

How Macmillan can support your constituents.

We're going all out to find ever better ways to help people with cancer, helping to bring forward the day when everyone gets life-transforming support from day one. So, if your constituents need any information, advice or emotional support, please signpost them to Macmillan's support services.

Details of our support services are as follows:

Macmillan Support Line

- **The Macmillan Support Line is available on 0808 808 00 00 or via our online chat. It's open 7 days a week, from 8am-8pm**, offering confidential support to people living with cancer and their loved ones from information and support advisors or specialist nurses.

Emotional support

- **Macmillan Telephone and Community Buddies** Macmillan buddies, whether over the phone, digitally or in the community, provide people living with cancer with someone to talk to regularly about how they're feeling, or provide local signposting support.

The support is available in multiple languages for people with cancer on a weekly basis for up to 8 weeks.

- **Information and support centres** Macmillan has information and support centres across the UK, which anyone can access for free.
- **Free Specialist counselling** Through Bupa, Macmillan offers up to four counselling sessions, free for people struggling emotionally because of cancer. Within days, people who are eligible can receive specialist, remote support.

Financial support

Planning your finances can become more critical when you have cancer. We offer a broad range of support, from grants to specialist advice:

- **Welfare Rights Advice** We can help your constituents find out how they can access the benefits they're entitled to. This support can be accessed through our Support Line. This service operates from Monday-Friday, 8am-8pm, Saturday-Sunday, 9am-5pm.
- **Financial Guidance** By carrying out an assessment of needs, our team is able to offer personalised guidance to help people with mortgages, insurance and pensions, and to explain financial products so everyone can best manage their money and to minimise the financial impact of cancer. Our specialist Financial Guidance service is available to anyone who calls the Macmillan Support Line and operates Monday-Friday, 8am-6pm.

- **Macmillan Grants** Macmillan Grants are one-off, means-tested payments to help with the extra costs that living with cancer can bring.
- **Energy Advice** Our energy specialists provide advice and information about energy-related costs. This service operates from Monday-Friday, 8am-5pm.

Cancer and Work

We can offer help, support and guidance on work and cancer. If your constituents or loved ones have or have had cancer, they are protected by law from unfair treatment at work. We can help with questions about work and cancer through our Work Support Service via the Macmillan Support Line.

Macmillan Professionals

Macmillan supports a variety of different roles within the cancer workforce, from palliative care doctors, nurses and Allied Health Professionals, to support workers and information and support professionals. They support people through every stage of their cancer journey.

Specialist Cancer Nurses are Macmillan Professionals who can help people to understand their treatment options and support people through their cancer experience. They work in different areas of cancer care and may work in hospitals, hospices or in the community. If your constituent has questions about cancer and treatment, they can speak to a Cancer Information Nurse Specialist on our Support Line.

If a constituent wants to talk about their care or the support a Macmillan Professional can provide, you can encourage them to get in touch with the hospital, hospice or GP practice that is supporting their treatment.

For more information on the support we can offer your constituents, please go to www.macmillan.org.uk/cancer-information-and-support/get-help/macmillan-services.