






A guide to Macmillan's cancer support services

Guide to services

Macmillan services are delivered on the phone, online, in the post and in person. Some services are delivered by Macmillan and some through or with our partners or specially trained volunteers.

Some services provide general information and support, others are designed to help with specific types of need or stages in the cancer experience.

For each service, we have indicated the type of need it supports using the icons below:

-  Information about cancer and treatment
-  Support with how people are feeling
-  Information and support to help people practically
-  Information and support about money worries
-  Information and support about work

Types of need for people with cancer



Information about cancer and treatment

If your patient is looking for relevant, factual information to help them understand their cancer, the medical world, and what to expect from each stage they may go through. If the person would like to know what they need to do to have the best experience and chance of a positive outcome, including dying well.



Support about how a person is feeling

If your patient wants reassurance, someone to talk to about how they're doing. This could either be through ad hoc support, through informal regular chats, or they may need to speak to a trained professional.



Information about support to help practically

If your patient needs practical information and support with day-to-day tasks, to help take the strain off them and their family.



Information and support about money worries

If your patient is looking for guidance and practical information and support about money worries, they need to understand what support they (or their family are) entitled to during cancer, and how to get help accessing it.



Information and support about work

If your patient needs to talk to someone about problems at work; if they're worried about their job because of their cancer diagnosis. If they need to understand their rights at work and how to get them.

In this presentation

Click to navigate to each service

- [Website: Information & Support](#)
- [Tailored information by email or post](#)
- [Information booklets and leaflets](#)
- [Macmillan Online Community](#)
- [Cancer Information & Support Team](#)
- [Cancer Information Nurse Specialists](#)
- [Financial Guidance Team](#)
- [Work Support Team](#)
- [Energy Advice Team](#)
- [Welfare Rights Team](#)
- [Local Macmillan Welfare Benefits Advice Services](#)
- [Macmillan Grants](#)
- [Will writing](#)
- [Free specialist counselling](#)
- [Macmillan Buddies](#)
- [Macmillan Information and Support Centres](#)
- [Boots Macmillan Information Pharmacist](#)
- [Boots Macmillan Beauty Advisors](#)

Website: Information & Support



Online

What is the service: The Macmillan website contains a wealth of expert information which 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 on end of life care.

Accessing support: Visitors to the website can [create a Macmillan account](#) which will personalise the content that is relevant to them through a [Personal Cancer Dashboard](#). For people who don't want to create a Macmillan account, the [Personal Guide](#) and [Get Support Guide](#) ask a few simple anonymous questions. The information and advice is tailored based on the customer's responses, so it's relevant, clear and available all in one place.

In addition to providing useful, trusted information, the website gives customers online access to our cancer support teams on the **Macmillan Support Line**, giving them the choice of how they access our support. They can either use the [web chat](#), or [email](#) the team and state how they want to be contacted; standard response time can be up to 2 working days so for a more immediate response, other services may be more appropriate.

Website: Information & Support (cont.)



Online

Useful tools and pages

[Macmillan In Your Area](#) helps to identify local services, e.g. Information & Support Centres, Support Groups, etc. by searching by a place, town or postcode.

The [online benefits calculator](#) works out the financial support a person living with cancer, or their family, may be entitled to during cancer, e.g. universal credit, attendance allowance. The anonymous tool uses information about a person's household income, savings, pension and existing benefits to check what someone can claim.

Some useful navigation pages include:

- ❖ [Information about types of cancer, stages, treatment, times of need](#) and the most viewed pages on the website are [about treatment and drugs](#)
- ❖ [Help with how you're feeling](#). Customers can also register [online](#) for a Macmillan Buddy or enquire about free specialist counselling if they need help with how they're feeling.
- ❖ [Information and support to help practically](#)
- ❖ [Information and support to help with money worries](#)
- ❖ [Information and support about work](#)

Ongoing tailored information by email or post



**By post
Online**

What is the service: Customers who've been recently diagnosed with cancer can sign up to get regular emails or information by post. The content, tailored to the cancer type the customer discloses at sign up, is designed to provide the right support at the right time as they move through their cancer experience.

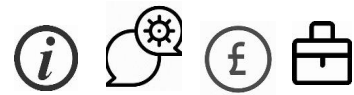
The emails give regular, bite-sized information and support, helping people cope with the ongoing issues of health, money, work and the practical impacts of cancer, together with support for how they are feeling. For customers who do not want emails, they can sign up to receive regular information by post; this contains similar information to the emails, but also includes additional content tailored to their work situation and for those not directly diagnosed themselves.

Customers receive 9 weekly emails, followed by 11 further emails every other week. For customers, or those supporting them, who prefer to receive the information by post, they can sign up via the Support Line to receive 4 x weekly packs.

Accessing support: People with cancer can sign up [online](#). People with cancer, or those supporting them, can sign up to receive information by post, by calling our Support Line on 0808 808 0000, open 7 days a week, 8am-8pm

*Point of diagnosis is typically within the first 6 – 8 weeks of receiving a cancer diagnosis, going for tests but before starting treatment.

Information booklets and leaflets



**Online, by post,
in person, in the
community**

What is the service: We produce a wide variety of award-winning booklets, books and audio-visual materials; some are available in an easy read format and a small range in 11 other languages. These contain information about different cancer types, side effects and symptoms, understanding cancer, living with cancer, and on end of life care.

Accessing support: Your customers can search on the Macmillan web site by cancer type, and either read the information online, download or order a printed copy to be posted to them; you should have supplies in your place of work but you can order more from our commerce site, Be.Macmillan. Plus copies of the booklets are also available from local Information and Support Centres and you can find their locations and details [here](#). **(Please note:** Opening times will vary depending on where they are based and may also be affected by the pandemic).

- [Download](#) booklets
- [Other languages and alternative formats](#)
- Order printed copies [online](#)
- Order a copy via the Macmillan Support Line on 0808 808 0000. Open 7 days a week 8am-8pm
- Our printed information is available free of charge in hospitals, GP surgeries, Macmillan Cancer Information and Support Centres, Boots pharmacies and other community settings.

Macmillan Online Community



Online

What is the service: The [Online Community](#) is a peer-to-peer support network for people living with and affected by cancer, with over 90,000 members. Support is available on our online forum, 24/7, in a safe environment. The Community has groups dedicated to specific cancer types, treatments, family and friends including:

- ❖ [Cancer experiences](#)
- ❖ [Cancer types](#)
- ❖ [Family and friends](#)
- ❖ [Carers](#)
- ❖ [Practical issues](#)
- ❖ [Travel insurance](#)

The [Ask An Expert](#) section is a place where members can ask our professionals (the majority of whom are volunteers), any questions they may have around cancer and its impact. Users of the site can also view recent questions that have been asked and the response. The team aim to respond to questions within 1 working day (although this can increase in busy periods).

People can [write a blog](#) to share their experiences which are available for anyone to read.

Macmillan Support Line



On the phone
Online (web chat or email)

The umbrella channel for delivery of a number of specialist services including:

- Cancer Information and support specialists
- Cancer information nurse specialists
- Financial Guidance
- Work Support
- Energy Advice
- Welfare rights
- Direct grants

Accessing support: Customers can speak to a services on the Macmillan Support Line on 0808 808 00 00, by [web chat](#) or [email](#), 7 days a week, 8am – 8pm. Standard response for webchat and email is up to 2 working days. Note that the opening times for each team may vary. A translation service is available for callers who prefer to speak to us in another language.

Cancer Information Nurse Specialists



**On the phone
Online (web chat or
email)**

What is the service:

The **Cancer Information Nurse Specialists** is a team of 60 experienced, qualified cancer nurses who can provide expert information for people with cancer. Customers can get support on symptoms and diagnosis, treatment, how to manage side effects; living with cancer, palliative care, end of life and coping with grief.

Accessing support:

The team are available **7 days a week, 8am – 8pm on 0808 808 00 00**, [web chat](#) or [email](#), so can provide information and support when people need it. Standard response for webchat and email is up to 2 working days.

Please note: the team do not have access to patients' medical records (which a Macmillan Professional would have); they cannot give tailored advice about a patient's medicine or treatment and are unable to diagnose or prescribe medication. They are unable to refer customers to a Macmillan nurse or other healthcare professionals.

Financial Guidance Team



**On the phone
Online (web chat or
email)**

What is the service:

Our 20 strong **Financial Guidance Team** give impartial information and tailored guidance on a wide variety of subjects including pensions, mortgages, banking, debt, getting or claiming on insurance, making a will, Power of Attorney and dealing with probate.

The team take the customer through a fact find over the phone, often helping to identify solutions that they may not be aware of. This in turn will help identify areas where they can receive guidance, and options for getting support.

The team can also support with casework in claiming on pensions or insurance claims and making a complaint where a person may have been declined previously but the team think they have a case. They will also refer customers to Step Change for debt advice and Macmillan-trained banking partners' specialist teams for support with financial products.

The team all come from a financial services background and undergo comprehensive Continual Professional Development training to ensure that customers get the best quality information and support.

Accessing support:

Customers can speak to the team on **0808 808 00 00**, by [web chat](#) or [email](#). **Open Monday-Friday 8am-6pm.**

Work Support Team



**On the phone
Online (web chat or
email)**

What is the service:

Our **Work Support Team** provides expert information and offer advice to people with cancer and their carers on all aspects of employment rights. They help people understand their rights at work, provide customers with information and guidance on how to talk to their employer, how to negotiate adjustments at work, disputes and discrimination, taking time off and sick leave.

The team also have a partnership with LAW Works and customers can be referred to them for one-off legal advice.

Accessing support:

Customers can speak to an expert on **0808 808 00 00**, by [web chat](#) or [email](#). Open Monday-Friday 8am-6pm.

Energy Advice Team



**On the phone
Online (web chat or
email)**

What is the service:

Our **Energy Advice Team** (currently a team of 16) provide advice and support about energy-related costs from gas, electricity, water and other sources of fuel. They will also inform people about external support for broken boilers, insulation and energy efficiency. They help to ensure that customers do not get disconnected or into further debt due to financial issues after a cancer diagnosis. They will also help to support and facilitate a three-way conversation with energy providers.

Customers will normally have had a benefits check with the Welfare Rights Team before they speak to the Energy Advice Team. This ensures that we can assess a person's criteria for certain schemes. However, a customer can self-refer to the team on the Support Line.

Accessing support:

The team are available on **0808 808 00 00**, by [web chat](#) or [email](#). Open Monday-Friday 8am-6pm.

Welfare Rights Team



On the phone
Online (web chat or email)

What is the service:

Many people don't know what financial help they are entitled to or are reluctant to claim as they don't understand the process and don't have the energy to engage with it. This all means people miss out on vital support when they need it most. Our **Welfare Rights Team** provide expert, impartial advice and guidance for customers on the benefits, grants and tax credits they may be entitled to during cancer.

The 90 members of the team are specially trained, accredited advisers. They help to maximise a household's income, carrying out benefits checks and will support customers through case work to ensure the customer gets the correct benefit decisions. They will also help a person living with cancer apply for a Macmillan Grant and refer customers to other services including our Energy Advice Team or for face to face support from Macmillan Welfare Benefits Advisors if they have more complex needs.

Accessing support:

The team are available **0808 808 00 00**, by [web chat](#) or [email](#). Open Monday-Friday 8am-8pm, Saturday and Sunday 9am-5pm.

Local Macmillan Welfare Benefits Advice Services



On the phone
Face to face

Macmillan Welfare Benefits Advice Services – locally, across the UK

What is the service:

Available across the UK, these services help people affected by cancer access the financial support [benefits], tax credits, and grants they are entitled to. Customers can get easily understood, impartial advice tailored to their specific circumstances, either face-to-face and remotely. Macmillan offers these services in partnership with Citizens Advice Bureau, NHS trusts, local authorities and other organisations; some Welfare Benefits Advisors are located in Macmillan Information and Support Centres.

Specially trained advisors assess the customer's needs and what they're entitled to, and help them to fill out the relevant application forms, which can often be complicated and confusing. They help minimise delays by ensuring people don't waste time filling out incorrect forms or make mistakes on their application. Advisors can also track the application process and ensure any issues are resolved so the person with cancer receives financial support as quickly as possible.

Accessing support: customers are either referred by their healthcare team (including Macmillan professional) or they can self-refer - locations and details of each service can be found [online](#).

Nottinghamshire Money & Work Team:

What is the service: , A specialist service providing the same specialist welfare benefits advice above but delivered directly by Macmillan. The service offers face to face support and support over the phone and via email for people who live or are receiving treatment in Nottinghamshire.

Accessing support: Macmillan Professionals or other healthcare professionals in this area can refer patients, they can self-refer by calling 01274 987 600 or email moneyworkreferrals@macmillan.org.uk, or be referred by the Macmillan support line. Monday–Thursday 9am-4.45pm, Friday 9-4.15pm

Macmillan Grants



**On the phone, online
or through your team**

What is the product:

Macmillan Grants are means-tested, one-off payments of £350 to help with the extra costs that living with cancer can bring. They can be used to help ease some of the additional financial pressures caused by a cancer diagnosis, including increased energy bills, cost of travel to and from hospital, home adaptations. Once an application is approved, payment is made by BACS into the chosen bank account or by cheque. *Find out more on the hub (we need to build this in or put link to information and application forms)*

Eligibility:

- People with cancer can have no more than £6,000 in savings for a household of one person or no more than £8,000 for a household of two or more people.
- A weekly income of no more than £323 per week for a household of one person or no more than £442 per week for a household of two or more people.
- We do not count Personal Independence Payment (PIP), Disability Living Allowance (DLA) or Attendance Allowance (AA) when we work out weekly income.

Accessing support: Customers apply through the Welfare Rights Team on **0808 808 00 00**, by [web chat](#) or [email](#). Open Monday-Friday 8am-8pm, Saturday Sunday 9am-5pm; or through their healthcare team. Customers can't apply for the grants directly.

Will writing service



Online
On the phone

What is the service:

Macmillan has partnered with a panel of trusted will writing providers across the UK to provide a free service to anyone aged 18 or over who wants to write a new will or write a will for the first time.

Accessing support:

Customers can register for the service directly [online](#) or by calling **0800 008 6429**. They can choose the will writing partner and how they want to write their will (options vary by region, the current available options can be found online). If the customer chooses to write their will online, Macmillan will provide the information via a link in an email so customers can get started immediately. For all other options, a representative of the will writing partner will be in touch usually within 2 - 10 working days following registration.

Our service covers the cost of a simple will. If a will is complex there may be a cost involved which the will writing partner will discuss with the customer. We aim for our will writing partners to contact a customer within 48 hours of letting us know their case is urgent. Our will writing partners will then prioritise this case according to the circumstances outlined in the initial conversation.

Please note: During the will writing process, the customer will be asked if they would like to leave a gift in their will to Macmillan but **there is no obligation** for a customer to do this.

Free specialist counselling



**On the phone
Online**

What is the service:

If things get too much and a person living with cancer is struggling with how they are feeling, they may be eligible for up to six remote, specialist one-on-one counselling sessions. We fund these services and they are delivered by Bupa. These sessions will be tailored to meet the specific needs of each customer. The sessions are offered over the phone or online and are designed to help understand, manage and overcome difficult feelings.

Accessing support:

Referral for a full assessment with Bupa can be done through:

1. One of the specialists on the Macmillan Support Line who will refer a customer if they met specific criteria
2. Self-referral direct to Bupa through a short online assessment [url tbc]
3. You can refer a person with cancer direct to Bupa, with no pre-assessment needed.

The customer will then have an assessment with Bupa over the phone, who will decide on the offer of counselling. The Bupa counsellors can also refer the person living with cancer back to the Macmillan Support Line if they have additional needs.

Note: due to the new nature of the service, roll-out and referral routes are tbc.

Macmillan Buddies



**Online, on the phone
and face-to-face**

What is the service:

A customer can register for a trained volunteer who they can chat to regularly either over the phone, online or face to face. The support is available in multiple languages for people with cancer on a weekly basis for up to 8 weeks. This can sometimes be extended for an additional 4 - 8 weeks (reviewed every 4 weeks).

The scheme is run nationally and volunteers are matched up with a person living with cancer.

- **Telephone or digital buddies** – provide people with cancer with someone to talk to regularly about how they're feeling, or to provide local signposting support. Support available over the phone or via video call.
- **Community buddies** - provide practical support to help take the strain off people with cancer and their family around the home, or just someone to chat to face to face

Accessing support:

People with cancer can [register their interest online](#) or call the Support Line on **0808 808 0000**. Open 7 days a week 8am-8pm

Target response time to registration of interest:

- Initial email acknowledgement that application has been received within 1 (business) day
- Initial assessment call – aim for 3 days when 'regular demand' / 7 days when 'high demand'

Macmillan Information and Support Centres



On the phone
Face-to-face

What is the service: Macmillan Information and Support Centres provide people with cancer 'time-out' from more formal, clinical appointments, giving them somewhere informal to talk to someone about how they are feeling. At these centres, we also offer free information booklets on a wide variety of issues including cancer, treatment, side effects, money worries or work.

Centres are based in a variety of locations including hospitals, hospices, libraries and other community locations, with some offering support over the phone. Some local centres offer access to Macmillan benefits advice, self-help and support groups, complementary therapy or support with issues such as hair loss. The teams can signpost people with cancer to other services and support groups in the local area that may also be of help. Additionally, there are thousands of information stands across the country where customers can pick up information booklets.

Accessing support:

Customers can pop into 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 and their details can be found [here](#). **Please note:** Opening times will vary depending on where they are based.

Boots Macmillan Information Pharmacist



Face-to-face
On the phone
Remotely via video

What is the service:

People with cancer or their carers can visit any Boots pharmacy, without making an appointment, and speak to one of the 4,300 Macmillan-trained Information Pharmacist (BMIPs). The specially trained pharmacists can answer questions and offer free information, support and advice to customers, including for those that need palliative and end of life care. In addition, in partnership with Macmillan and the NHS, Boots have launched a new Palliative Care Service, which gives customers who are terminally ill and at end of life, access to recommended medicines most used by terminally ill patients*.

The pharmacists can also connect people to more specialist sources of information and support, both locally and nationally, including to other Macmillan services.

Accessing support:

There are around 4,300 Boots Macmillan Information Pharmacists in Boots stores across the UK. The service is also offered virtually (by phone or video). Find your nearest Boots store [here](#) or [make an appointment](#) for a video consultation.

*The Palliative Care Service is available at over 2,000 of its pharmacies with an NHS contract.

Boots Macmillan Beauty Advisors



Face-to-face
Remotely by video

What is the service:

Free face to face or virtual support for people with cancer from over 600 Macmillan-trained Boots Macmillan beauty advisors in local Boots stores. These are No7 Advisors who have been trained to help with the visible side effects of cancer treatment and help people feel more like themselves. They can give practical advice and support (caring for nails, defining eyebrows, etc), signpost to local support and listen to worries or concerns about cancer and its treatment.

Accessing support:

The service is free and people with cancer don't need an appointment (but these are available in some of the larger stores). The service is now also offered virtually; book an appointment by [phone](#) or [video](#). Find your nearest Boots store [here](#).

