



**MACMILLAN**  
**CANCER SUPPORT**

# My records booklet

Finding out you have cancer can be devastating. You may find it difficult to listen to or understand medical information. You may struggle to remember what treatment and medication you have had. It can also be hard to talk about how you are feeling to those around you. This is normal.

We understand this. We also know that getting organised, taking notes and knowing the right questions to ask can help you feel more in control of your situation.

This booklet works alongside the information in **The cancer guide**. If you have the **Macmillan Organiser**, you already have a copy of the guide. If you would like to order one, see page 100. You can also download the app on IOS or Android.

This booklet includes tools for you to use. You can use these to:

- keep notes to show your healthcare team
- write down appointment times
- write down contact details
- keep track of how you are feeling.

If you do not feel able to fill in parts of the booklet, but you would like to, you can ask someone else to help. How you choose to use this booklet is up to you. We hope you find it helpful.

Need more space? You can order a new **My records** booklet from **[be.macmillan.org.uk](https://be.macmillan.org.uk)**

In this booklet, we have included quotes from people who have had cancer, which you may find helpful. Some quotes are from our Online Community ([community.macmillan.org.uk](https://community.macmillan.org.uk)). Others are from people who have chosen to share their story with us. To share your experience, visit [macmillan.org.uk/shareyourstory](https://macmillan.org.uk/shareyourstory)

## For more information

If you have more questions or would like to talk to someone, call the Macmillan Support Line free on **0808 808 00 00**, 7 days a week, 8am to 8pm, or visit [macmillan.org.uk](https://macmillan.org.uk)

If you would prefer to speak to us in another language, interpreters are available. Please tell us, in English, the language you want to use.

If you are deaf or hard of hearing, call us using NGT (Text Relay) on **18001 0808 808 00 00**, or use the NGT Lite app.

We have some information in different languages and formats, including audio, eBooks, easy read, Braille, large print and translations. To order these visit [macmillan.org.uk/otherformats](https://macmillan.org.uk/otherformats) or call **0808 808 00 00**.

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# PERSONAL DETAILS

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# My details

Name

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Address

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Home phone number

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Mobile phone number

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Email

---

NHS number

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NI number

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Hospital phone number

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Allergies

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Health conditions

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Medication

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# My next of kin

You can choose any person to be your next of kin, as long as they agree. It should be someone you trust and are close to. It is often a close relative, but it does not need to be. Use this page to write down the people you would like someone to contact if you have to go into hospital.

Name

---

Relationship to me

---

Address

---

---

---

Home phone number

---

Mobile phone number

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Email

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Comments (for example, 'please contact if I go into hospital')

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# **My next of kin**

Name

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Relationship to me

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Address

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Home phone number

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Mobile phone number

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Email

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Comments (for example, 'please contact if I go into hospital')

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# My next of kin

Name

Relationship to me

Address

Home phone number

Mobile phone number

Email

Comments (for example, 'please contact if I go into hospital')



# DIAGNOSIS AND TREATMENT

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# Key contacts

During your diagnosis, treatment and after treatment, you will meet lots of different health and social care professionals. You might like to keep a record of everyone you meet so that you can contact them if you need to.

You can find more information about people you might meet on pages 10 to 14 of **The cancer guide**.

Role
Name
Hospital or organisation
Telephone number
Mobile phone number
Email
Notes (for example, times or days they are available)

## Key contacts

Role

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Name

---

Hospital or organisation

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Telephone number

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Mobile phone number

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Email

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Notes (for example, times or days they are available)

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## Key contacts

Role

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Name

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Hospital or organisation

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Telephone number

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Mobile phone number

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Email

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Notes (for example, times or days they are available)

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## Key contacts

Role

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Name

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Hospital or organisation

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Telephone number

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Mobile phone number

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Email

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Notes (for example, times or days they are available)

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## Key contacts

Role

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Name

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Hospital or organisation

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Telephone number

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Mobile phone number

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Email

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Notes (for example, times or days they are available)

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## Key contacts

Role

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Name

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Hospital or organisation

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Telephone number

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Mobile phone number

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Email

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Notes (for example, times or days they are available)

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## Key contacts

Role

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Name

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Hospital or organisation

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Telephone number

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Mobile phone number

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Email

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Notes (for example, times or days they are available)

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## Key contacts

Role

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Name

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Hospital or organisation

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Telephone number

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Mobile phone number

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Email

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Notes (for example, times or days they are available)

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# Appointment record

Appointments and other chances to speak with your healthcare team can be short. It is good to be prepared. You may find it difficult to remember the details of conversations you have, either on the phone or in person. You may find it useful to write down who you talked to, when you talked, and any other details you might find useful.

You can find more information about getting the most out of your healthcare appointments on page 16 of **The cancer guide**.

'I would recommend always writing down any questions you have. Take them with you to follow up appointments as it's easy to forget things when you get inside.'

**Christine**

Summary (for example, what people said or did)

## Appointment record

## Appointment

## Date and time

## Who was there

## Where it was

Summary (for example, what people said or did)

Summary (for example, what people said or did)



## Appointment record

## Appointment

## Date and time

## Who was there

## Where it was

Summary (for example, what people said or did)

## Appointment record

## Appointment

## Date and time

## Who was there

## Where it was

Summary (for example, what people said or did)

[illegible]

## Appointment record

## Appointment

## Date and time

## Who was there

## Where it was

Summary (for example, what people said or did)

## Appointment

## Date and time

## Who was there

## Where it was

Summary (for example, what people said or did)

This image shows a blank sheet of white paper with horizontal blue lines, similar to notebook paper. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

## Appointment record

## Appointment

## Date and time

## Who was there

## Where it was

Summary (for example, what people said or did)

Summary (for example, what people said or did)

# Test and scan record

There are many different types of tests and scans. The ones you have will depend on the type of cancer you have and your situation. Although the tests and scans you have will be recorded in your medical notes, it can be good idea to keep your own record. This is so you can easily look at it if you need to.

You can find more information about tests and scans on pages 20 to 21 of **The cancer guide**.

Test

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Date and time

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Where it was

---

Details

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---

Results

---

---

---

Next date due (if needed)

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## Test and scan record

## Test

## Date and time

## Where it was

## Details

## Results

Next date due (if needed)



# Test and scan record

Test

Date and time

Where it was

Details

Results

Next date due (if needed)

## Test and scan record

## Test

## Date and time

## Where it was

## Details

## Results

Next date due (if needed)

# Test and scan record

Test

Date and time

Where it was

Details

Results

Next date due (if needed)

## Test and scan record

## Test

## Date and time

## Where it was

## Details

## Results

Next date due (if needed)

# Test and scan record

Test

Date and time

Where it was

Details

Results

Next date due (if needed)



# My diagnosis

When you are first diagnosed with cancer, it can be overwhelming. It is a good idea to write down the details of your diagnosis. It can help you to process the news. It can also be useful to refer back to, especially if your diagnosis changes over time.

You may find the illustrations opposite helpful.

You can find more information about diagnosing cancer on pages 20 to 25 of **The cancer guide**.

Date

---

What I have been told

---

Who talked to me

---

Where it was

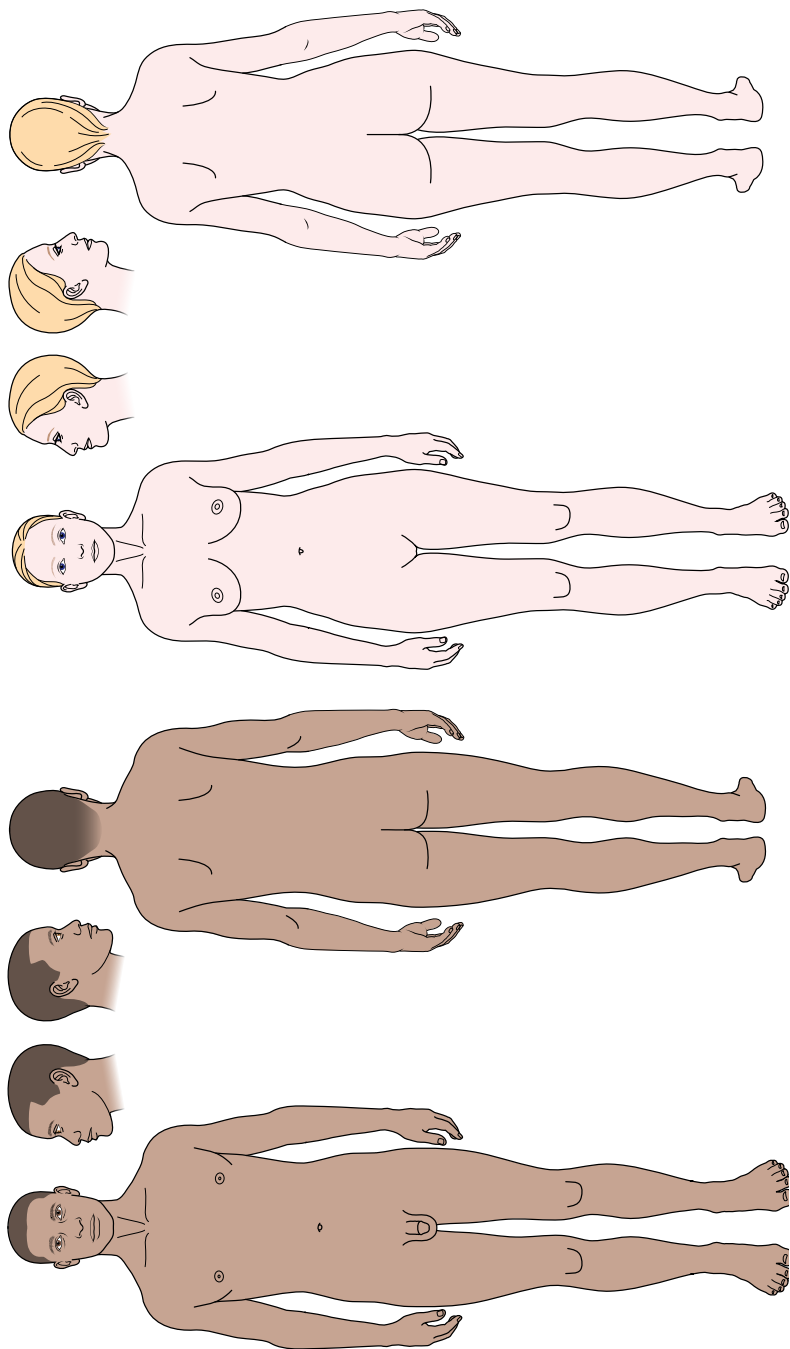
---

Who was there

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'When questions pop into your head, write them down so you don't forget them. Then take notes of the answers.'

**George**





## Notes

[illegible]

## Updates

Date

---

What I have been told

---

Who talked to me

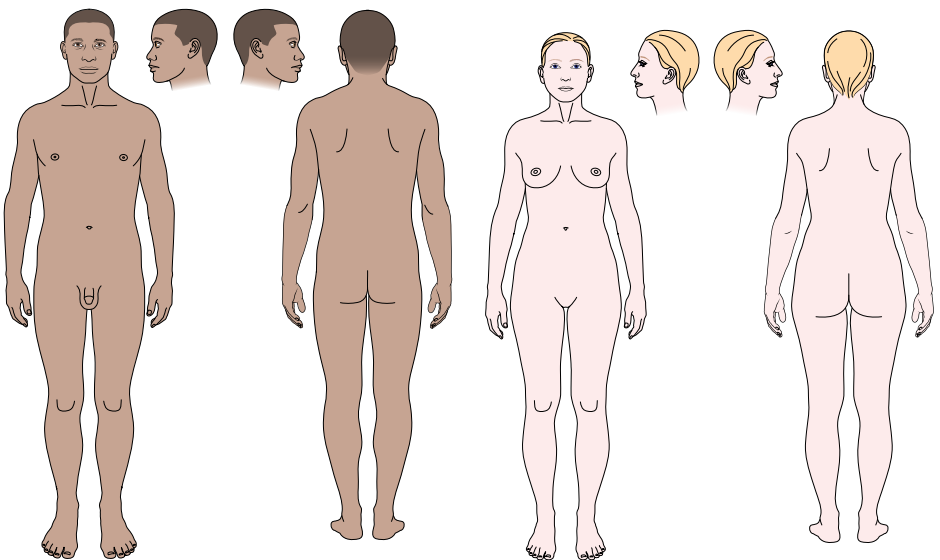
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Where it was

---

Who was there

---



See page 39 for a larger copy of the above illustrations.

## Updates

Date

---

What I have been told

---

Who talked to me

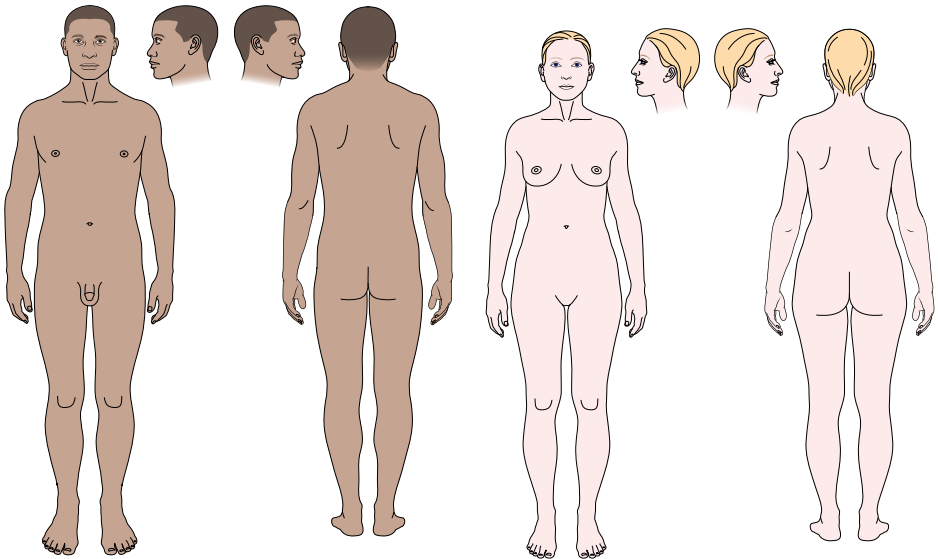
---

Where it was

---

Who was there

---



See page 39 for a larger copy of the above illustrations.



# My treatment decisions

You may need to make choices about which treatments you should have. Your doctor will discuss these options with you. It is important to understand what each treatment involves and the possible side effects. It is a good idea to write notes, this will help you choose the treatment that is right for you.

You can find out more about making treatment decisions on pages 30 to 34 of **The cancer guide**. We also have more information in our booklets **Ask about your cancer treatment** and **Making treatment decisions** (see page 100 to order).

‘Get yourself a diary, as you will be living your life around the calendar for a few months. It helps to keep notes during chemo to see how it affects you day by day, so you know what to expect for other sessions.’

**George**

This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

# Treatment record

It is likely that you will need to have more than one type of cancer treatment. For example, you may have an operation, a course of chemotherapy and a course of radiotherapy. It can be useful to write these down so that you can refer back to your notes. You can also write down any reactions you have during treatment, or any helpful tips to yourself in case you have the treatment more than once.

You can find out more about living well during and after treatment on pages 35 to 41 of **The cancer guide**.

Treatment

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Number of treatments

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Details

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---

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Where

---

Start date

---

End date

---

Comments (for example, reactions, tips and instructions)

---

---

---

## Treatment record

Treatment

Number of treatments

Details

Where

Start date

End date

Comments (for example, reactions, tips and instructions)



# Treatment record

Treatment

---

Number of treatments

---

Details

---

---

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Where

---

Start date

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End date

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Comments (for example, reactions, tips and instructions)

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## Treatment record

Treatment

Number of treatments

Details

Where

Start date

End date

Comments (for example, reactions, tips and instructions)

# Treatment record

Treatment

---

Number of treatments

---

Details

---

---

---

Where

---

Start date

---

End date

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Comments (for example, reactions, tips and instructions)

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## Treatment record

Treatment

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Number of treatments

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Details

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Where

---

Start date

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End date

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Comments (for example, reactions, tips and instructions)

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# Treatment record

Treatment

---

Number of treatments

---

Details

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---

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Where

---

Start date

---

End date

---

Comments (for example, reactions, tips and instructions)

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## Treatment record

Treatment

Number of treatments

Details

Where

Start date

End date

Comments (for example, reactions, tips and instructions)

# Prescription In



# Medication

Your treatment may be medication that you take on a regular basis. Or you may be prescribed medication to help with side effects. To help you stay on track, you may want to write down the details of each medication in the space below.

We have more information about medication on our website **[macmillan.org.uk](http://macmillan.org.uk)**

Medication

---

---

Reason for taking

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Instructions (for example, with food or an empty stomach)

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When (for example, morning or evening)

---

Dose

---

---



# Medication record

Medication

---

---

Reason for taking

---

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---

---

Instructions (for example, with food or an empty stomach)

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---

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---

---

When (for example, morning or evening)

---

Dose

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## Medication record

Medication

---

---

Reason for taking

---

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---

---

---

Instructions (for example, with food or an empty stomach)

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---

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When (for example, morning or evening)

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Dose

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# Medication record

Medication

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Reason for taking

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Instructions (for example, with food or an empty stomach)

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When (for example, morning or evening)

---

Dose

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## Medication record

Medication

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---

Reason for taking

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Instructions (for example, with food or an empty stomach)

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When (for example, morning or evening)

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# Medication record

Medication

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Reason for taking

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Instructions (for example, with food or an empty stomach)

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When (for example, morning or evening)

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Dose

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## Medication record

Medication

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Reason for taking

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Instructions (for example, with food or an empty stomach)

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When (for example, morning or evening)

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Dose

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# Medication record

Medication

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Reason for taking

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---

Instructions (for example, with food or an empty stomach)

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When (for example, morning or evening)

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Dose

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## Medication record

Medication

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---

Reason for taking

---

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---

Instructions (for example, with food or an empty stomach)

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When (for example, morning or evening)

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# SYMPTOMS AND SIDE EFFECTS

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Symptom diary

66

Keeping a fatigue diary

74

# Symptom diary

You may find it useful to keep a diary of how well your symptoms are being controlled.

In this symptoms diary, you can rate each symptom on a scale of 0 to 10. 0 means no symptoms and 10 means severe symptoms. This will help you see whether symptoms are getting worse or better.

This diary can also help your medical team. For example, they will be able to:

- see whether they need to change the doses of any of your drugs
- refer you to a specialist who deals with symptom control.

We have more information about coping with symptoms on our website **[macmillan.org.uk](https://www.macmillan.org.uk)**

## Symptom diary

Date and time	Type or area of symptom	Score	What makes it worse or better
26/09/18 9.33am	Nausea	6	Medication type or dosage

## Symptom diary

[illegible]

[illegible]

## Symptom diary

[illegible]

[illegible]



## Symptom diary

[illegible]



# Keeping a fatigue diary

If you have cancer, it is likely that at one time or another you will experience fatigue. Fatigue means feeling very tired or exhausted all or most of the time. The tiredness is not helped by rest and can affect you physically, psychologically and emotionally.

You could use the fatigue diary below to record your energy levels during treatment. If you feel you are too unwell to fill this in but would like to, ask someone else to help you if you can.

## Your fatigue diary

Keeping a daily diary of your energy levels and when you have treatment can help you work out how treatment affects you. This diary has enough space to record your energy levels for 1 month.

You may want to photocopy this diary before you use it in case you want more pages later. Or you can download and print free copies from **[macmillan.org.uk/fatigue](http://macmillan.org.uk/fatigue)**

You can use this fatigue diary to:

- see what times of day you have the most energy
- note down things that might be affecting your fatigue, or any progress you have made
- plan important activities for when you have the most energy
- look at your last week and decide if you have planned too much or not enough for your next week
- work out what makes your fatigue better or worse.

## How to use your diary

Using this scale of 1 to 5, record your energy levels in the diary:

- 1 No fatigue – able to do all normal activities.
- 2 Mild fatigue – able to do most normal activities.
- 3 Moderate fatigue – able to do some activities but need rest.
- 4 Severe fatigue – difficulty walking or doing activities such as cooking or shopping.
- 5 Extreme fatigue – needing to sleep or rest all day.

You may want to put a cross or record days when you have treatment. This can help you see how and when treatment affects your energy levels.

You can share this information with your cancer doctor or specialist nurse. They will be able to offer you more effective treatment for fatigue, based on your notes.

Day	Morning	Afternoon	Evening	Treatment(s)	Other notes
Monday	1	2	3	Chemotherapy at 2pm	Walked 1 mile this morning
Tuesday					
Wednesday					
Thursday					
Friday					
Saturday					
Sunday					

Day	Morning	Afternoon	Evening	Treatment(s)	Other notes
Monday					
Tuesday					
Wednesday					
Thursday					
Friday					
Saturday					
Sunday					

Day	Morning	Afternoon	Evening	Treatment(s)	Other notes
Monday					
Tuesday					
Wednesday					
Thursday					
Friday					
Saturday					
Sunday					

Day	Morning	Afternoon	Evening	Treatment(s)	Other notes
Monday					
Tuesday					
Wednesday					
Thursday					
Friday					
Saturday					
Sunday					





# LIVING WELL

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# How I feel

You may like to use this table to write about your good and bad days. This may help you decide what steps you can take to have more good days.

This thinking tool was written by people who had cancer. You can find examples, stories and support to use the tool at **[thinkaboutyourlife.org](http://thinkaboutyourlife.org)**

You can find out more about dealing with your emotions on pages 66 to 79 of **The cancer guide**.



**Good days**



**Bad days**

**Next steps**

# Diet diary

When you have cancer, you may need to change your diet. You may find it helpful to use the space below to write down foods you think have helped your appetite and foods that have not. For example, you may write down foods that make you feel more or less bloated. You can show this to your dietician or another person in your healthcare team. They may be able to suggest things to help you.

You can find out more about eating well during treatment on page 38 of **The cancer guide**.





**Foods that  
help me**

---



**Foods that do  
not help me**

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# Activity diary

During treatment, even just taking short walks and spending less time sitting down can help you feel better. It can help you feel less fatigued and help you cope with your emotions.

Being active does not mean you have to exercise intensely. To start with it can be as simple as going for short walks, doing things around the house, or gardening. You may like to use this activity diary to record your physical activity. Write down what you did and how it made you feel. As you gradually build up your strength, you will find that you have more energy and feel better.

You can find out more about being active on page 40 of **The cancer guide**.

## Activity diary

Activity

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Date and time

---

Time spent

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---

How I feel

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## Activity diary

Activity

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Date and time

---

Time spent

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How I feel

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A man and a woman are dancing in a ballroom. The man, on the left, is wearing a white button-down shirt and light blue jeans, smiling broadly. The woman, on the right, is wearing a black lace-trimmed top and a yellow and black floral skirt, seen from behind. They are holding hands and dancing. The background shows a ballroom with large windows, framed pictures on the wall, and red chairs.

**‘Dancing during my recovery was as much therapy for her as it was for me. You can’t think about anything else.’**

**Peter**

## Activity diary

Activity

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---

---

Date and time

---

Time spent

---

---

How I feel

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## Activity diary

Activity

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Date and time

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Time spent

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How I feel

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## Activity diary

Activity

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Date and time

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Time spent

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How I feel

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## Activity diary

Activity

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Date and time

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Time spent

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How I feel

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# GETTING SUPPORT

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Support tool

96



# Support tool

This tool may be useful as a place to write down what is important to you, and if you want more support. This was written by people who had cancer. You can find examples, stories and support to use the tool at [thinkaboutyourlife.org](http://thinkaboutyourlife.org)

You can find out more about getting extra support on pages 72 to 76 of **The cancer guide**.

## Notes

[illegible]

**What is important  
to me**

**How best to  
support me**



# FURTHER INFORMATION

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# About our information

We provide expert, up-to-date information about cancer. And all our information is free for everyone.

## Order what you need

You may want to order more leaflets or booklets like this one. Visit **be.macmillan.org.uk** or call us on **0808 808 00 00**.

We have booklets on different cancer types, treatments and side effects. We also have information about work, financial issues, diet, life after cancer and information for carers, family and friends.

## Online information

All of our information is also available at **macmillan.org.uk/information-and-support**

There you'll also find videos featuring real-life stories from people affected by cancer, and information from health and social care professionals.

## Other formats

We also provide information in different languages and formats, including:

- audiobooks
- Braille
- British Sign Language
- easy read booklets
- eBooks
- large print
- translations.

Find out more at **macmillan.org.uk/otherformats**

If you'd like us to produce information in a different format for you, email us at **cancerinformationteam@macmillan.org.uk** or call us on **0808 808 00 00**.

## Help us improve our information

We know that the people who use our information are the real experts. That's why we always involve them in our work. If you've been affected by cancer, you can help us improve our information.

We give you the chance to comment on a variety of information including booklets, leaflets and fact sheets.

If you'd like to hear more about becoming a reviewer, email **[reviewing@macmillan.org.uk](mailto:reviewing@macmillan.org.uk)** You can get involved from home whenever you like, and we don't ask for any special skills – just an interest in our cancer information.



# Other ways we can help you

At Macmillan, we know how a cancer diagnosis can affect everything, and we're here to support you.

## Talk to us

If you or someone you know is affected by cancer, talking about how you feel and sharing your concerns can really help.

### Macmillan Support Line

Our free, confidential phone line is open 7 days a week, 8am to 8pm. Our cancer support specialists can:

- help with any medical questions you have about cancer or your treatment
- help you access benefits and give you financial guidance
- be there to listen if you need someone to talk to
- tell you about services that can help you in your area.

Call us on **0808 808 00 00** or email us via our website, **[macmillan.org.uk/talktous](https://macmillan.org.uk/talktous)**

## Information centres

Our information and support centres are based in hospitals, libraries and mobile centres. There, you can speak with someone face to face.

Visit one to get the information you need, or if you'd like a private chat, most centres have a room where you can speak with someone alone and in confidence.

Find your nearest centre at **[macmillan.org.uk/informationcentres](https://macmillan.org.uk/informationcentres)** or call us on **0808 808 00 00**.

## Talk to others

No one knows more about the impact cancer can have on your life than those who have been through it themselves. That's why we help to bring people together in their communities and online.

## Support groups

Whether you are someone living with cancer or a carer, we can help you find support in your local area, so you can speak face to face with people who understand. Find out about support groups in your area by calling us or by visiting **[macmillan.org.uk/selfhelpandsupport](https://macmillan.org.uk/selfhelpandsupport)**

## Online Community

Thousands of people use our Online Community to make friends, blog about their experiences and join groups to meet other people going through the same things. You can access it any time of day or night. Share your experiences, ask questions, or just read through people's posts at **[macmillan.org.uk/community](https://macmillan.org.uk/community)**

## The Macmillan healthcare team

Our nurses, doctors and other health and social care professionals give expert care and support to individuals and their families. Call us or ask your GP, consultant, district nurse or hospital ward sister if there are any Macmillan professionals near you.

'Everyone is so supportive on the Online Community, they know exactly what you're going through. It can be fun too. It's not all just chats about cancer.'

Mal



## Help with money worries

Having cancer can bring extra costs such as hospital parking, travel fares and higher heating bills. If you've been affected in this way, we can help.

### Financial guidance

Our financial team can give you guidance on mortgages, pensions, insurance, borrowing and savings.

### Help accessing benefits

Our benefits advisers can offer advice and information on benefits, tax credits, grants and loans. They can help you work out what financial help you could be entitled to. They can also help you complete your forms and apply for benefits.

### Macmillan Grants

Macmillan offers one-off payments to people with cancer. A grant can be for anything from heating bills or extra clothing to a much-needed break.

Call us on **0808 808 00 00** to speak to a financial guide or benefits adviser, or to find out more about Macmillan Grants. We can also tell you about benefits advisers in your area. Visit **[macmillan.org.uk/financialsupport](https://macmillan.org.uk/financialsupport)** to find out more about how we can help you with your finances.

## Help with work and cancer

Whether you're an employee, a carer, an employer or are self-employed, we can provide support and information to help you manage cancer at work. Visit **[macmillan.org.uk/work](https://macmillan.org.uk/work)**

### My Organiser app

Our free mobile app can help you manage your treatment, from appointment times and contact details, to reminders for when to take your medication. Search 'My Organiser' on the Apple App Store or Google Play on your phone.

# Other useful organisations

There are lots of other organisations that can give you information or support.

## General cancer support organisations

### Cancer Focus

#### Northern Ireland

**Helpline** 0800 783 3339

(Mon to Fri, 9am to 1pm)

#### Email

nurseline@cancerfocusni.org

**www.cancerfocusni.org**

Offers a variety of services to people affected by cancer in Northern Ireland, including a free helpline, counselling and links to local support groups.

### Cancer Support Scotland

**Tel** 0800 652 4531

(Mon to Fri, 9am to 5pm)

#### Email

info@cancersupportscotland.org

**www.cancersupportscotland.org**

Runs cancer support groups throughout Scotland. Also offers free complementary therapies and counselling to anyone affected by cancer.

### Maggie's Centres

**Tel** 0300 123 1801

#### Email

enquiries@maggiescentres.org

**www.maggiescentres.org**

Has a network of centres in various locations throughout the UK. Provides free information about cancer and financial benefits. Also offers emotional and social support to people with cancer, their family, and friends.

### Marie Curie

**Helpline** 0800 090 2309

(Mon to Fri, 8am to 6pm,  
Sat, 11am to 5pm)

**www.mariecurie.org.uk**

Offers practical information and emotional support for all those affected by terminal illness.

## **Penny Brohn UK**

**Helpline** 0303 300 0118  
(Mon to Fri, 9.30am to 5pm)

### **Email**

helpline@pennybrohn.org.uk

**www.pennybrohn.org.uk**

Offers a combination of physical, emotional and spiritual support across the UK, using complementary therapies and self-help techniques.

## **Riprap**

**www.riprap.org.uk**

Developed especially for teenagers in the UK who have a parent with cancer. Has an online forum where teenagers going through similar experiences can talk to each other for support.

## **Tenovus**

**Helpline** 0808 808 1010  
(Daily, 8am to 8pm)

### **Email**

info@tenovuscancercare.org.uk

**www.tenovuscancercare.org.uk**

Aims to help everyone in the UK get equal access to cancer treatment and support. Has mobile cancer support units, benefits advice and an online 'Ask the nurse' service.

## **General health information**

### **Health and Social Care in Northern Ireland**

**www.hscni.net**

Provides information about health and social care services in Northern Ireland.

### **Healthtalk**

#### **Email**

info@healthtalk.org

**www.healthtalk.org**

**www.healthtalk.org/young-peoples-experiences**

(site for young people)

Has information about cancer, and videos and audio clips of people's experiences. Also provides advice on topics such as making decisions about health and treatment.

### **National Cancer Institute**

**www.cancer.gov**

Gives information on cancer, cancer treatments and cancer research.

**NHS UK****[www.nhs.uk](http://www.nhs.uk)**

The UK's biggest health information website.  
Has service information for England.

**NHS Direct Wales****[www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.wales.nhs.uk)**

NHS health information site for Wales.

**NHS Inform****Helpline 0800 224 488**

(Daily, 8am to 10pm)

**[www.nhsinform.scot](http://www.nhsinform.scot)**

NHS health information site for Scotland.

**Patient UK****[www.patient.info](http://www.patient.info)**

Provides people in the UK with information about health and disease. Includes evidence-based information leaflets on a wide variety of medical and health topics. Also reviews and links to many health- and illness-related websites.

**Emotional support and well-being****British Association for Counselling and Psychotherapy (BACP)****Tel 0145 588 3300****Email [bacp@bacp.co.uk](mailto:bacp@bacp.co.uk)**

Promotes awareness of counselling and signposts people to appropriate services across the UK. You can search for a qualified counsellor at **[itsgoodtotalk.org.uk](http://itsgoodtotalk.org.uk)**

**British Complementary Medicine Association (BCMA)****Tel 0845 345 5977**

(Mon, Tue, Thu and Fri, 10am to 5pm)

**Email [office@bcma.co.uk](mailto:office@bcma.co.uk)****[www.bcma.co.uk](http://www.bcma.co.uk)**

Has a code of conduct, and a list of registered practitioners who belong to member organisations. Can provide practitioners' contact details.

## **Samaritans**

**Helpline** 116 123

**Email** [jo@samaritans.org](mailto:jo@samaritans.org)

**[www.samaritans.org](http://www.samaritans.org)**

Samaritans branches are located across England, Ireland, Scotland and Wales. Provides confidential and non-judgemental emotional support, 24 hours a day, 365 days a year, for people experiencing feelings of distress or despair.

## **UK Council for**

**Psychotherapy (UKCP)**

**Tel** 0207 014 9955

**Email** [info@ukcp.org.uk](mailto:info@ukcp.org.uk)

**[www.psychotherapy.org.uk](http://www.psychotherapy.org.uk)**

Holds the national register of psychotherapists and psychotherapeutic counsellors, listing practitioners who meet exacting standards and training requirements.

## **Financial or legal advice and information**

### **Benefit Enquiry Line**

#### **Northern Ireland**

**Helpline** 0800 022 4250

(Mon, Tue, Wed and Fri,  
9am to 5pm, and Thu,  
10am to 5pm)

**Textphone** 0289 031 1092

**[www.nidirect.gov.uk/](http://www.nidirect.gov.uk/)**

**[money-tax-and-benefits](http://www.nidirect.gov.uk/money-tax-and-benefits)**

Provides information and advice about disability benefits and carers' benefits in Northern Ireland.

## **Citizens Advice**

Provides advice on a variety of issues including financial, legal, housing and employment issues. Use their online webchat or find details for your local office in the phone book or by contacting:

### **England**

**Helpline** 0344 411 1444

**[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)**

### **Wales**

**Helpline** 0344 477 2020

**[www.citizensadvice.org.uk/  
wales](http://www.citizensadvice.org.uk/wales)**

### **Scotland**

**Helpline** 0808 800 9060

**[www.citizensadvice.org.uk/  
scotland](http://www.citizensadvice.org.uk/scotland)**

### **Northern Ireland**

**Helpline** 0800 028 1181

**[www.citizensadvice.co.uk](http://www.citizensadvice.co.uk)**

## Civil Legal Advice

**Helpline** 0345 345 4345

(Mon to Fri, 9am to 8pm,  
Sat, 9am to 12.30pm)

**Minicom** 0345 609 6677

**[www.gov.uk/civil-legal-advice](http://www.gov.uk/civil-legal-advice)**

Has a list of legal advice centres in England and Wales and solicitors that take legal aid cases. Offers a free translation service if English is not your first language.

**Department for Work and Pensions (DWP) Personal Independence Payment (PIP) Helpline**  
0345 850 3322

**Textphone** 0345 601 6677  
(Mon to Fri, 8am to 6pm)

**Carer's Allowance Unit**  
**Tel** 0800 731 0297

**Textphone** 0800 731 0317  
(Mon to Fri, 8am to 6pm)

**[www.gov.uk/carers-allowance](http://www.gov.uk/carers-allowance)**

Manages state benefits in England, Scotland and Wales. You can apply for benefits and find information online or through its helplines.

## GOV.UK

**[www.gov.uk](http://www.gov.uk)**

Has information about social security benefits and public services in England, Scotland and Wales.

## NiDirect

**[www.nidirect.gov.uk](http://www.nidirect.gov.uk)**

Has information about benefits and public services in Northern Ireland.

## The Money Advice Service Helpline

0800 138 7777 (English)

0800 138 0555 (Welsh)

(Mon to Fri, 8am to 8pm,  
Sat, 9am to 1pm)

## Typetalk

18001 0300 500 5000

**Email** [enquiries@moneyadvice.service.org.uk](mailto:enquiries@moneyadvice.service.org.uk)  
**[www.moneyadvice.service.org.uk](http://www.moneyadvice.service.org.uk)**

Runs a free financial health check service and gives advice about all types of financial matters across the UK. Has an online chat service for instant money advice.

### **National Debtline (England, Wales and Scotland)**

**Tel** 0808 808 4000

(Mon to Fri, 9am to 8pm,  
Sat, 9.30am to 1pm)

**www.nationaldebtline.org**

A national helpline for people with debt problems. The service is free, confidential and independent. Has an online chat service with an expert debt advisor.

### **Personal Finance Society – 'Find an Adviser' service** **www.thepfs.org/yourmoney/ find-an-adviser**

Use the website to find qualified financial advisers in your area of the UK.

### **Unbiased.co.uk**

**Helpline** 0800 023 6868

**Email** [contact@unbiased.co.uk](mailto:contact@unbiased.co.uk)

**www.unbiased.co.uk**

You can search the website for qualified advisers in the UK who can give expert advice about finances, mortgages, accounting or legal issues.

### **Equipment and advice on living with a disability**

#### **Disability Rights UK**

**Tel** 0207 250 8181

(Mon to Fri, 10am to 12.30pm,  
then 1.30pm to 4pm)

**Email**

[enquiries@disabilityrightsuk.org](mailto:enquiries@disabilityrightsuk.org)

**www.**

**disabilityrightsuk.org**

Provides information on social security benefits and disability rights in the UK. Has a number of helplines for specific support, including information on going back to work, direct payments, human rights issues, and advice for disabled students.

#### **Disabled Living Foundation (DLF)**

**Helpline** 0300 999 0004

(Mon to Fri, 10am to 4pm)

**Email** [info@dlf.org.uk](mailto:info@dlf.org.uk)

**www.dlf.org.uk**

Provides free, impartial advice about all types of disability equipment and mobility products.

## Support for carers

### Carers Direct

**Helpline** 0300 123 1053

(Mon to Fri, 9am to 8pm and  
Sat to Sun, 11am to 4pm)

**Textphone**

18001 0300 123 1004

Confidential information and advice for carers. Offers advice on financial support, getting a break from caring, going to work and much more.

### Carers Trust

**Tel** 0300 772 9600

(Mon to Fri, 9am to 5pm)

**Email** [info@carers.org](mailto:info@carers.org)

**[www.carers.org](http://www.carers.org)**

Provides support, information, advice and services for people caring at home for a family member or friend. You can find details for UK offices and search for local support on the website.

### Carers UK

#### Helpline

**(England, Scotland, Wales)**

0808 808 7777

(Mon to Wed, 10am to 4pm)

**Helpline (Northern Ireland)**

0289 043 9843

**Email** [advice@carersuk.org](mailto:advice@carersuk.org)

**[www.carersuk.org](http://www.carersuk.org)**

Offers information and support to carers across the UK. Has an online forum and can put people in contact with support groups for carers in their area.



# YOUR NOTES AND QUESTIONS

A series of horizontal green lines for writing notes and questions. The lines are evenly spaced and extend across the width of the page, providing a structured area for student input.

## Disclaimer

We make every effort to ensure that the information we provide is accurate and up to date but it should not be relied upon as a substitute for specialist professional advice tailored to your situation. So far as is permitted by law, Macmillan does not accept liability in relation to the use of any information contained in this publication, or third-party information or websites included or referred to in it. Some photos are of models.

## Thanks

This booklet has been written, revised and edited by Macmillan Cancer Support's Cancer Information Development team. It has been approved by Dr Tim Iveson, Consultant Medical Oncologist and Macmillan Chief Medical Editor.

With thanks to: Justine Burton, Macmillan Welfare Rights Technical Lead; Emma Cross, Macmillan Financial Support Partnerships Manager; Liz Egan, Macmillan Working Through Cancer Programme Lead; Christina Helden, Healthcare Advisory Solicitor, Hempsons; Dr Ananth Shankar, Consultant in Paediatric & Adolescent Oncology; Natalie Singer, Macmillan Advanced Haemato-Oncology Clinical Nurse Specialist; Melanie Strickland, Macmillan Senior Solicitor; and Alison Whiteford, Macmillan Expert Information Development Nurse.

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We welcome feedback on our information. If you have any, please contact **[cancerinformationteam@macmillan.org.uk](mailto:cancerinformationteam@macmillan.org.uk)**

## Sources

We have listed a sample of the sources used in this publication below. If you would like further information about the sources we use, please contact us at **[cancerinformationteam@macmillan.org.uk](mailto:cancerinformationteam@macmillan.org.uk)**

Citizen's Advice. Personal independence payment. [www.citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/pip/](http://www.citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/pip/) Accessed January 2018

NHS. NHS out-of-hours services. [www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/nhs-out-of-hours-services.aspx](http://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/nhs-out-of-hours-services.aspx) Accessed January 2018

NI Direct. Protection against disability discrimination. [www.nidirect.gov.uk/articles/protection-against-disability-discrimination](http://www.nidirect.gov.uk/articles/protection-against-disability-discrimination) Accessed January 2018

NICE. Shared decision making. <https://www.nice.org.uk/about/what-we-do/our-programmes/nice-guidance/nice-guidelines/shared-decision-making> Accessed January 2018

# Can you do something to help?

We hope this booklet has been useful to you. It's just one of our many publications that are available free to anyone affected by cancer. They're produced by our cancer information specialists who, along with our nurses, benefits advisers, campaigners and volunteers, are part of the Macmillan team. When people are facing the toughest fight of their lives, we're there to support them every step of the way.

We want to make sure no one has to go through cancer alone, so we need more people to help us. When the time is right for you, here are some ways in which you can become a part of our team.



## **Share your cancer experience**

Support people living with cancer by telling your story, online, in the media or face to face.

## **Campaign for change**

We need your help to make sure everyone gets the right support. Take an action, big or small, for better cancer care.

## **Help someone in your community**

A lift to an appointment. Help with the shopping.  
Or just a cup of tea and a chat. Could you lend a hand?

## **Raise money**

Whatever you like doing you can raise money to help.  
Take part in one of our events or create your own.

## **Give money**

Big or small, every penny helps.  
To make a one-off donation see over.

## **Call us to find out more**

# 0300 1000 200

[macmillan.org.uk/getinvolved](http://macmillan.org.uk/getinvolved)

## Please fill in your personal details

Mr/Mrs/Miss/Other

Name

Surname

Address

Postcode

Phone

Email

Please accept my gift of £

(Please delete as appropriate)

I enclose a cheque / postal order /  
Charity Voucher made payable to  
Macmillan Cancer Support

OR debit my:

Visa / MasterCard / CAF Charity  
Card / Switch / Maestro

Card number

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Security number

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Signature

Date / /

## Don't let the taxman keep your money

Do you pay tax? If so, your gift will be worth 25% more to us – at no extra cost to you. All you have to do is tick the box below, and the tax office will give 25p for every pound you give.

- ☐ I am a UK tax payer and I would like Macmillan Cancer Support to treat all donations I make or have made to Macmillan Cancer Support in the last 4 years as Gift Aid donations, until I notify you otherwise.

I understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference. I understand Macmillan Cancer Support will reclaim 25p of tax on every £1 that I give.

Macmillan Cancer Support and our trading companies would like to hold your details in order to contact you about our fundraising, campaigning and services for people affected by cancer. If you would prefer us not to use your details in this way please tick this box. ☐

In order to carry out our work we may need to pass your details to agents or partners who act on our behalf.



If you'd rather donate online go to [macmillan.org.uk/donate](https://macmillan.org.uk/donate)

Please cut out this form and return it in an envelope (no stamp required) to:  
Supporter Donations, Macmillan Cancer Support, FREEPOST LON15851,  
89 Albert Embankment, London SE1 7UQ

Being told ‘you have cancer’ can affect so much more than your health – it can also affect your family, your job, even your ability to pay the bills. But you’re still you. We get that. And, after over 100 years of helping people through cancer, we get what’s most important: that you’re treated as a person, not just a patient.

It’s why we’ll take the time to understand you and all that matters to you, so we can help you get the support you need to take care of your health, protect your personal relationships and deal with money and work worries.

We’re here to help you find your best way through from the moment of diagnosis, so you’re able to live life as fully as you can. For information, support or just someone to talk to, call **0808 808 00 00** or visit **macmillan.org.uk**

Hard of hearing? Use textphone

**0808 808 0121**, or Text Relay.

Non-English speaker? Interpreters available.

Braille and large print versions on request.



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