


About Macmillan

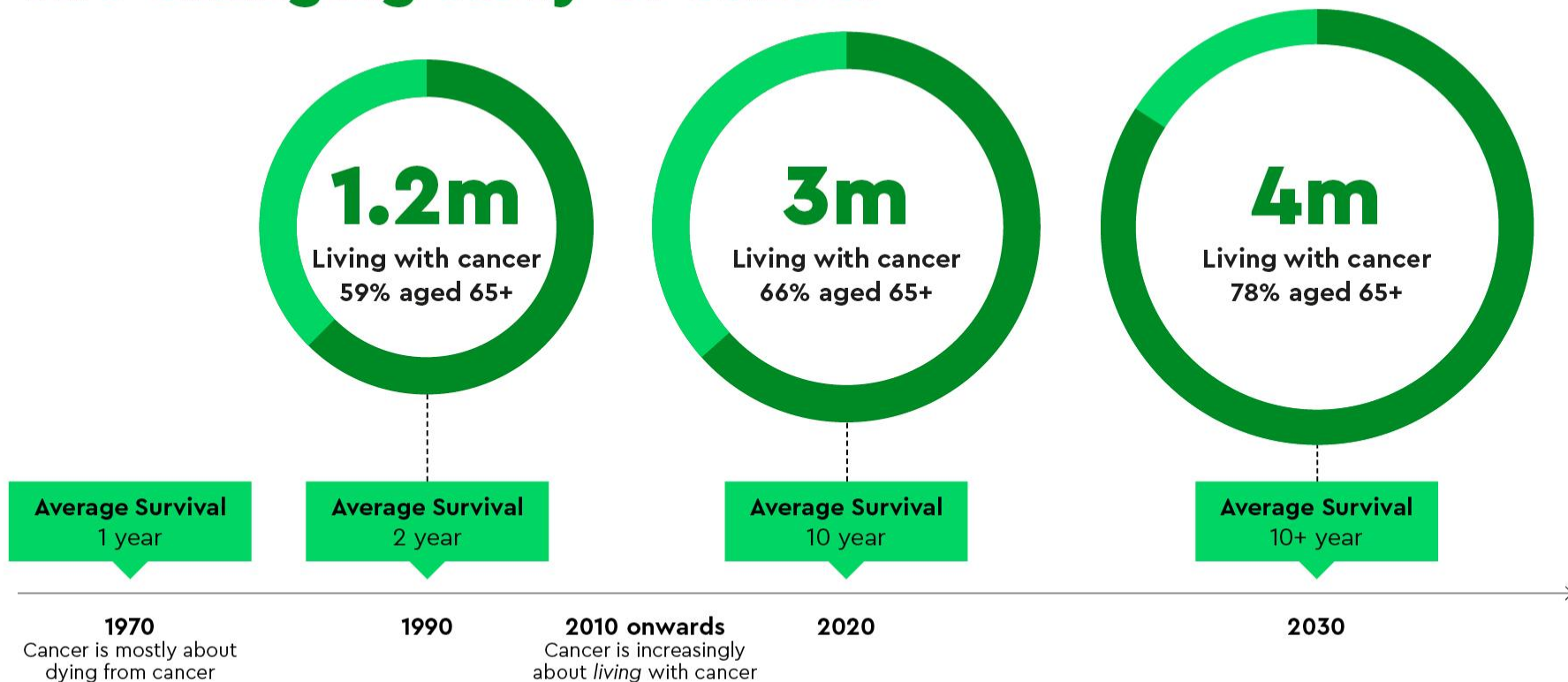
MACMILLAN
CANCER SUPPORT





"We want everyone with cancer to be able to live life as fully as they can"

The changing story of cancer



Our support



Information & Support

It's vital people have easy access to the information and support they need, from diagnosis onwards, to give them what they need to live well with cancer. That's why we provide free, expert information resources and confidential support online, over the phone, in communities and in hospitals.



Money & work

A cancer diagnosis may mean you have to stop working and everyday costs increase like heating and travel to hospital. We offer a range of financial support including benefits advice; help with work issues; small, one-off grants; support to help people pay their energy bills; financial guidance on mortgages, pensions, insurance and savings.



Care planning & navigation

Access to personalised care means people have choice and control over the way their care is planned and delivered. It's based on what matters to them and their individual needs. Making care personalised helps people make decisions about their care through identification of their concerns and goal setting with health and social care professionals.



End of life care

Coordination of care is complex and often involves multiple settings (including someone's home, hospitals, hospices and care homes), delivered by multidisciplinary teams. Our ambition is that all people with cancer and their families have more control over where and how they die, and more support during palliative care.



Emotional & practical

Everyone's needs, worries and concerns are different and will vary at different points of their cancer experience, but we want to make sure people are supported to live their lives as fully as they can. There are different levels of emotional support depending on need.

How we provide personalised care for people with cancer

We offer a large range of services to meet different audience needs.

Information and support

- Website
- Online Community
- Macmillan Support Line:
 - Cancer Information and Support Advisers
 - Cancer Information Nurse Specialists
- Email campaigns
- Volunteer services
- Well-being coaches
- Macmillan professionals
- Information Centres

Money and work

- Macmillan Grants
- Macmillan Support Line:
 - Financial Guides
 - Welfare Rights
 - Work Support
 - Energy Advice
- Welfare Benefits Advice

Care planning and navigation

- Clinical Nurse Specialists and support workers at the hospital
- Practice nurses and advisers in the community
- Professional learning and development

End of life care

- Palliative care roles
- Social finance funding model
- Professional learning and development

Emotional and practical

- Cancer Information Support Advisers – Macmillan Support Line
- Volunteer schemes
- BUPA counselling

The difference we made

Over **£278 million**

in financial gains identified for people living with cancer, including [Macmillan Grants](#) and state benefits people were entitled to.

Over **221,000** calls, emails and webchats 

answered to give people the information that's right for them. During 2020, our [Macmillan support line](#) was open 7 days a week, 365 days.

Nearly **80%** 

of national politicians in the UK's parliaments and assemblies reached through "[The Forgotten 'C' campaign](#)". The campaign made sure that treatment, tests and vital cancer services weren't forgotten about.



£12.5 million

was set aside for our Coronavirus Response Fund. The fund prioritised supporting health and social care services across the UK to continue supporting people with cancer.

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is the amount of time it took to set up a virtual emotional support scheme with our dedicated volunteers when the pandemic hit.

£20 extra a week 

Working with other charities, we influenced the government to increase [Universal Credit](#) to an additional £20 a week. This is temporary, but we are working to make this permanent.



people visited our [website](#), including our cancer and coronavirus hub. The hub is home to reliable, easy to understand and up-to-date information.

£193.5 million 

raised by our fantastic [fundraisers](#) and grant income. Without their help, much of this wouldn't have been possible.

MACMILLAN CANCER SUPPORT

We'll do whatever it takes.

For information, support or just someone to talk to,
call **0808 808 00 00** or visit **[macmillan.org.uk](https://www.macmillan.org.uk)**