

A short guide to Macmillan's services for people with cancer

**Macmillan helps people with cancer by
providing information and support about:**

- i Cancer and treatment**
- ☹️ How a person is feeling**
- £ Money worries**
- 💡 Practical help**
- 💻 Work**

You can use this guide to quickly identify the services that are best for the person you are helping. Our services can complement your care by helping with questions between appointments or simply being there when your patients need a listening ear.

Staffed with specialist advisers that can help people with cancer understand and navigate their needs. **This service is free and can be accessed on 0808 134 9747, [web chat](#) or [email](#).**

Standard response for webchat and email is up to 2 working days.

Our teams of advisers can support with:

Information about cancer and treatment



Cancer Information Nurse Specialists are experienced, qualified cancer nurses, providing relevant information on symptoms and diagnosis, treatment, how to manage side effects, living with cancer, palliative care and end of life.

Open 7 days a week, 8am-8pm

Support on how your patients are feeling and practical help



Our **Cancer Information and Support Specialists** can help with how your patients are feeling, whether they just want someone to listen, chat to, or help from a professional counsellor. Our advisers can also provide information and practical support to manage day-to-day tasks and help take the strain off.



Open 7 days a week, 8am-8pm

Information and support with money worries



Our specialist **Financial Guidance Team** are financially trained guides offering impartial information and tailored guidance, including advice on pensions, mortgages, banking, debt, getting or claiming on insurance, making a will, Power of Attorney and dealing with probate.

Open Monday-Friday, 8am-6pm

Our **Energy Advice Team** provide specialist advice and support about energy-related costs, including gas, electricity, water and other sources of fuel. They help to ensure that households do not get disconnected or into further debt due to financial issues after a cancer diagnosis.

Open Monday-Friday, 8am-6pm

The **Welfare Rights Team** are accredited advisers providing expert, impartial advice and guidance on the benefits, grants and tax credits a person may be entitled to when they have cancer. They can help maximise a household's income, by carrying out benefits checks and supporting people with cancer through casework to ensure they get the correct benefit decisions.

Macmillan Grants are also available through the Welfare Rights Team. The grants are means-tested, one-off payments of £350 to help with the extra costs that living with cancer can bring. Healthcare professionals can make applications for people with cancer here: macmillan.org.uk/grants-for-patients

Open Monday-Friday, 8am-8pm; Saturday-Sunday, 9am-5pm

Information and support about work



The **Work Support Team** offers expert information and advice on all aspects of employment rights, including how people with cancer can talk to their employer, negotiate adjustments at work, disputes and discrimination, taking time off and sick leave. The team also has a partnership with LAW Works, and people with cancer can be referred to them for one-off legal advice if appropriate.

Open Monday-Friday, 8am-6pm



Cancer and treatment



Practical help



How a person is feeling



Money worries



Work

Macmillan Online Community

Online

A peer-to-peer support forum for people living with and affected by cancer, with over 90,000 members. Support is anonymous, free and available 24/7, in a safe online environment. The Community has groups dedicated to specific cancer types, treatments and family and friends, as well as an 'Ask An Expert' section where members can ask our professionals any questions they may have around cancer and its impact.

community.macmillan.org.uk



Trusted information by email or post

Online / By post

We can support your patients with cancer through their diagnosis and beyond. They can receive regular, bite-sized information by email or post. It includes learning about their cancer type and the possible side effects of treatment, planning and managing finances and talking about their diagnosis with loved ones.

Sign up at macmillan.org.uk/diagnosis or call 0808 134 9747 to sign up by post.



Macmillan website

Online

The Macmillan website contains a wealth of expert information that is easy to navigate and understand. People with cancer can find content on different cancer types, tests and screening, getting diagnosed, treatments, living with cancer and end of life care.

www.macmillan.org.uk

Visitors can create a Macmillan account that personalises the content that is relevant to them through a [Personal Cancer Dashboard](#). The information is tailored to their responses, so it's clear and available in one place.

macmillan.org.uk/why-join



Cancer and treatment



Practical help



How a person is feeling



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Macmillan Information and Support Centres

Face to face / On the phone

Based in a variety of locations around the UK, including hospitals, hospices, libraries and other community locations, with some offering support over the phone. Some centres offer access to Macmillan benefits advice, self-help and support groups, and complementary therapy. Teams can signpost people with cancer to other services and support groups in the local area.

People with cancer can visit their local Information and Support Centre without a referral; they may be signposted by their clinical team, a Macmillan Professional or In Reach service in a hospital. Locations can be found at:

macmillan.org.uk/choose-location



Local Macmillan Welfare Benefits Advice Service

Face to face / On the phone

Staffed with trained advisers, these services help people with cancer access the financial support, tax credits and grants they are entitled to. Customers can get easy-to-understand, impartial advice tailored to their specific circumstances. Macmillan offers these services in partnership with Citizens Advice, NHS trusts, local authorities and other organisations. Some Welfare Benefits Advisers are located in Macmillan Information and Support Centres.

Customers are either referred by their healthcare team (including Macmillan Professionals) or they can self-refer. Locations and details of each service can be found at:

macmillan.org.uk/choose-location



To find out more about our cancer services, visit: macmillan.org.uk/services-for-patients



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Practical help



How a person is feeling



Money worries



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