


Macmillan Support Line – who we are and what we do for PLWC



Who	What	How
Cancer Information Support Team	The cancer information and support team provide emotional support, a hugely diverse range of practical information and importantly they undertake a needs assessment process	<ul style="list-style-type: none"> • Needs assessment • Support with emotions • Practical information • Setting up records • Triaging queries
Cancer Information Nurse Specialists	Experienced cancer nurses provide and talk through specialist information on symptoms and diagnosis, treatment, living with cancer, palliative care, and end of life.	<ul style="list-style-type: none"> • Tests for cancer • Understanding diagnosis • Symptoms and side effects • Treatment options • End of life and dying • Explaining medical jargon
Welfare Rights Team	The Welfare Rights team provides information on benefits and grants people may be entitled to. They can also find out if people are eligible to apply for a Macmillan Grant to help with the financial impact of cancer.	<ul style="list-style-type: none"> • Income maximisation • Personal independence payment • Universal credit • Macmillan grants • Employment and support allowance

<p>Financial Guidance Services</p>	<p>Financial specialists help people manage their finances, providing guidance in areas such as mortgages, insurance, pensions, and future planning.</p>	<p>Provide information on:</p> <ul style="list-style-type: none"> • Pensions • Insurance • Mortgages • Estate planning • Financial planning <p>The Financial Guidance Team have referral partnerships with Nationwide and Virgin Money.</p>
<p>Energy Advice Team</p>	<p>Our energy specialist can help advise and guide people who are affected by cancer and struggling with their utility bills.</p>	<p>Provide information on:</p> <ul style="list-style-type: none"> • Energy company support schemes • Trust Fund Support • Boiler Schemes • Water company support schemes • Tariff considerations
<p>Work Support Service</p>	<p>Providing information and advice to people with cancer and carers on work issues and help with questions on rights at work, talking to your employer, work adjustments and other work concerns to support people living with cancer to make the right decisions for you at work</p>	<p>Provide information on:</p> <ul style="list-style-type: none"> • Rights at work (the Equality Act) • Reasonable adjustments • Returning to work • Carers rights • Disputes and discrimination
<p>Online Community</p>	<p>Macmillan's Online Community is an online forum for people affected by cancer to both share experiences and give and get support. The Community team help facilitate a safe and supportive space for our members.</p> <p>Click here to join / view</p>	<ul style="list-style-type: none"> • Moderate the site to keep it safe • Support members emotionally and help them to navigate the site • Run projects to promote the Community • Continuously develop and improve the Community • Manage a team of Community Champions (volunteers)
<p>Chat Online</p> 	<p>Click here to view the Chat Online page.</p>	<ul style="list-style-type: none"> • To chat click the icon on the bottom right of the page