

# Doing whatever it takes

Macmillan Cancer Support Annual Overview 2022



**MACMILLAN**  
CANCER SUPPORT

Run the Trail



Debbie was diagnosed with stage three ovarian cancer.

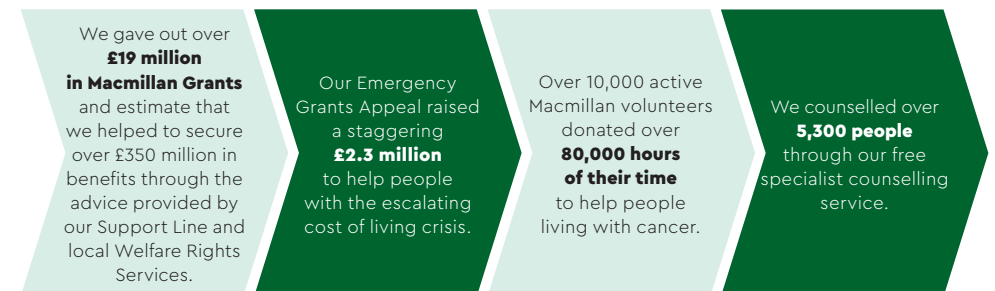
In 2022, the rising cost of living caused financial concerns throughout the UK, but it was particularly worrying for people living with cancer. A cancer diagnosis can bring a huge financial burden, and with the cost of living hitting the highest level in decades, people living with cancer turned to us more than ever for financial support, someone to talk to and to help ensure their voices are heard.

Read about how the work we did in 2022 enabled us to support people like Debbie, who is living with stage three ovarian cancer.

**"We are cutting down costs of every little thing we can, but I feel like our options are limited. We're coming into the winter months, and I've just had surgery, and for anyone that has gone through chemotherapy and multiple surgeries like myself, it's so important to keep warm and not to worry about having to turn your gas and heating up. The support we've received from advisors on the Macmillan Support Line has been a lifeline, but I am extremely worried about what the future holds."**

# The difference we made

We're here to help everyone with cancer live life as fully as they can, providing physical, financial and emotional support. We'll do whatever it takes, no matter what a person's needs are. We will listen to and support them however they need us to – big or small.





Macmillan colleagues and supporters marched to the Treasury to deliver a thousand decorated paper nurses with messages of support from campaigners.



2022 marked an astonishing 32 years of Macmillan Coffee Morning and saw 47,000 events take place, including this one in Stormont, Northern Ireland, raising an incredible £15.4 million.



Our supporters, fundraisers, volunteers, partners and donors continue to go above and beyond to help raise money for people living with cancer. 2022 saw the likes of the incredible Gary McKee take on 365 marathons in 365 days, raising more than £1.1 million for Macmillan.



Macmillan partnered with Channel 4 to create Super Surgeons: A Chance at Life, a three-part documentary series exploring the different holistic needs of people living with cancer, and following the journey of eight people living with cancer receiving ground-breaking surgery at the Royal Marsden.



The Deaf Cancer Support service was launched as part of a two-year pilot scheme in partnership with Self Help UK, helping Deaf people affected by cancer like Eleni to gain access to support groups and information in British Sign Language (BSL).



Our Macmillan Professionals Excellence Awards and Conference brought together more than 600 professionals to network, share, learn and celebrate.

# Our response to the cost of living crisis

The rising cost of living means that many people living with cancer have had to make tough choices.

**Figures from Macmillan show that in June 2022, two in three people with cancer in the UK (66% – an estimated two million people) were concerned about the cost of food or water over the next 12 months.**

(Macmillan/YouGov, 2022)

Macmillan has seen a rapid increase in the number of people in need of help as the cost of living hits the highest level in decades. This comes on top of the existing financial impact a cancer diagnosis already brings.

Thanks to the invaluable support and generosity of our fundraisers, volunteers, partners and donors in 2022, Macmillan has been able to:

- Support an estimated 44,000 people with money and work support via our Macmillan Support Line. Our partners also reported supporting just over 72,000 people through local Macmillan Welfare Rights Services.
- Give out over £19 million in one-off Macmillan Grants payments to allow us to help over 48,500 people with their financial concerns.

- Call on the UK Government to raise benefits with inflation and launch a 'Pay Personal Independence Payment (PIP) Now' campaign to challenge delays to vital benefits.
- Identify £254 million in financial gains that we helped 72,000 people living with cancer to secure.

**4 in 5 people living with cancer are, on average, up to**

# £891

**a month worse off because of their illness.**

(Macmillan/Truth, 2020)

**[Find out more information about our cost of living support.](#)**



# Making our services more accessible and inclusive

We are committed to meeting the needs of everyone living with cancer. This includes carrying out activities to reach more people from communities who don't always receive the cancer information, support or care they need and deserve.

## Cancer information across our website and online community

To ensure we are providing people with cancer with the right information in the right way, we reached out to people with cancer from marginalised communities to understand how we could improve our content to help different groups of people access the information they need. As a result, some of the changes we have made include:

- Introducing new formats of online cancer information, including audiobooks and easy reads, translations in a number of different languages and new animations and video content in British Sign Language.
- Updating our medical illustrations to make them (where appropriate) gender-neutral and using a range of skin tones.
- Publishing new information for LGBTQ+ people, developed in partnership with cancer support and advocacy charity for LGBTQ+ people, Live Through This.

## Macmillan Deaf Cancer Support Project

The pandemic highlighted a number of barriers for the Deaf community surrounding access to cancer information and support. To improve support for Deaf people living with cancer across the UK, Macmillan has partnered with Self-Help UK to launch a pioneering two-year pilot service. The Macmillan Deaf Cancer Support Project offers:

- One-on-one virtual emotional and practical support in BSL through trained Deaf volunteers.
- Support for carers, including Deaf people who are supporting a hearing person with cancer.
- Empowerment for Deaf people by enabling them to share their experiences through new and existing Deaf peer support groups.

## Don't face it alone

Gypsy, Roma, and Traveller communities are known to face some of the most severe health inequalities amongst the UK population. Members of these communities can struggle to access healthcare which means health issues only get dealt with when they become urgent. To improve this, we teamed up with The Travellers' Times and people from the Gypsy, Roma and Traveller community to encourage more people to speak out and ask for help. After conversations and interviews with members of the community who have lived experience of cancer, we created a video providing useful insights about cancer and Macmillan's services. The interviews and conversations gave us vital insights into these communities, and we hope the video will encourage people at the heart of them to get early help and to talk about their experience.



Members of the Pineapple Club playing in the dominoes tournament.

## Pineapple Club

We worked with Pineapple Club, a social club for retired members of the African Caribbean community based in South East London. Statistics show that cancer services are underserving this community, so our Community Engagement team raised awareness of Macmillan's support by attending their meetings to give presentations on Macmillan's services, encouraging members to open up about their experience with cancer, and sponsoring a dominoes tournament to raise awareness of Macmillan's services. Together, our actions highlighted the support available to people living with cancer within that community group.

## Welsh Language

Almost a quarter of people in Wales are Welsh speakers and the use and promotion of the language is ingrained in Welsh culture and protected in law as an official language. As of the end of 2021, we were one of only seven UK charities to have an approved Welsh offer by the Welsh Language Commissioner.

The Welsh language scheme aims to ensure we are equipped to treat Welsh no less favourably than English in our work, in recognition of the language's official status. In 2022, we worked hard to ensure we were fully compliant with the Welsh Language regulation and also developed a range of Welsh language materials.

## 'I feel like I have to fight and advocate for myself'

Jules was diagnosed with stage four lung cancer, which has since spread to her spine and pelvis.

**"I feel like I have to fight and advocate for myself. If I didn't, I'd be left behind. When I've had a scan, I get on it literally a few days later to see if my results are in. If I don't push for it, I don't know how long I would sit in the system before I'd be told my results."**

The current pressures on the system are also affecting her care.

**"I was really rushed through my appointment because they were trying to cater for everyone, and I got booked in for the wrong blood test, and my prescription wasn't ordered. You really want this part of your journey as a cancer patient to be smooth running, but these pressures are making it harder and harder for that to happen."**



## Cancer waiting times

**Analysis by Macmillan shows cancer waiting times in the UK for 2022 were the worst on record, highlighting the urgency of the situation faced by people living with cancer, and healthcare professionals across the country.**

While cancer care professionals continue to go above and beyond to ensure people get the care they need, we are concerned that the current system is unable to keep up with the unprecedented demand on its services. This means that unless treatment delays are tackled with equal urgency, performance of cancer services is at risk of worsening further.

**Average number of people in England per month who waited more than two weeks to see a specialist following an urgent GP referral**



All figures based on analysis of NHS England, Cancer Waiting Times - National Time Series Oct 2009 - Mar 2023

### Macmillan is calling for:

- More funding for health services to help alleviate waiting time concerns.
- The UK Government to deliver a fully funded plan to tackle the cancer backlog.

# Looking forward

## Our 2023 priorities to improve our services and support:



### **Help more people with the cost of living crisis**

by investing more money into grants and welfare advice so people get the financial help they desperately need. We will also work with partners in energy and banking across the UK to drive industry-wide change.



**Make our services more inclusive** by increasing our cancer champions in local communities – volunteers offering tailored help and guidance to people furthest from accessing cancer support and information. We will also form a national partnership to offer grants to grassroots organisations working with marginalised communities.



### **Work closely with our 11,000 Macmillan professionals,**

supporting their development and making sure they have the right tools, skills, support and resources to deliver excellent personalised care experiences for people living with cancer.



### **Transform our cancer information services**

by increasing their reach and improving the experience for people with cancer accessing these services.



### **Work with partners to deliver joined up health and care services.**

Improving the Cancer Journey is a successful service in Scotland that gives people diagnosed with cancer access to a dedicated support worker who can connect them to emotional, practical and financial support that's right for them. This year we will pilot the model in England.



### **Develop our internal culture and people plans**

to ensure that we can achieve representative diversity across the organisation and that every colleague and prospective colleague has an inclusive and equitable experience whilst working with us.



At Macmillan, we give people with cancer everything we've got. If you're diagnosed, your worries are our worries. We will move mountains to help you live life as fully as you can.

And we don't stop there. We're going all out to find even better ways to help people with cancer, helping to bring forward the day when everyone gets life-transforming support from day one.

We're doing whatever it takes. But without your help we can't support everyone who needs us. To donate, volunteer, raise money or campaign with us, call **0300 1000 200** or visit [macmillan.org.uk](https://www.macmillan.org.uk)



**[Read our 2022 Annual Report and Accounts here.](#)**

**MACMILLAN  
CANCER SUPPORT**

Macmillan Cancer Support, registered charity in England and Wales (261017), Scotland (SC039907) and the Isle of Man (604). Also operating in Northern Ireland. MAC19340\_OVERVIEW\_DIG