

A woman with reddish-brown hair, wearing green sunglasses and a green tank top, is cheering with her mouth wide open. She is holding a white glove in her raised right hand. The background is a bright, outdoor setting with a blurred crowd and a traffic light showing red lights.

**MACMILLAN
CANCER SUPPORT**

Doing whatever it takes

**Macmillan Cancer Support
Annual Overview 2023**

Macmillan volunteer
cheering runners at
the Great North Run

Living with cancer in 2023

We estimate there are currently more than three million people living with cancer in the UK. Sal, aged 48 from Lancashire, is one of them. A cancer diagnosis can be an extremely difficult time and affect every aspect of someone's life. Macmillan's ambition is to be there for everyone living with cancer to provide physical, emotional and financial support.

In 2023, the ongoing cost of living crisis, increasing pressures on the NHS, worsening waiting times for diagnosis and treatment, and stark health inequities also adversely impacted many people with cancer's outcomes and experiences.

Everyone with cancer has the right to access timely treatment and care that's right for them and to live well with and beyond cancer, and Macmillan is there every step of the way.

“Financially, cancer has not been kind to me. Being diagnosed with cancer during a cost of living crisis feels like we're running just to stay still. Since I got cancer, we can't afford to turn the central heating on. I get cold because of tamoxifen and just have to hide under lots of blankets. Macmillan has helped me keep my head above water by providing us with a one-off grant. This was a lifesaver. ”

Sal, diagnosed
with breast cancer



2023 at a glance

We're here to help everyone with cancer live life as fully as they can. 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 – no matter how big or small.

[Visit our website to find out more about the difference we made in 2023.](#)

2.3 million

Our services reached and supported an estimated 2.3 million people affected by cancer.



730,000 people

Our Macmillan Nurses, Support Workers and Palliative Care Nurses reached approximately 730,000 people living with cancer as they went through diagnosis, treatment, follow-up or end of life care.

59,000 assessments

59,000 people living with cancer received an assessment via Macmillan's Electronic Holistic Needs Assessment (eHNA) platform to help with all their needs and concerns.



£2.6 million

Our Emergency Grants Appeal raised £2.6 million to help people with the escalating cost of living crisis.

110,000 supported

We supported around 110,000 people via the Macmillan Support Line.



£310 million

We helped to secure over £124 million in benefits through the welfare and energy advice provided by the Macmillan Support Line and £310 million through our local Welfare Rights Services.



£226.8 million

Our incredible supporters and fundraisers raised £226.8 million.



11,600 volunteers

Over 11,600 active volunteers donated over 100,000 hours of their time to support Macmillan.

Find the words

In 2023, we tackled barriers to men seeking support through our 'Find the Words' campaign.

Men make up just over half of new cancer cases each year, and more than 40% of people living with cancer in the UK, but only 38% of calls to our Support Line from people with cancer were from men. We needed to get more men talking; particularly across younger people, Black British, and LGBTQ+ communities.

A major campaign highlight was spotlighting the work of the Barbershop Project. This is a group of innovative barbers breaking down taboos and normalising conversations about cancer in the safe space of a barbershop, an iconic place in the Black community.



Macmillan event at the Cut Above The Rest barber studio in East Ham, focusing on normalising conversations about cancer, particularly among men of Black African and Caribbean descent

We launched our 'What Are We Waiting For?' campaign

In 2023, we found that at least 100,000 people across the UK have faced worse cancer outcomes due to increasing delays in being diagnosed and starting treatment with their NHS cancer care over the past 10 years.

The dedicated cancer workforce go above and beyond to care for patients, yet they face an impossible challenge without the staff or resources they need.

In response, we launched our public advocacy campaign and published our report 'What Are We Waiting For?' to get governments to act on reducing cancer waiting times by 2025 and give people living with cancer across the UK a platform to call for change.

We gathered 13,703 signatures in support of our call to governments, including influencing 51 MPs to sign our campaign banner. And for the first time in history, we saw Macmillan campaigners in all 650 constituencies take action.

[Read more about our 'What Are We Waiting For?' campaign.](#)

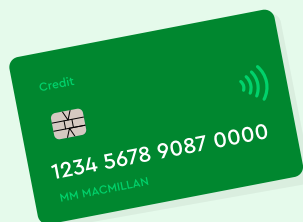


Campaigners on the steps of the Senate Chamber at Stormont to urge decision-makers to return to work and address these issues

We provided high-quality cancer services

Right now, thousands of people are having to cope without the right support. We know that different people need different types of support at different times in their cancer experience. Cancer affects much more than someone's physical health. There are financial, practical and emotional concerns. Whether cancer is treatable but not curable needs to be considered, as does the end of life. It's why we have so much to offer when it comes to supporting people.

Our reach and impact:



15,000 supported

In 2023, our Financial Guidance team supported almost 15,000 people living with or affected by cancer.



9,000 people

Over 9,000 people living with cancer accessed our BUPA Counselling sessions to help them with the emotional impact of cancer.



290,000 people

Our palliative care professionals reached 290,000 people living with cancer in hospitals in 2023.

We improved our local cancer information services

We spoke to people with cancer and healthcare professionals about what has helped them and what we can do better.

We launched new learning resources for information and support professionals and developed policies, guidance and templates to help everyone have a consistent and positive experience. We also created improvement plans for under-performing services and invested in new services to address gaps in our provision to help us reach more people with cancer at, or close to, diagnosis.

In 2023, 408,000 people with cancer used our information and support services offer and, of those, 102,000 people used our services at diagnosis.



The Macmillan Health and Wellbeing Service at Ulster Hospital

Innovation investment – Neurocheck®

As part of the Macmillan Innovation Impact Investment Portfolio, we made our first investment of £100,000 in 52 North Health, the developers of Neurocheck®. This portable medical device is an at-home blood finger prick test that assesses the risk level of neutropenic sepsis in patients.

The condition is a life-threatening, whole-body reaction to infection, which can be particularly dangerous to people with cancer. Chemotherapy patients can get neutropenic sepsis due to a suppressed immune system, and it can be fatal. Neurocheck® aims to help people undergoing chemotherapy to act early, avoiding unnecessary trips to hospital.

“ Neurocheck® would have made a huge difference to me during my cancer treatment and recovery. Catching an infection was a constant worry as this could be life-threatening if I was neutropenic; any sign of a fever would mean a trip to A&E. ”



Jenni, Macmillan Innovation Community member, diagnosed with Acute Myeloid Leukaemia



Neurocheck®, an at-home test for neutropenic sepsis


Macmillan Community Cancer Champions

Macmillan wants to be there for everyone affected by cancer, so, in 2023, we actively connected with under-served groups in local communities. We set up our Macmillan Community Cancer Champions activity to help achieve this.

Our champions come from the same communities as the under served groups we have chosen to focus on and are trusted representatives for raising awareness of cancer, helping people engage with screening, treatment and signposting to other sources of support.

" We have seen that people living in some of the most deprived parts of the UK are experiencing significant difficulties in accessing personalised cancer care. This includes fishermen and their families in coastal communities. We will be developing bespoke methods to engage this community to try to remove stigmas and myths associated with cancer, as well as providing relevant information and signposting to help them get the right support. "

**Deb Johnstone, Programme Manager,
Fisherman's Mission project, working within the
fishing community in North Shields**



As a result of carrying the BRCA 1 gene, retired North Shields commercial fisherman Brian Chambers, 73, has been diagnosed with bowel cancer and undergone treatment twice



Our Yorkshire Dales Mighty Hike. In 2023 our Mighty Hikes series raised an amazing £12.3 million



We secured a charity partnership with Omaze UK and their high-profile Million Pound House Draw competition, raising a phenomenal £1.7 million



Our valued supporters hosted Macmillan Coffee Morning events throughout the year. Melissa (right) diagnosed with breast cancer, threw a daytime disco raising an incredible £3,310 for Macmillan. Melissa is pictured with Chloe (left), diagnosed with Chronic Myeloid Leukaemia



There are over 10,500 Macmillan professionals across the UK. In 2023, Macmillan Gynaecology Cancer Nurse Specialist, Sharon Manning, was awarded an Order of the British Empire (OBE) for services to patient care



Stewart, Telephone Buddy volunteer

We increased the number of Macmillan Buddy volunteers

Our Buddy volunteers provide emotional one-to-one support for people with cancer. 2023 was our busiest year for the scheme since it launched during the pandemic in 2020. We grew our Buddy network significantly, achieving a much wider geographical reach of emotional support for people with cancer during early diagnosis.

- **We increased the number of active Macmillan Buddies to over 770 in 2023.**
- **The Buddies offered over 38,000 support sessions to over 3,500 people with cancer.**
- **They gave 76,000 hours of voluntary support, which is the equivalent working hours of 50 full-time staff members.**

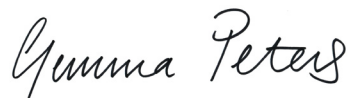
Looking ahead to 2024

A note from our Chief Executive, Gemma Peters

For more than a century, Macmillan has worked to support people living with cancer and ensure they get the care that is right for them, when they need it. But we know that living with cancer is getting worse for many, and that people need more and different support. The pandemic, challenges in the NHS, and the cost of living crisis have made things harder for people with cancer – and harder for Macmillan to have the impact it needs to have.

As an organisation, we need to evolve to make sure we are meeting the needs of people living with cancer, both now and as they change in the future. We are working to create an ambitious strategy that will provide us with greater focus and prioritisation, with the experience of people with cancer at the heart of our approach. Equity will be a priority, thinking about whether the new direction benefits marginalised communities and if it creates the potential for real, tangible impact. We will work side by side with the people and communities we exist to support, partnering with other organisations to help tackle the huge and unacceptable gaps in data and care across the UK.

Our number one priority will continue to be ensuring that everyone with cancer receives the best care and support.



Gemma Peters
Chief Executive Officer



Our 2024 priorities



Develop and launch our strategy for 2025–2030.



Transform Macmillan to be more efficient and effective.



Test new ways to deliver our services.



Help more people get the care that's right for them.



Work closely with our Macmillan professionals.



Reach our 2024 income target.



Maximise our internal systems and processes.



The man with the pram – John's story

Treasured supporter John Burkhill, 85, has been fundraising for Macmillan for 17 years in memory of his wife June. Rain or shine, John can be found most days in the streets of Sheffield wearing his trademark green wig and pushing the pram of his late daughter to raise money for Macmillan.

In 2023 John reached his £1 million fundraising milestone. He went on to win both regional and national Pride of Britain awards as well as a Points of Light Award from the former Prime Minister, Rishi Sunak. Thank you and congratulations John from everyone at Macmillan.

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)**



[Visit our website to read our 2023 Annual Report and Accounts.](#)

**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.
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