

Macmillan Information and Support Guidance Sheet For – Hospital Cancer Champions

Please keep a sign or display near you to indicate you would be happy to take enquires relating to Macmillan cancer support (people affected by cancer)

If you notice a display is missing leaflets or is unkempt or out of place please contact the Macmillan information and support service.

When approached with a Macmillan or cancer related enquiry, your role is to let people know that you are a link to the Macmillan information and support service.

You can

Direct enquiries for assistance, support or information to the Macmillan information and support services team by

- Give the Macmillan information and support services leaflet and contact details explaining they can contact us by phone or email using the details on the back of the leaflet
- Calling the Macmillan Information and support service team on 0161 922 5644
- Give directions to the Macmillan Information and support service.
- Arranging a scooter for people with difficulty walking to get to the Macmillan unit. (When directing people to the unit please call 0161 922 5644/5640 to ensure an advisor is available to see the person.
- If the Macmillan information and support service are not available Take the persons details (name, phone number, address & a brief outline of their enquiry) email or send via internal post to the Macmillan information and support service team referral sheets and guidance available at <https://www.tamesidemacmillan.co.uk/referrals>
- If asked about a medical or pain related questions, please explain we will call back but they should discuss those issues with their health care providers (Gp or Nurse)

You are not expected to

- Deal with or give answers to their questions (if outside of your normal duties & remit)

When asked for direct assistance with an area outside of your remit please explain you work with the Macmillan information service to help people access the service. The Macmillan Information and support service is there to answer questions discuss support and assistance.

Email: macmillan.info@tgh.nhs.uk

T: 0161 922 5644

Website [tamesidemacmillan.co.uk](https://www.tamesidemacmillan.co.uk)

Macmillan Information & Support Services

Tameside Macmillan Unit, Ladysmith Building

Tameside Hospital, Fountain Street,

Ashton under lyne OL6 9RW

**MACMILLAN
CANCER SUPPORT
RIGHT THERE WITH YOU**