.uk/cancervoices](http://www.macmillan.org.uk/cancervoices)**

A UK-wide network that enables people who have or have had cancer, and those close to them such as family and carers, to speak out about their experience of cancer.

**Maggie's Centres**  
**Tel 0300 123 1801**

**Email**

[enquiries@maggiescentres.org](mailto:enquiries@maggiescentres.org)

**[www.maggiescentres.org](http://www.maggiescentres.org)**

Has a network of centres in many locations throughout the UK. Provides free information about cancer and financial benefits. Also offers emotional and social support to people with cancer, their family, and friends.

**Penny Brohn UK**

**Helpline 0303 3000 118**

(Mon to Fri, 9.30am to 5pm)

**Email**

[helpline@pennybrohn.org.uk](mailto:helpline@pennybrohn.org.uk)

**[www.pennybrohn.org.uk](http://www.pennybrohn.org.uk)**

Offers a combination of physical, emotional and spiritual support across the UK, using complementary therapies and self-help techniques.

**Teenage Cancer Trust**

**Tel 020 7612 0370**

**Email**

[hello@teenagecancertrust.org](mailto:hello@teenagecancertrust.org)

**[www.teenagecancertrust.org](http://www.teenagecancertrust.org)**

A charity devoted to improving the lives of teenagers and young adults with cancer. Runs a support network for young people with cancer, their families and friends.

**Tenovus**

**Helpline 0808 808 1010**

(Daily, 8am to 8pm)

**Email**

[info@tenovuscancercare.org.uk](mailto:info@tenovuscancercare.org.uk)

**[www.tenovuscancer.org.uk](http://www.tenovuscancer.org.uk)**

Has mobile cancer support units, a free helpline, benefits advice and an online 'Ask the nurse' service.

## General health information

### Health and Social Care in Northern Ireland

[www.hscni.net](http://www.hscni.net)

Provides information about health and social care services in Northern Ireland.

### Healthtalk

**Email** [info@healthtalk.org](mailto:info@healthtalk.org)

[www.healthtalk.org](http://www.healthtalk.org)

[www.healthtalk.org/young-peoples-experiences](http://www.healthtalk.org/young-peoples-experiences)

(site for young people)

Has information about cancer, and videos and audio clips of people's experiences.

### NHS.UK

[www.nhs.uk](http://www.nhs.uk)

The UK's biggest health information website.

Has service information for England.

### NHS Direct Wales

[www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.wales.nhs.uk)

NHS health information site for Wales.

### NHS Inform

**Helpline** 0800 22 44 88

(Mon to Fri, 8am to 10pm, Sat and Sun, 9am to 5pm)

[www.nhsinform.scot](http://www.nhsinform.scot)

NHS health information site for Scotland.

### Emotional and mental health support

#### Mind

**Helpline** 0300 123 3393

(Mon to Fri, 9am to 6pm)

**Text** 86463

**Email** [info@mind.org.uk](mailto:info@mind.org.uk)

[www.mind.org.uk](http://www.mind.org.uk)

Provides information, advice and support to anyone with a mental health problem through its helpline and website.

#### Samaritans

**Helpline** 116 123

**Email** [jo@samaritans.org](mailto:jo@samaritans.org)

[www.samaritans.org](http://www.samaritans.org)

Provides confidential and non-judgemental emotional support, 24 hours a day, 365 days a year, for people experiencing feelings of distress or despair.

## Financial or legal advice and information

### Benefit Enquiry Line Northern Ireland

**Helpline** 0800 022 4250

(Mon, Tue, Wed and Fri, 9am to 5pm, Thu, 10am to 5pm)

**Textphone** 0289 031 1092

**[www.nidirect.gov.uk/money-tax-and-benefits](http://www.nidirect.gov.uk/money-tax-and-benefits)**

Provides information and advice about disability benefits and carers' benefits in Northern Ireland. You can also call the Make the Call helpline on 0800 232 1271 to check you are getting all the benefits you are eligible for.

### Citizens Advice

Provides advice on a variety of issues including financial, legal, housing and employment issues. Use their online webchat or find details for your local office in the phone book or by contacting:

#### England

**Helpline** 03444 111 444

**[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)**

#### Scotland

**Helpline** 0808 800 9060

**[www.citizensadvice.org.uk/scotland](http://www.citizensadvice.org.uk/scotland)**

#### Wales

**Helpline** 03444 77 2020

**[www.citizensadvice.org.uk/wales](http://www.citizensadvice.org.uk/wales)**

#### Northern Ireland

**Helpline** 028 9023 1120

**[www.citizensadvice.co.uk](http://www.citizensadvice.co.uk)**

### GOV.UK

**[www.gov.uk](http://www.gov.uk)**

Has information about social security benefits and public services in England, Scotland and Wales.

### NiDirect

**[www.nidirect.gov.uk](http://www.nidirect.gov.uk)**

Has information about benefits and public services in Northern Ireland.

## Advanced cancer and end-of-life care

### Hospice UK

**Tel** 020 7520 8200

**Email** [info@hospiceuk.org](mailto:info@hospiceuk.org)

**www.hospiceuk.org**

Provides information about living with advanced illness. Has a directory of hospice services in the UK and free booklets.

## LGBT-specific support

### LGBT Foundation

**Tel** 0345 330 3030

(Mon to Fri, 10am to 6pm)

**Email** [helpline@lgbt.foundation](mailto:helpline@lgbt.foundation)

**www.lgbt.foundation**

Provides a range of services to the LGBT community, including a helpline, email advice and counselling. The website has information on various topics including sexual health, relationships, mental health, community groups and events.

## Support with sight loss

### Royal National Institute of Blind People (RNIB)

**Helpline** 0303 123 9999

(Mon to Fri, 8am to 8pm, Sat, 9am to 1pm)

**Email** [helpline@rnib.org.uk](mailto:helpline@rnib.org.uk)

**www.rnib.org.uk**

Offers support and advice to blind and partially sighted people in the UK.

## Support with hearing loss

### Action on Hearing Loss

**Helpline** 0808 808 0123

(Mon to Fri, 9am to 5pm)

**Textphone** 0808 808 9000

**SMS** 07800 000 360

**Email** [informationline@hearingloss.org.uk](mailto:informationline@hearingloss.org.uk)

**www.actiononhearingloss.org.uk**

Offers support and practical advice to people in the UK with hearing loss and tinnitus.

## Cancer registries

### The cancer registry

A national database that collects information on cancer diagnoses and treatment. This information helps the NHS and other organisations plan and improve health and care services. There is one in each country in the UK:

### National Cancer Registration and Analysis Service

**Tel** 0207 654 8000

**Email** [enquiries@phe.gov.uk](mailto:enquiries@phe.gov.uk)

**www.ncras.nhs.uk**

**Tel** (Ireland) 021 4318 014

**www.ncri.ie**

### Scottish Cancer Registry

**Tel** 0131 275 7050

**Email** [nss.csd@nhs.net](mailto:nss.csd@nhs.net)

**www.isdscotland.org/health-topics/cancer/scottish-cancer-registry**  
**www.childhoodbereavementnetwork.org.uk**

A UK-wide group of organisations and individuals working with bereaved children and young people. Has an online directory where you can find local services.

### Welsh Cancer Intelligence and Surveillance

### Unit (WCISU)

**Tel** 0292 037 3500

**Email** [general.enquiries@wales.nhs.uk](mailto:general.enquiries@wales.nhs.uk)

**www.wcisuwales.nhs.uk**

### Northern Ireland Cancer Registry

**Tel** 0289 097 6028

**Email** [nicr@qub.ac.uk](mailto:nicr@qub.ac.uk)

**www.qub.ac.uk/nicr**

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# YOUR NOTES AND QUESTIONS



## Disclaimer

We make every effort to ensure that the information we provide is accurate and up to date but it should not be relied upon as a substitute for specialist professional advice tailored to your situation. So far as is permitted by law, Macmillan does not accept liability in relation to the use of any information contained in this publication, or third-party information or websites included or referred to in it. Some photos are of models.

## Thanks

This booklet has been written, revised and edited by Macmillan Cancer Support's Cancer Information Development team. It has been approved by our Senior Medical Editor, Prof Tim Iveson, Consultant Oncologist.

With thanks to: Dr Russell Burcombe, Consultant Clinical Oncologist; Anne Cassidy, Partner, Clinical Negligence, Moore Blatch; Adele Cooper, Clinical Nurse Specialist; Lisa Flesher, Clinical Nurse Specialist; Craig Keenan, Visitor and Migrant NHS Cost Recovery Programme, Department of Health and Social Care; Rachel Keene, GP; Natasha Kocsis, EU/EEA Healthcare Policy, Department of Health and Social Care; Dr Elise Lang, GP; Dr Louise Lim, Consultant Medical Oncologist; Dr Pauline Love, GP; Pauline McCulloch, Colorectal Lead Nurse; Dr Gerry Miller, GP; Julie Orford, Clinical Nurse Specialist; Dr Lorna Porteous, GP; Elaine Russell, Partner, Harper Macleod LLP; Dr Amen Sibtain, Consultant Clinical Oncologist; Alex Sinclair, Visitor and Migrant NHS Cost Recovery Programme, Department of Health and Social Care; and Dr Santhanam Sundar, Consultant Clinical Oncologist. Thanks also to the people affected by cancer who reviewed this edition, and those who shared their stories.

We welcome feedback on our information. If you have any, please contact [\*\*cancerinformationteam@macmillan.org.uk\*\*](mailto:cancerinformationteam@macmillan.org.uk)

## Sources

If you would like further information about the sources we use, please contact us at [\*\*cancerinformationteam@macmillan.org.uk\*\*](mailto:cancerinformationteam@macmillan.org.uk)

# Can you do something to help?

We hope this booklet has been useful to you. It's just one of our many publications that are available free to anyone affected by cancer. They're produced by our cancer information specialists who, along with our nurses, benefits advisers, campaigners and volunteers, are part of the Macmillan team. When people are facing the toughest fight of their lives, we're there to support them every step of the way.

We want to make sure no one has to go through cancer alone, so we need more people to help us. When the time is right for you, here are some ways in which you can become a part of our team.



## **Share your cancer experience**

Support people living with cancer by telling your story, online, in the media or face to face.

## **Campaign for change**

We need your help to make sure everyone gets the right support. Take an action, big or small, for better cancer care.

## **Help someone in your community**

A lift to an appointment. Help with the shopping. Or just a cup of tea and a chat. Could you lend a hand?

## **Raise money**

Whatever you like doing you can raise money to help. Take part in one of our events or create your own.

## **Give money**

Big or small, every penny helps. To make a one-off donation see over.

## **Call us to find out more**

**0300 1000 200**

[macmillan.org.uk/getinvolved](http://macmillan.org.uk/getinvolved)



## Please fill in your personal details

Mr/Mrs/Miss/Other \_\_\_\_\_

Name \_\_\_\_\_

Surname \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

Postcode \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Please accept my gift of £ \_\_\_\_\_

(Please delete as appropriate)

I enclose a cheque / postal order /  
Charity Voucher made payable to  
Macmillan Cancer Support

OR debit my:

Visa / MasterCard / CAF Charity  
Card / Switch / Maestro

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Signature \_\_\_\_\_

Date

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## Don't let the taxman keep your money

Do you pay tax? If so, your gift will be worth 25% more to us – at no extra cost to you. All you have to do is tick the box below, and the tax office will give 25p for every pound you give.

- I am a UK tax payer and I would like Macmillan Cancer Support to treat all donations I make or have made to Macmillan Cancer Support in the last 4 years as Gift Aid donations, until I notify you otherwise.

I understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference. I understand Macmillan Cancer Support will reclaim 25p of tax on every £1 that I give.

Macmillan Cancer Support and our trading companies would like to hold your details in order to contact you about our fundraising, campaigning and services for people affected by cancer. If you would prefer us not to use your details in this way please tick this box.

In order to carry out our work we may need to pass your details to agents or partners who act on our behalf.



If you'd rather donate online go to [macmillan.org.uk/donate](https://macmillan.org.uk/donate)

Please cut out this form and return it in an envelope (no stamp required) to:  
Supporter Donations, Macmillan Cancer Support, FREEPOST LON15851,  
89 Albert Embankment, London SE1 7UQ

**This booklet aims to help you find out more about your cancer treatment. It suggests questions you can ask your healthcare team.**

**This booklet is for anyone who has been diagnosed with cancer. It might also be helpful for carers, family members and friends.**

We're here to help everyone with cancer live life as fully as they can, providing physical, financial and emotional support. So whatever cancer throws your way, we're right there with you. For information, support or just someone to talk to, call **0808 808 00 00** (7 days a week, 8am to 8pm) or visit **macmillan.org.uk**

Would you prefer to speak to us in another language? Interpreters are available. Please tell us in English the language you would like to use. Are you deaf or hard of hearing? Call us using NGT (Text Relay) on **18001 0808 808 00 00**, or use the NGT Lite app.

Need information in different languages or formats? We produce information in audio, eBooks, easy read, Braille, large print and translations. To order these, visit **macmillan.org.uk/otherformats** or call our support line.

**MACMILLAN  
CANCER SUPPORT**

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