

A close-up photograph of a woman with short, grey hair, smiling warmly. She is wearing a white top and a small blue earring. She is holding a white mug. The background is softly blurred, showing a window with green foliage outside.

**MACMILLAN  
CANCER SUPPORT**

**A registered charity**

# **Health, social and community professionals' guide to Macmillan services for people with cancer**

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**Use this guide to quickly identify the services and channels that are best for the person you are helping.**

We've grouped each service by the type of need it supports and included the essential information you need to select and access the right service(s). Use the coloured tabs to find the right support:

### **Information about cancer and treatment**

For relevant, factual information to help people understand their cancer, the medical world, and what to expect from each stage they may go through. Also as well as what the person may need to do in order to have the best experience and chance of a positive outcome, including dying well.

### **How a person is feeling**

For reassurance and/or someone to talk to about how a person is doing. This could either be through ad hoc support, through informal regular chats, or speaking to a trained professional.

### **Information about support to help people with daily life**

Practical information and support with day-to-day tasks, to help take the strain off people with cancer and their family.

### **Information and support about money worries**

Guidance and practical information and support, help understanding what support people (or their family) are entitled to during cancer, and how to get help accessing it.

### **Information and support about work**

Help and guidance about problems at work, worries about a person's job because of their cancer diagnosis, rights at work and how to get these.



# Language and accessibility needs

Contents:

## Support for customers with language and accessibility needs



We have a range of accessible support available for different needs, from translation and interpretation services to providing resources in different formats.

Macmillan Support Line provides services for customers who are deaf, hard of hearing or who need support in a different language.

Customers can speak to the Macmillan Support Line team in the language they need through an interpreter.

### How to access this service:

Customers can call us free of charge on **0808 808 0000** and tell us, in English, the language they need. The team will dial an interpreter into the call or arrange an urgent call back.

For customers who are hard of hearing or deaf, we can set up a British Sign Language (BSL) interpreter call. The customer can do this by emailing us [here](#) or online chat [here](#) or by having a family member or friend call to set this up. This service can take up to 3 days to set up and the customer will need access to a smartphone, mobile device, laptop or PC with a webcam and good internet connection.

Deaf, hard-of-hearing and speech-impaired customers can make text relay calls by dialling **18001** followed by **0808 808 0000**.

They can also download the Relay UK app from the App Store or Google Play, enabling them to make phone calls to anyone. Once the customer has downloaded the app onto their smartphone or tablet, all they need to do is link their phone number and get started. The app is free to use and customers only pay their normal charges for calls they make.

### Booklets, web pages, videos, audiobooks, Braille, large print, easy-read formats, British Sign Language and other languages.

We produce a variety of information about different cancer types, side-effects and symptoms, understanding cancer, living with cancer and end-of-life care. Our cancer information is available in a number of formats. These include booklets, audiobooks, videos (including BSL videos), easy read booklets and translations. We can also provide some information in different languages and formats, like Braille and large print.

### How to access this service:

People with cancer can read or download booklets online at [macmillan.org.uk/cancer-booklets](http://macmillan.org.uk/cancer-booklets) or order printed copies online at [macmillan.org.uk/cancer-info](http://macmillan.org.uk/cancer-info). Other languages and formats are available at [macmillan.org.uk/other-format-info](http://macmillan.org.uk/other-format-info).

We can translate some information on request. If you need information in another language, audio, Braille or large print, please email us at [cancerinformationteam@macmillan.org.uk](mailto:cancerinformationteam@macmillan.org.uk).

# Deaf Cancer Support

Virtual



Through our partnership with Self Help UK, deaf people living with cancer, their carers and deaf people who are supporting a person with cancer in the UK can access remote practical support and help with how they're feeling. Trained Deaf volunteers provide one-to-one remote support (via video calls) in British Sign Language (BSL) including:

- Helping people living with or after cancer to cope with how they're feeling
- Providing practical support and signposting to other local services that can help
- Conducting an electronic Holistic Needs Assessment (eHNA) to ensure people with cancer get personalised care
- Providing medium level advocacy support for complex issues

This service also facilitates virtual peer support groups for deaf people with cancer.

## How to access this service:

Customers can access support online **here** or by contacting Deaf Cancer Support **here**. You can also make referrals for the person you are supporting.

Alongside the deaf cancer service, if a customer has different needs – such as speaking to a cancer nurse specialist or specifically about money or work – we can provide a BSL interpreter via the Macmillan Support Line. To set this up, the customer can email us **here** or **online chat** or by having a family member or friend call us on their behalf.

This service can take 3 days to set up and the customer will need access to a smartphone, laptop or PC with a webcam and good internet connection.



# Information about cancer and treatment

Contents:

# Tailored information for the recently diagnosed or those supporting them

Online  By post



Regular emails or information by post and tailored to the customer's cancer type. Includes bite-size information and support to help people with ongoing issues of health, money, work and the practical impacts of cancer, together with support for how they are feeling. Customers receive 9 weekly emails, followed by 11 further emails which are sent every two weeks.

Customers – or those who are supporting them – who prefer to receive the information by post, can sign up via the Support Line to receive 4 x weekly packs.

### How to access this service:

People with cancer or those supporting them can sign up **online** or by calling the Macmillan Support Line on **0808 808 0000**. Calls are free and we're **open 7 days a week, 8am–8pm**.

# Macmillan website – [www.macmillan.org.uk](http://www.macmillan.org.uk)

Online

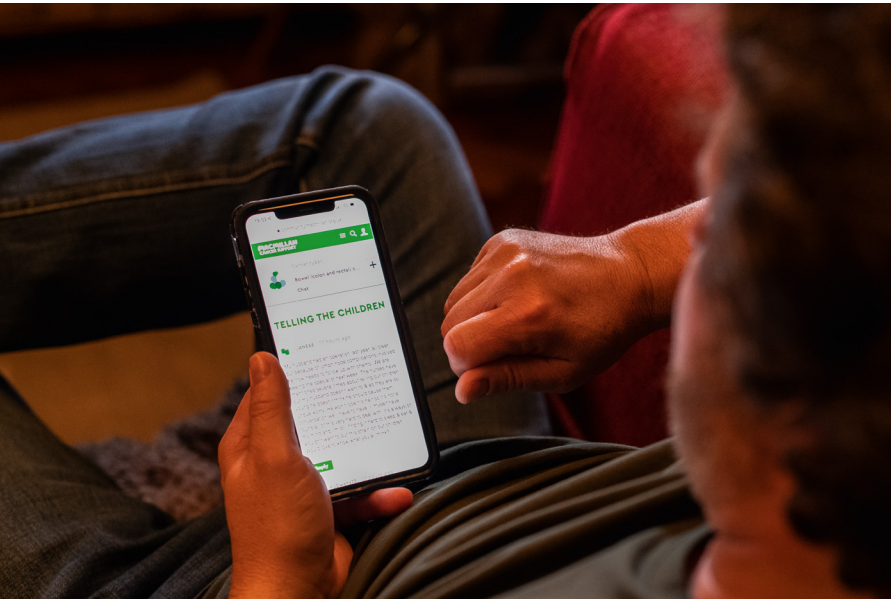


Content on different cancer types, tests and screening, getting diagnosed, treatments, living with cancer and end-of-life care, plus online access to our cancer support teams on the Macmillan Support Line through web chat or email. (Standard response time can be up to 2 working days so, for a more immediate response, other services may be more appropriate.)

Also includes a **local services finder**, to locate services such as information and support centres, and support groups, by searching by a place, town or postcode.

People can personalise the content that is relevant to them by setting up a Macmillan Account. Alternatively, they can answer a few simple anonymous questions to access tailored information and advice in one place or use the site anonymously.

**How to access this service:**  
Available online at [www.macmillan.org.uk](http://www.macmillan.org.uk)





# Macmillan Support Line

- Online ✓
- By phone ✓
- By Email ✓



A wide range of services to support people from information about cancer and its treatment, to support with how people are feeling, their money and work. Services include:

**Cancer information nurse specialists** – Experienced, qualified cancer nurses providing expert information on symptoms and diagnosis, treatment, how to manage side effects; living with cancer, palliative care, end-of-life and coping with grief.

**Cancer information and support** – wide range of specialist, tailored support to help people with how they're feeling, provide practical information and support, as well as helping people to find local support that can help meet specific needs.

**Financial Guidance** – Financially trained advisers offering impartial information and tailored guidance including pensions, mortgages, banking, debt, getting or claiming on insurance, making a will, Power of Attorney and dealing with probate. Can also support with casework in claiming on pensions or insurance claims, make referrals for debt advice and support with financial products.



**Energy Advice** – Advice and support about energy-related costs from gas, electricity, water and other sources of fuel, helping to ensure that customers do not get disconnected or into further debt due to financial issues after a cancer diagnosis.

**Welfare Rights** – Accredited advisers providing expert, impartial advice and guidance on the benefits, grants and tax credits a person may be entitled to during cancer. Help to maximise a household's income, carrying out benefits checks and supporting customers through case work to ensure they get the correct benefit decisions.

**Work Support** – 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. Also offer referrals for one-off legal advice.

**Macmillan Grants** – means-tested payments to help with the extra costs that living with cancer can bring. Can be used to help ease additional financial pressures such as increased energy bills, cost of travel to and from hospital, home adaptations. Available through Welfare Rights service, by **webchat** or via **email**. Healthcare professionals can make applications for people with cancer **here**.

# Macmillan Support Line

- Online ✓
- By phone ✓
- By Email ✓



### How to access these services:

People can access these services by calling the Macmillan Support Line free of charge on **0808 808 0000, 7 days a week, 8am–8pm**. Our advisers will take some information and help people get through to the right team. Due to legislative differences in the Channel Islands and Isle of Man, financial, energy, welfare rights and work support advice may be limited for residents from these areas. But we would like to help people as much as we can, so please contact us to find out more.

### How to refer patients to the Macmillan Support Line from primary care:

If you're a primary care professional, you can also refer your patients directly to the Macmillan Support Line through a referral form embedded within EMIS and SystemOne. You need to fill in the form, save it, and email it to us at **supportlinereferrals@macmillan.org.uk**. The patient will then receive a call back from one of our advisers who will assess their needs and offer relevant information and support options.

**Please note:** patients cannot request a Macmillan nurse through the Macmillan Support Line. Patients can be referred to an NHS trust, which may or may not have a Macmillan nurse.

## Information booklets, leaflets and audio-visual materials

- Online ✓
- By phone ✓
- By Email ✓
- By post ✓
- Face to face ✓



A variety of booklets, books and audiobooks, plus a small range of easy-read booklets and fact sheets in other languages. These contain information about different cancer types, side-effects and symptoms, understanding cancer, living with cancer and end-of-life care.

**How to access this service:**  
 People with cancer can read or download booklets **online** or order printed copies **here**.

Other languages and formats are also available **online**.

Copies of the booklets are also available from local **Macmillan Information and Support Centres**. (Please note: Opening times will vary depending on where they are based).

Materials can also be ordered to be sent in the post by calling the Macmillan Support Line on **0808 808 0000**. Calls are free and we're **open 7 days a week, 8am–8pm**.

You may have supplies in your place of work but you can order more from our commerce site, **Be.Macmillan**.



# Macmillan Information and Support Centres

- By phone ✓
- Virtual ✓
- Face to face ✓



Centres offer a trusted source of high quality information and support for people with questions about cancer – whether that is a concern that they may have cancer, if they are going through treatment, coming to terms with living with cancer or adjusting to life after a cancer diagnosis.

Centres are based in a variety of locations around the UK including hospitals, hospices and libraries as well as other community settings. They are often managed by Macmillan cancer information specialists.

All information centres offer a wide range of free information as well as the opportunity to talk to professionals and volunteers in a relaxed and informal environment.

They will also be able to signpost people with cancer to other services and support in the local area.

Opening hours and services offered by centres do vary according to their size and location; some centres also offer specific information and support for particular cancers, direct access to the Macmillan benefits service and specialist services such as complementary therapies.

### How to access this service:

Customers can visit their local Macmillan Information and Support Centre without a referral; they may be signposted to you or an In Reach service in a hospital.

Locations and their details can be found **here**.

**Please note:** Opening times will vary.

# Macmillan Buddies

- By phone ✓
- Virtual ✓
- Face to face ✓



Weekly chat with a trained volunteer matched to the person with cancer (up to 12 sessions) and available in a number of languages

**Telephone or digital buddies** – provide people with someone to talk to regularly about how they're feeling, or 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 someone to chat to face to face.

## How to access this service:

People with cancer can register **online**, or over the phone by calling the Macmillan Support Line on **0808 808 0000**, free of charge. We're **open 7 days a week 8am-8pm**.

People will receive an acknowledgement of their application within 1 business day. They will usually have an initial assessment call with Macmillan to identify the best buddying support for them within 3 days but please note that during periods of high demand, this may take up to 7 days.



## Macmillan Online Community

Online ✓



Peer-to-peer support network for people living with and affected by cancer in a safe environment that is available 7 days a week and 24 hours a day.

The Community has over 80,000 members, with 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.

### How to access this service:

People can join or explore the Community [here](#).

Language and accessibility

Cancer and treatment

How a person is feeling

Help with daily life

Money worries

Work

# Boots Macmillan Information Pharmacists

Face to face 



Macmillan-trained pharmacists located in most Boots pharmacies offering free information, support and advice about different types of cancer and treatment, medication and other types of information and support. Can also connect people to more specialist sources of information and support, both locally and nationally.

Customers who are terminally ill and at end-of-life can also use the Boots Palliative Care Service for easy access to recommended medicines most used by terminally ill patients. This is available at over 2,000 of its pharmacies and people can check medication availability **online**.



### How to access this service:

People with cancer or their carers can visit any Boots pharmacy without making an appointment.

Find your nearest Boots store [here](#).





# How a person is feeling

**Contents:**



# Macmillan website – [www.macmillan.org.uk](http://www.macmillan.org.uk)

Online

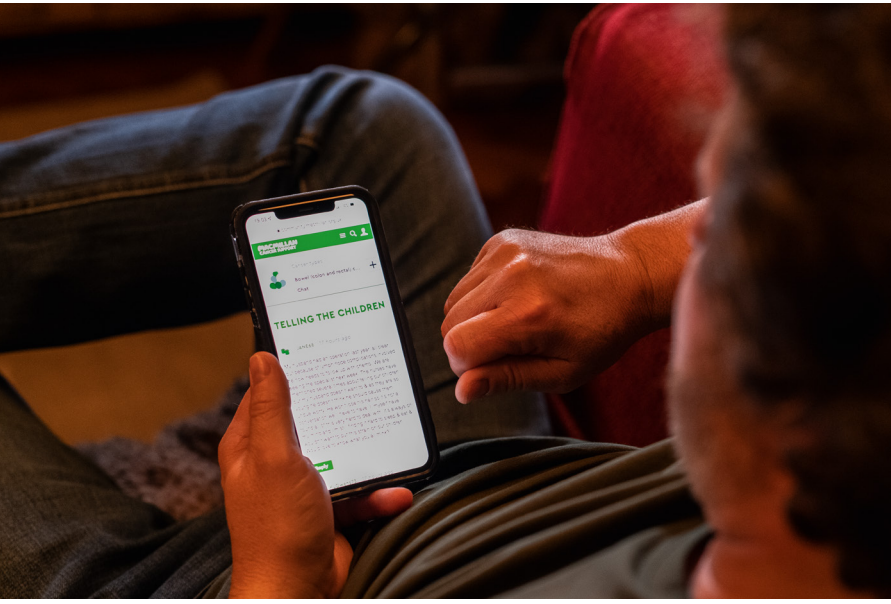


Content on different cancer types, tests and screening, getting diagnosed, treatments, living with cancer and end-of-life care, plus online access to our cancer support teams on the Macmillan Support Line through web chat or email. (Standard response time can be up to 2 working days so, for a more immediate response, other services may be more appropriate.)

Also includes a **local services finder**, to locate services such as information and support centres, and support groups, by searching by a place, town or postcode.

People can personalise the content that is relevant to them by setting up a Macmillan Account. Alternatively, they can answer a few simple anonymous questions to access tailored information and advice in one place or use the site anonymously.

**How to access this service:**  
Available online at [www.macmillan.org.uk](http://www.macmillan.org.uk)



# Macmillan Support Line

- Online ✓
- By phone ✓
- By Email ✓



A wide range of services to support people from information about cancer and its treatment, to support with how people are feeling, their money and work. Services include:

**Cancer information nurse specialists** – Experienced, qualified cancer nurses providing expert information on symptoms and diagnosis, treatment, how to manage side effects; living with cancer, palliative care, end-of-life and coping with grief.

**Cancer information and support** – wide range of specialist, tailored support to help people with how they're feeling, provide practical information and support, as well as helping people to find local support that can help meet specific needs.

**Financial Guidance** – Financially trained advisers offering impartial information and tailored guidance including pensions, mortgages, banking, debt, getting or claiming on insurance, making a will, Power of Attorney and dealing with probate. Can also support with casework in claiming on pensions or insurance claims, make referrals for debt advice and support with financial products.



**Energy Advice** – Advice and support about energy-related costs from gas, electricity, water and other sources of fuel, helping to ensure that customers do not get disconnected or into further debt due to financial issues after a cancer diagnosis.

**Welfare Rights** – Accredited advisers providing expert, impartial advice and guidance on the benefits, grants and tax credits a person may be entitled to during cancer. Help to maximise a household's income, carrying out benefits checks and supporting customers through case work to ensure they get the correct benefit decisions.

**Work Support** – 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. Also offer referrals for one-off legal advice.

**Macmillan Grants** – means-tested payments to help with the extra costs that living with cancer can bring. Can be used to help ease additional financial pressures such as increased energy bills, cost of travel to and from hospital, home adaptations. Available through Welfare Rights service, by **webchat** or via **email**. Healthcare professionals can make applications for people with cancer **here**.

# Macmillan Support Line

- Online ✓
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- By Email ✓



## How to access these services:

People can access these services by calling the Macmillan Support Line free of charge on **0808 808 0000, 7 days a week, 8am–8pm**. Our advisers will take some information and help people get through to the right team. Due to legislative differences in the Channel Islands and Isle of Man, financial, energy, welfare rights and work support advice may be limited for residents from these areas. But we would like to help people as much as we can, so please contact us to find out more.

## How to refer patients to the Macmillan Support Line from primary care:

If you're a primary care professional, you can also refer your patients directly to the Macmillan Support Line through a referral form embedded within EMIS and SystemOne. You need to fill in the form, save it, and email it to us at **supportlinereferrals@macmillan.org.uk**. The patient will then receive a call back from one of our advisers who will assess their needs and offer relevant information and support options.

**Please note:** patients cannot request a Macmillan nurse through the Macmillan Support Line. Patients can be referred to an NHS trust, which may or may not have a Macmillan nurse.

# Macmillan Information and Support Centres

- By phone ✓
- Virtual ✓
- Face to face ✓



Centres offer a trusted source of high quality information and support for people with questions about cancer – whether that is a concern that they may have cancer, if they are going through treatment, coming to terms with living with cancer or adjusting to life after a cancer diagnosis.

Centres are based in a variety of locations around the UK including hospitals, hospices and libraries as well as other community settings. They are often managed by Macmillan cancer information specialists.

All information centres offer a wide range of free information as well as the opportunity to talk to professionals and volunteers in a relaxed and informal environment.

They will also be able to signpost people with cancer to other services and support in the local area.

Opening hours and services offered by centres do vary according to their size and location; some centres also offer specific information and support for particular cancers, direct access to the Macmillan benefits service and specialist services such as complementary therapies.

### How to access this service:

Customers can visit their local Macmillan Information and Support Centre without a referral; they may be signposted to you or an In Reach service in a hospital.

Locations and their details can be found **here**.

**Please note:** Opening times will vary.

# Macmillan Buddies

- By phone ✓
- Virtual ✓
- Face to face ✓



Weekly chat with a trained volunteer matched to the person with cancer (up to 12 sessions) and available in a number of languages

**Telephone or digital buddies** – provide people with someone to talk to regularly about how they're feeling, or 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 someone to chat to face to face.

## How to access this service:

People with cancer can register **online**, or over the phone by calling the Macmillan Support Line on **0808 808 0000**, free of charge. We're **open 7 days a week 8am-8pm**.

People will receive an acknowledgement of their application within 1 business day. They will usually have an initial assessment call with Macmillan to identify the best buddying support for them within 3 days but please note that during periods of high demand, this may take up to 7 days.



## Macmillan Online Community

Online ✓



Peer-to-peer support network for people living with and affected by cancer in a safe environment that is available 7 days a week and 24 hours a day.

The Community has over 80,000 members, with 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.

### How to access this service:

People can join or explore the Community [here](#).

Language and accessibility

Cancer and treatment

How a person is feeling

Help with daily life

Money worries

Work

## Free counselling service

Online ✓ By phone ✓



One-to-one Bupa counselling sessions to help understand, manage and overcome difficult feelings.

### How to access this service:

Referral for a full assessment with Bupa can be done through the Macmillan Support Line. Call us free of charge on **0808 808 0000** (we're **open 7 days a week 8am-8pm**) for referral if specific criteria are met.

Enquire about the service on **web chat** or register for referral **online**.

Customers will have a wellbeing assessment over the phone with Bupa where a recommendation of counselling or more appropriate support will be made.

# Boots Macmillan Information Pharmacists

Face to face 



Macmillan-trained pharmacists located in most Boots pharmacies offering free information, support and advice about different types of cancer and treatment, medication and other types of information and support. Can also connect people to more specialist sources of information and support, both locally and nationally.

Customers who are terminally ill and at end-of-life can also use the Boots Palliative Care Service for easy access to recommended medicines most used by terminally ill patients. This is available at over 2,000 of its pharmacies and people can check medication availability **online**.



**How to access this service:**  
People with cancer or their carers can visit any Boots pharmacy without making an appointment.

Find your nearest Boots store [here](#).





# Deaf Cancer Support

Virtual



Through our partnership with Self Help UK, deaf people living with cancer, their carers and deaf people who are supporting a person with cancer in the UK can access remote practical support and help with how they're feeling. Trained Deaf volunteers provide one-to-one remote support (via video calls) in British Sign Language (BSL) including:

- Helping people living with or after cancer to cope with how they're feeling
- Providing practical support and signposting to other local services that can help
- Conducting an electronic Holistic Needs Assessment (eHNA) to ensure people with cancer get personalised care
- Providing medium level advocacy support for complex issues

This service also facilitates virtual peer support groups for deaf people with cancer.

## How to access this service:

Customers can access support online **here** or by contacting Deaf Cancer Support **here**. You can also make referrals for the person you are supporting.

Alongside the deaf cancer service, if a customer has different needs – such as speaking to a cancer nurse specialist or specifically about money or work – we can provide a BSL interpreter via the Macmillan Support Line. To set this up, the customer can email us **here** or **online chat** or by having a family member or friend call us on their behalf.

This service can take 3 days to set up and the customer will need access to a smartphone, laptop or PC with a webcam and good internet connection.

# Sleepio and Daylight – support for insomnia and/or anxiety

Online



Offering free instant access to mental health support apps for people recently diagnosed with cancer in the UK.

- **Sleepio**, for poor sleep and insomnia, addresses unique needs with a personalised programme, featuring sessions with step-by-step guidance through evidence-based techniques, available night or day.
- **Daylight**, for worry and anxiety, helps people gain control over their anxiety with personalised exercises and content. It's available when needed the most, providing people with cancer with evidence-based techniques to cope in the moment.

## How to access this service:

Customers can access support instantly by creating an account for the relevant app online here: **Sleepio** and **Daylight**. Setting up an account is easy and once customers have done this, they are prompted to download the app from the App Store or Google Play. To access this service free of charge, customers must set up an account before downloading the app.

In Scotland, Daylight and Sleepio are made available to the whole population via the Scottish Government. Scottish customers access these services using the same links as residents of other UK countries.

**Please note:** This service is not currently available for residents in the Channel Islands or Isle of Man.



In partnership with

# Big Health





# Information about support to help people with daily life

Contents:

# Tailored information for the recently diagnosed or those supporting them

Online  By post



Regular emails or information by post and tailored to the customer's cancer type. Includes bite-size information and support to help people with ongoing issues of health, money, work and the practical impacts of cancer, together with support for how they are feeling. Customers receive 9 weekly emails, followed by 11 further emails which are sent every two weeks.

Customers – or those who are supporting them – who prefer to receive the information by post, can sign up via the Support Line to receive 4 x weekly packs.

### How to access this service:

People with cancer or those supporting them can sign up **online** or by calling the Macmillan Support Line on **0808 808 0000**. Calls are free and we're **open 7 days a week, 8am–8pm**.

# Macmillan website – [www.macmillan.org.uk](http://www.macmillan.org.uk)

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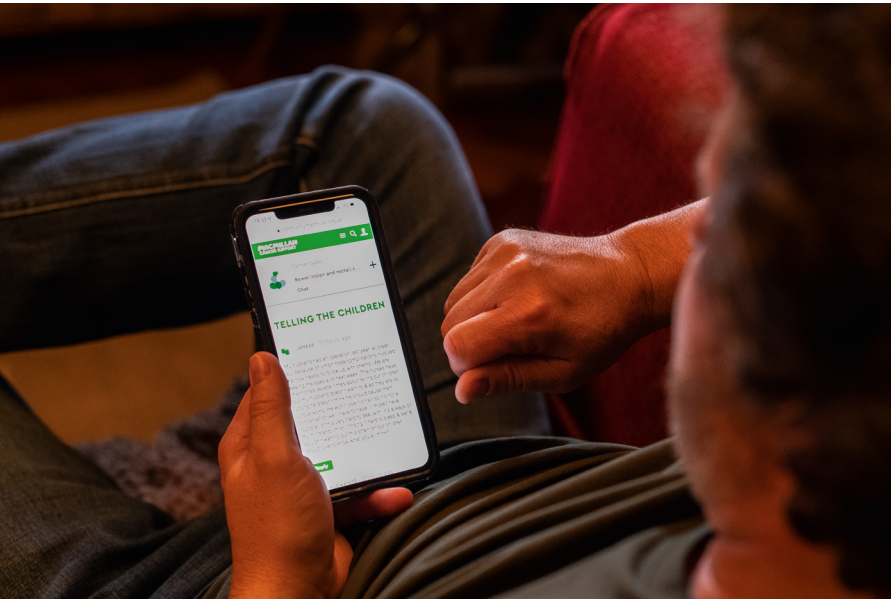


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## Information booklets, leaflets and audio-visual materials

- Online ✓
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# Macmillan Information and Support Centres

- By phone ✓
- Virtual ✓
- Face to face ✓



Centres offer a trusted source of high quality information and support for people with questions about cancer – whether that is a concern that they may have cancer, if they are going through treatment, coming to terms with living with cancer or adjusting to life after a cancer diagnosis.

Centres are based in a variety of locations around the UK including hospitals, hospices and libraries as well as other community settings. They are often managed by Macmillan cancer information specialists.

All information centres offer a wide range of free information as well as the opportunity to talk to professionals and volunteers in a relaxed and informal environment.

They will also be able to signpost people with cancer to other services and support in the local area.

Opening hours and services offered by centres do vary according to their size and location; some centres also offer specific information and support for particular cancers, direct access to the Macmillan benefits service and specialist services such as complementary therapies.

### How to access this service:

Customers can visit their local Macmillan Information and Support Centre without a referral; they may be signposted to you or an In Reach service in a hospital.

Locations and their details can be found **here**.

**Please note:** Opening times will vary.

# Macmillan Buddies

- By phone ✓
- Virtual ✓
- Face to face ✓



Weekly chat with a trained volunteer matched to the person with cancer (up to 12 sessions) and available in a number of languages

**Telephone or digital buddies** – provide people with someone to talk to regularly about how they're feeling, or 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 someone to chat to face to face.

## How to access this service:

People with cancer can register **online**, or over the phone by calling the Macmillan Support Line on **0808 808 0000**, free of charge. We're **open 7 days a week 8am-8pm**.

People will receive an acknowledgement of their application within 1 business day. They will usually have an initial assessment call with Macmillan to identify the best buddying support for them within 3 days but please note that during periods of high demand, this may take up to 7 days.



## Macmillan Online Community

Online ✓



Peer-to-peer support network for people living with and affected by cancer in a safe environment that is available 7 days a week and 24 hours a day.

The Community has over 80,000 members, with 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.

### How to access this service:

People can join or explore the Community [here](#).

Language and accessibility

Cancer and treatment

How a person is feeling

Help with daily life

Money worries

Work

## No7 Boots Macmillan Beauty Advisers – To help people deal with the visible signs of cancer and feel more like themselves

Face to face 



Over 500 No7 Advisers around the UK who have been trained by Macmillan to help with the visible side effects of cancer treatment and help people feel more like themselves. They can give people practical advice and support (caring for nails, defining eyebrows, etc) and signpost to other local support services.

### How to access this service:

Appointments are not always necessary but you can book online via the No7 [website](#). Find nearest Boots store [here](#).

In partnership with

*Boots*

 Language and accessibility

 Cancer and treatment

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# Boots Macmillan Information Pharmacists

Face to face 



Macmillan-trained pharmacists located in most Boots pharmacies offering free information, support and advice about different types of cancer and treatment, medication and other types of information and support. Can also connect people to more specialist sources of information and support, both locally and nationally.

Customers who are terminally ill and at end-of-life can also use the Boots Palliative Care Service for easy access to recommended medicines most used by terminally ill patients. This is available at over 2,000 of its pharmacies and people can check medication availability **online**.



### How to access this service:

People with cancer or their carers can visit any Boots pharmacy without making an appointment.

Find your nearest Boots store [here](#).



# Deaf Cancer Support

Virtual



Through our partnership with Self Help UK, deaf people living with cancer, their carers and deaf people who are supporting a person with cancer in the UK can access remote practical support and help with how they're feeling. Trained Deaf volunteers provide one-to-one remote support (via video calls) in British Sign Language (BSL) including:

- Helping people living with or after cancer to cope with how they're feeling
- Providing practical support and signposting to other local services that can help
- Conducting an electronic Holistic Needs Assessment (eHNA) to ensure people with cancer get personalised care
- Providing medium level advocacy support for complex issues

This service also facilitates virtual peer support groups for deaf people with cancer.

## How to access this service:

Customers can access support online **here** or by contacting Deaf Cancer Support **here**. You can also make referrals for the person you are supporting.

Alongside the deaf cancer service, if a customer has different needs – such as speaking to a cancer nurse specialist or specifically about money or work – we can provide a BSL interpreter via the Macmillan Support Line. To set this up, the customer can email us **here** or **online chat** or by having a family member or friend call us on their behalf.

This service can take 3 days to set up and the customer will need access to a smartphone, laptop or PC with a webcam and good internet connection.



# Information and support about money worries

Contents:

# Tailored information for the recently diagnosed or those supporting them

Online  By post 



Regular emails or information by post and tailored to the customer's cancer type. Includes bite-size information and support to help people with ongoing issues of health, money, work and the practical impacts of cancer, together with support for how they are feeling. Customers receive 9 weekly emails, followed by 11 further emails which are sent every two weeks.

Customers – or those who are supporting them – who prefer to receive the information by post, can sign up via the Support Line to receive 4 x weekly packs.

### How to access this service:

People with cancer or those supporting them can sign up **online** or by calling the Macmillan Support Line on **0808 808 0000**. Calls are free and we're **open 7 days a week, 8am–8pm**.



# Macmillan website – [www.macmillan.org.uk](http://www.macmillan.org.uk)

Online

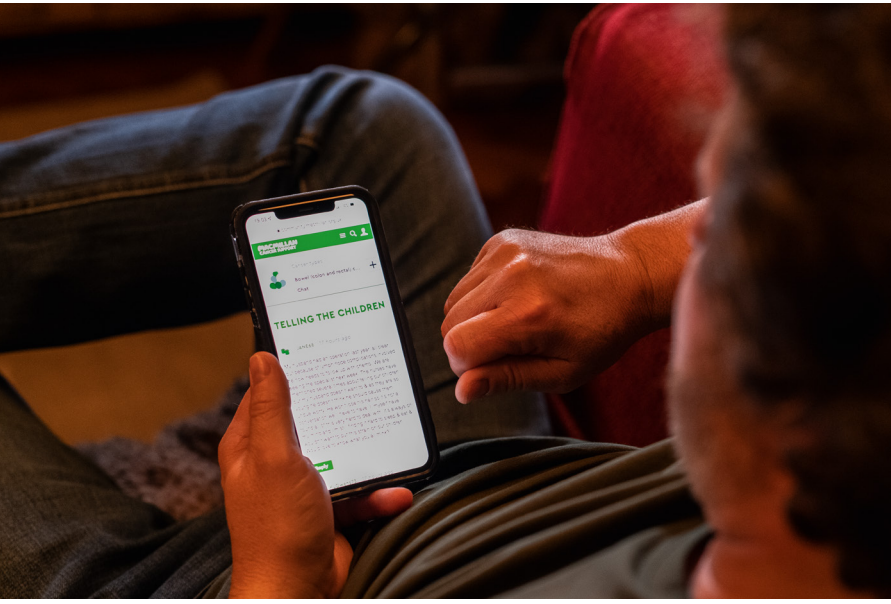


Content on different cancer types, tests and screening, getting diagnosed, treatments, living with cancer and end-of-life care, plus online access to our cancer support teams on the Macmillan Support Line through web chat or email. (Standard response time can be up to 2 working days so, for a more immediate response, other services may be more appropriate.)

Also includes a **local services finder**, to locate services such as information and support centres, and support groups, by searching by a place, town or postcode.

People can personalise the content that is relevant to them by setting up a Macmillan Account. Alternatively, they can answer a few simple anonymous questions to access tailored information and advice in one place or use the site anonymously.

**How to access this service:**  
Available online at [www.macmillan.org.uk](http://www.macmillan.org.uk)



# Macmillan Support Line

- Online ✓
- By phone ✓
- By Email ✓



A wide range of services to support people from information about cancer and its treatment, to support with how people are feeling, their money and work. Services include:

**Cancer information nurse specialists** – Experienced, qualified cancer nurses providing expert information on symptoms and diagnosis, treatment, how to manage side effects; living with cancer, palliative care, end-of-life and coping with grief.

**Cancer information and support** – wide range of specialist, tailored support to help people with how they're feeling, provide practical information and support, as well as helping people to find local support that can help meet specific needs.

**Financial Guidance** – Financially trained advisers offering impartial information and tailored guidance including pensions, mortgages, banking, debt, getting or claiming on insurance, making a will, Power of Attorney and dealing with probate. Can also support with casework in claiming on pensions or insurance claims, make referrals for debt advice and support with financial products.



**Energy Advice** – Advice and support about energy-related costs from gas, electricity, water and other sources of fuel, helping to ensure that customers do not get disconnected or into further debt due to financial issues after a cancer diagnosis.

**Welfare Rights** – Accredited advisers providing expert, impartial advice and guidance on the benefits, grants and tax credits a person may be entitled to during cancer. Help to maximise a household's income, carrying out benefits checks and supporting customers through case work to ensure they get the correct benefit decisions.

**Work Support** – 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. Also offer referrals for one-off legal advice.

**Macmillan Grants** – means-tested payments to help with the extra costs that living with cancer can bring. Can be used to help ease additional financial pressures such as increased energy bills, cost of travel to and from hospital, home adaptations. Available through Welfare Rights service, by **webchat** or via **email**. Healthcare professionals can make applications for people with cancer **here**.

# Macmillan Support Line

- Online ✓
- By phone ✓
- By Email ✓



### How to access these services:

People can access these services by calling the Macmillan Support Line free of charge on **0808 808 0000, 7 days a week, 8am–8pm**. Our advisers will take some information and help people get through to the right team. Due to legislative differences in the Channel Islands and Isle of Man, financial, energy, welfare rights and work support advice may be limited for residents from these areas. But we would like to help people as much as we can, so please contact us to find out more.

### How to refer patients to the Macmillan Support Line from primary care:

If you're a primary care professional, you can also refer your patients directly to the Macmillan Support Line through a referral form embedded within EMIS and SystemOne. You need to fill in the form, save it, and email it to us at **supportlinereferrals@macmillan.org.uk**. The patient will then receive a call back from one of our advisers who will assess their needs and offer relevant information and support options.

**Please note:** patients cannot request a Macmillan nurse through the Macmillan Support Line. Patients can be referred to an NHS trust, which may or may not have a Macmillan nurse.

## Information booklets, leaflets and audio-visual materials

- Online ✓
- By phone ✓
- By Email ✓
- By post ✓
- Face to face ✓



A variety of booklets, books and audiobooks, plus a small range of easy-read booklets and fact sheets in other languages. These contain information about different cancer types, side-effects and symptoms, understanding cancer, living with cancer and end-of-life care.

### How to access this service:

People with cancer can read or download booklets **online** or order printed copies **here**.

Other languages and formats are also available **online**.

Copies of the booklets are also available from local **Macmillan Information and Support Centres**. (Please note: Opening times will vary depending on where they are based).

Materials can also be ordered to be sent in the post by calling the Macmillan Support Line on **0808 808 0000**. Calls are free and we're **open 7 days a week, 8am–8pm**.

You may have supplies in your place of work but you can order more from our commerce site, **Be.Macmillan**.



# Macmillan Information and Support Centres

- By phone ✓
- Virtual ✓
- Face to face ✓



Centres offer a trusted source of high quality information and support for people with questions about cancer – whether that is a concern that they may have cancer, if they are going through treatment, coming to terms with living with cancer or adjusting to life after a cancer diagnosis.

Centres are based in a variety of locations around the UK including hospitals, hospices and libraries as well as other community settings. They are often managed by Macmillan cancer information specialists.

All information centres offer a wide range of free information as well as the opportunity to talk to professionals and volunteers in a relaxed and informal environment.

They will also be able to signpost people with cancer to other services and support in the local area.

Opening hours and services offered by centres do vary according to their size and location; some centres also offer specific information and support for particular cancers, direct access to the Macmillan benefits service and specialist services such as complementary therapies.

**How to access this service:**

Customers can visit their local Macmillan Information and Support Centre without a referral; they may be signposted to you or an In Reach service in a hospital.

Locations and their details can be found **here**.

**Please note:** Opening times will vary.

# Macmillan Grants – means-tested payments to help with the extra costs that living with cancer can bring

- Online ✓
- By phone ✓
- By Email ✓



**Macmillan Grants** – They can be used to help ease additional financial pressures such as increased energy bills, cost of travel to and from hospital, home adaptations.

### How to access this service:

Available through Welfare Rights service or by **chat** or **email**. Healthcare professionals can also make grant applications for people with cancer.

People can access this service by calling the Macmillan Support Line on **0808 808 0000, 7 days a week, 8am-8pm**. Our advisers will take some information and help people get through to the right team.

You can apply for a grant for a person with cancer **here**. If you do not already have an account to make grant applications, you'll be prompted to set this up before you can proceed.

# Macmillan will writing service

- Online ✓
- By phone ✓
- Face to face ✓



Free simple wills for anyone aged 18 or over, funded by Macmillan and delivered by a network of trusted will-writing partners across the UK for people who want to write a new simple will or write one for the first time.

Complex wills may incur a charge to people which will be outlined by the will writing partner before a person decides to proceed with this service.

### How to access this service:

Customers can register **online** or by calling **0800 008 6429** with options to choose the will writing partner and how they want to write their will. **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.





# Information and support about work

Contents:



## Tailored information for the recently diagnosed or those supporting them

Online  By post 



Regular emails or information by post and tailored to the customer's cancer type. Includes bite-size information and support to help people with ongoing issues of health, money, work and the practical impacts of cancer, together with support for how they are feeling. Customers receive 9 weekly emails, followed by 11 further emails which are sent every two weeks.

Customers – or those who are supporting them – who prefer to receive the information by post, can sign up via the Support Line to receive 4 x weekly packs.

### How to access this service:

People with cancer or those supporting them can sign up **online** or by calling the Macmillan Support Line on **0808 808 0000**. Calls are free and we're **open 7 days a week, 8am–8pm**.

# Macmillan website – [www.macmillan.org.uk](http://www.macmillan.org.uk)

Online

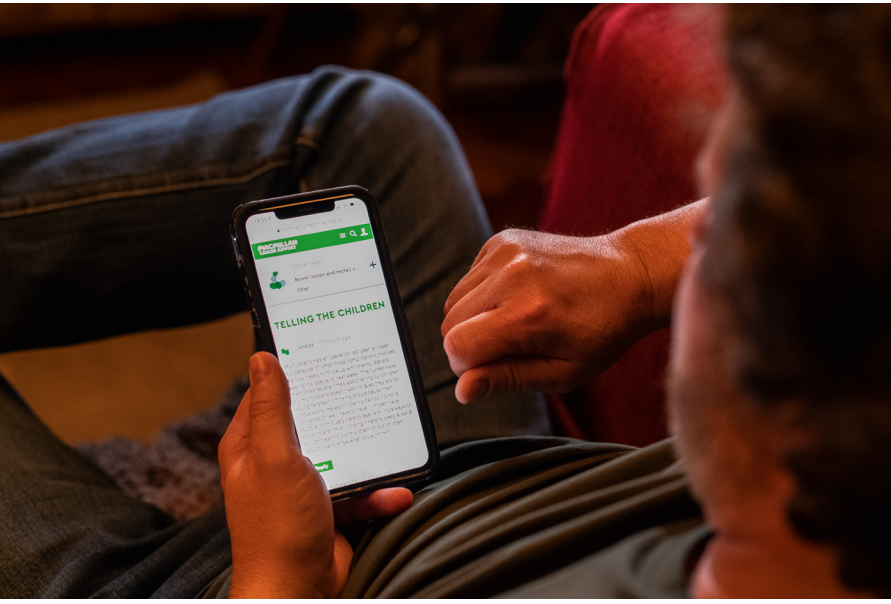


Content on different cancer types, tests and screening, getting diagnosed, treatments, living with cancer and end-of-life care, plus online access to our cancer support teams on the Macmillan Support Line through web chat or email. (Standard response time can be up to 2 working days so, for a more immediate response, other services may be more appropriate.)

Also includes a **local services finder**, to locate services such as information and support centres, and support groups, by searching by a place, town or postcode.

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- Online ✓
- By phone ✓
- By Email ✓
- By post ✓
- Face to face ✓



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