

## Accessing Support: Financial Concerns

---

A cancer diagnosis can cause changes to your financial situation. You may find yourself spending more on bills if you are having to stay at home a lot, or on travel expenses for hospital visits. Furthermore, some people find that they need to stop working or to reduce their working hours. There are government benefits that you may qualify for if you or someone you care for has cancer, and there are different avenues to explore in terms of accessing financial support or advice.



In addition to benefits and workplace adjustments, you might also be entitled to financial support for things like prescriptions, wigs, and dental treatment. It is also worthwhile to look into the possibility of discounted travel costs, or a Blue Badge for discounted parking.

Below is a list of organisations who may be able to offer you some support, as well as some resources that you may find helpful to read/listen to. The range and quality of services/support available from such organisations may vary. This list has been gathered as signposting only, and The Royal Marsden cannot guarantee the accuracy of the information provided by an organisation listed or the quality of their services.

If you have any questions or would like further advice/guidance about where to seek specialist help in your local area, you can speak with a member of your Royal Marsden treatment team or the Adult Psychological Support Service.

### Cancer Research UK – Useful contacts for benefits

A list of specific contacts that may be worth reaching out to for help understanding and claiming benefits.

Website link: <https://www.cancerresearchuk.org/about-cancer/coping/practically/financial-support/useful-contacts>

### CAP UK

A service which offers free, specialist financial advice as well as useful financial resources. CAP can assist you in managing money, and advise you and help you to complete the necessary steps to get out of debt.

Website link: <https://capuk.org/get-help/cap-job-clubs>



## Macmillan – Helping with the Cost of Cancer (Booklet)

A guide to benefits and financial help for people affected by cancer. The booklet explores loans, grants, transport, healthcare/housing costs, carers, and inability to work.

Website link: <https://www.macmillan.org.uk/cancer-information-and-support/stories-and-media/booklets/help-with-the-cost-of-cancer>

## Macmillan – How to claim Employment and Support Allowance

The Employment and Support Allowance (ESA) provides financial support to individuals who have a reduced ability to work due to sickness or disability and do not receive Statutory Sick Pay. The linked website provides guidance on whether you are eligible to claim the allowance, and how to make an application.

Website link: <https://www.macmillan.org.uk/cancer-information-and-support/impacts-of-cancer/benefits-and-financial-support/employment-and-support-allowance/how-to-claim#:~:text=You%20can%20also%20apply%20by,textphone%2C%20call%200800%20328%203419>

## Macmillan – Money and Work

This website offers links to articles containing information on employment rights and advice for navigating work and cancer, as well as guidance on managing your finances.

Website link: <https://www.macmillan.org.uk/cancer-information-and-support/get-help/financial-and-work>

Macmillan also have financial guides who can listen to your situation and offer advice. You can call the helpline at **0800 808 0000** (Mon-Thurs 9am–5pm, Fri 9am–4.30pm) and ask to speak to a financial guide.

## Maggie's Centres – Benefits Advisors

You can drop into a Maggie's centre to speak with a benefits advisor who can help you understand what benefits and other support apply to you based on your situation, complete application forms with you and discuss any issues that might arise in the process.

Website link: <https://www.maggies.org/cancer-support/managing-practically/money-benefits-and-cancer/>



## The Royal Marsden – Welfare Rights

The welfare rights team here at The Royal Marsden is open to inpatients and outpatients. The team can help you to understand what you are entitled to financially, and provide advice and support. You can call one of the numbers below to make an appointment.

Website link: <https://www.royalmarsden.nhs.uk/your-care/support-services/financial-employment-and-benefits-help>

Chelsea - Welfare Rights: **020 7808 2484**

Sutton - Welfare Rights: **020 8661 3382**

## Step Change Debt Charity

A charity which works with individuals to make a manageable personal plan for dealing with debts, as well as offering information on types of debt and debt relief through their website.

Website link: <https://www.stepchange.org/>

Free Debt Helpline **0800 138 1111**

## Brain Tumour Charity - Managing Your Money

Website providing information, advice, and support around the financial impact of having a brain tumour. This includes outlining the government benefits you might be entitled to and how to apply for them, and how to plan out financial/legal arrangements for the future. It is also possible to book an appointment with their Benefits and Money clinic for specialist financial advice around pensions, benefits, mortgages and more.

Website link: <https://www.thebraintumourcharity.org/living-with-a-brain-tumour/maintaining-your-independence/managing-your-money-after-brain-tumour-diagnosis/>

## Other APSS Information and Resources

The Adult Psychological Support Service has a range of signposting information sheets on topics such as: coping at different stages of the cancer pathway, supporting your physical and emotional wellbeing, relationships, and information specific to certain types of cancer.

You can view the signposting information sheets on The Royal Marsden's [Patient Information Library](#) and the [Adult Psychological Support Service Website](#) (under 'Further information and resources'). You can also request a copy of these by emailing [Psychological.SupportAdmin@rmh.nhs.uk](mailto:Psychological.SupportAdmin@rmh.nhs.uk) or telephoning **020 7808 2777** (Chelsea) / **020 8661 3006** (Sutton).

## Additional support services

### Cancer Care Map

An online database of cancer support services. You can search by postcode or by particular themes e.g. cancer type.



Website link: <https://www.cancercaremap.org/>

### **Maggie's Cancer Centres**

Cancer care centres with multiple locations, including The Royal Marsden Hospital, Sutton and Charing Cross Hospital, West London. Workshops, groups, information and one-to-one counselling available.

Website link: <https://www.maggies.org/>

Phone number: **0300 123 1801**

### **NHS Talking Therapies**

NHS website to help you find your local psychological talking therapies service based on your GP address. Your local NHS talking therapies service can be helpful if you would like psychological support for cancer when you are no longer regularly coming in for appointments at The Royal Marsden, as well as for concerns unrelated to cancer or that predated your cancer and have become worse due to it.

Website link: <https://www.nhs.uk/service-search/mental-health/find-an-nhs-talking-therapies-service/find-your-gp>

---

If you need any specialist and personalised advice about your cancer treatment, symptoms or side effects, please contact The Royal Marsden Macmillan Hotline. This hotline is available 24 hours a day, seven days a week on **020 8915 6899**.

The Royal Marsden's Adult Psychological Support Service offers short-term, cancer-specific psychological and psychiatric support. You can either self-refer or ask somebody in your Royal Marsden healthcare team to refer you. For more information, visit [Adult Psychological Support Service | The Royal Marsden](#). Alternatively, contact us directly on **020 7808 2777** (Chelsea), **020 8661 3006** (Sutton), or email [Psychological.SupportAdmin@rmh.nhs.uk](mailto:Psychological.SupportAdmin@rmh.nhs.uk).



If you have ideas for other signposting or information sheets, or if you would like to be involved in working with APSS to improve the service we offer, please scan the QR code to see more about our patient and public involvement, or email [Psychological.SupportAdmin@rmh.nhs.uk](mailto:Psychological.SupportAdmin@rmh.nhs.uk) or telephone **020 7808 2777** (Chelsea) / **020 8661 3006** (Sutton) with your ideas.

Copyright © 2024 The Royal Marsden NHS Foundation Trust  
All rights reserved

Published 01 January 2025  
Planned review 01 January 2026

