

The ROYAL MARSDEN
NHS Foundation Trust

Welfare Rights Service

Patient Information



NHS

Here at The Royal Marsden, we understand what a diagnosis of cancer can mean to you and your loved ones. We realise that it can have a huge effect on your finances as well as your health.

How can the welfare rights service help me?

If you want to talk about financial, employment or welfare benefits issues, you can arrange to see a welfare rights advisor. They understand procedures, regulations and legislations and can give advice and support.

Welfare rights advisors can provide a welfare benefit check to ensure you and your family are receiving all the benefits which you are entitled to. This service is available to both inpatients and outpatients.

Help can be provided with filling in application forms for benefits if you are unable to do this on your own. The welfare rights advisors can also signpost patients to services to access support on housing, immigration and debt management.

What financial assistance could I be entitled to?

The welfare benefits and grants you may be entitled to will depend on your individual circumstances. Please speak to the welfare rights advisor to find out more. Examples of financial assistance include:

- Travelling to multiple hospital appointments can be expensive. You may be able to claim expenses for one or more of the following; public transport, car mileage and parking.
- Benefits such as the Personal Independence Payment and Attendance Allowance are intended to help with the extra costs you might have due to illness or disability.
- There are also grants such as those provided by Macmillan, that can be put towards things such as heating costs.

How do I access the service?

Welfare rights advisors are available on the telephone and by email or you may wish to visit our offices during normal office opening hours (an appointment may be necessary). The location and contact details are as follows:

Chelsea

Telephone: 020 7808 2484

Email: chelseawelfarerights@rmh.nhs.uk

Location: Discharge Support Team
opposite the Pharmacy.

Sutton

Telephone: 020 8661 3386

Email: suttonwelfarerights@rmh.nhs.uk

Location: Discharge Support Team is in the main entrance of the hospital, next to The Friends Shop.

Other sources of information

Department of Work and Pensions

www.gov.uk/browse/benefits

www.gov.uk/benefits-calculators

Macmillan Cancer Support

www.macmillan.org.uk

0808 808 0000

Turn2US

www.turn2us.org.uk

The Royal Marsden Macmillan Hotline:

020 8915 6899

(available 24 hours a day, 7 days a week)

References

This leaflet is evidence based wherever the appropriate evidence is available, and represents an accumulation of expert opinion and professional interpretation.

Details of the references used in writing this leaflet are available on request from:

The Royal Marsden Help Centre

Freephone: 0800 783 7176

Email: patientcentre@rmh.nhs.uk

No conflicts of interest were declared in the production of this leaflet.

Should you require information in an alternative format, please contact The Royal Marsden Help Centre.

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