

MACMILLAN SERVICES INFORMATION

Macmillan Support Workers

Macmillan Support Workers coordinate the care of cancer patients who do not have complex needs and support them to feel in control of their own care. They are part of a wider team and work in close contact with Clinical Nurse Specialists and other specialist professionals taking some work away from specialist staff, so that they can focus on the care of patients with more complex needs. They are often the first point of contact for patients, coordinating and redirecting patients to support for their practical, information, and emotional support needs.

The Cancer Guide

This Macmillan booklet can help someone recently diagnosed with cancer and their families understand more about cancer, its treatment, and the help available.

Healthcare professionals

Macmillan nurses

Macmillan Clinical Nurse Specialists treat and manage patient's health concerns and work to promote health and wellbeing. They use their skills and expertise in cancer care to provide physical and emotional support, coordinate care services and to inform and advise patients on clinical as well as practical issues.

CNSs can specialise in caring for a specific population (such as young people), a type of care (such as palliative care), a condition (such as lymphoedema), or a particular cancer (such as lung cancer).

£23 could pay for a Macmillan nurse for one hour, helping people living with cancer and their families receive essential medical, practical and emotional support.

Dietitians

Specialise in the nutritional assessment of people living with cancer, which together with other clinical information is used to provide dietary treatment. Malnutrition is the single most common secondary diagnosis in patients with cancer. Dietitians advise on achieving optimal nutritional status, improve nutrition throughout the cancer patient's journey and minimise discomfort through appropriate nutritional support.

Information and support services

When you're affected by cancer, having the right kind of information and support at the right time is essential. That's what Macmillan provides. We offer up-to-date cancer information written by specialists to help people make informed choices about their treatment and care and to take away some of the fear. We offer practical advice and solutions for the everyday problems that can arise from living with cancer. We also offer vital emotional support - somewhere to turn when people affected by cancer need to chat or share their experiences.

Macmillan Mobile Information and Support Service

Our Macmillan Mobile Cancer Information and Support Service tours the UK throughout the year, offering free, confidential information and support to people in their communities. Our Mobile Cancer Information and Support Service tours the UK throughout the year, offering free, confidential information and support to people in their communities. The service has grown considerably, and the team currently works across six mobile units and one indoor pop-up information centre. In addition, we carry out further outreach work including presentations, stands and workshops with community groups and workplaces. Anyone is welcome to drop in to one of our units, whether they have a cancer diagnosis, are visiting on behalf of a friend or relative, or are worried about cancer. They are staffed by Macmillan Cancer Information and Support Specialists, who can offer a wide range of information and support tailored to a person's individual needs.

In 2018, our six Mobile Information and Support Services supported a total of 261,956 unique people affected by cancer across England, Wales and Scotland and responded to 263,790 face-to-face enquiries.

Macmillan Support Line Services- 0808 808 00 00

Our Support Line Services are an integrated phone service that allows people affected by cancer to call just one number to access a wide range of support. Our staff are here for everyone affected by cancer, whatever they need. They can answer questions about cancer types and treatments, provide practical and financial support to help people live with cancer, and are there if someone just wants to talk.

In 2018, we spent over£5.9 million on our entire Macmillan Support Line phone service, helping a total of 102,205 unique people. In this time, our staff dealt with 234,445 incoming calls, call backs and web enquiries from people who wanted questions answered. Needed practical or financial support, or just wanted to chat.



For information, support or just someone to talk to, call 0808 808 00 00 or visit macmillan.org.uk Macmillan Cancer Support, registered charity in England and Wales [261017], Scotland [SCCI39907] and the Isle of Man [604]. Also operating in Northern Ireland. A company limited by guarantee, registered in England and Wales company number 2400959. Isle of Man company number 4B94F. Registered office: 89 Albert Embankment, London SE1 7UQ,

