



YOUR

**MAC
NEWS**

**WE ARE
MACMILLAN.
CANCER SUPPORT**

Autumn 2015

**Three peaks
challenge**

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**Alison's
rewarding work**

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(Mon–Fri, 9am–8pm)
macmillan.org.uk



Welcome to the autumn edition of *Your Mac News*.

I was just 10 years old when I was diagnosed with non-Hodgkin's Lymphoma. I often felt quite isolated, but fortunately for me there was one person I could always turn to: Moira, my Macmillan nurse.

Her support inspired me to give something back. That's why I moved to London and started working in Macmillan's Supporter Donations team. I also began fundraising. My first challenge was a 3,000-mile cycle ride across Australia from Sydney to Perth and I'm currently on my 'Lap the World' expedition where I'm hoping to raise even more money.

Follow my journey at twitter.com/laptheworld and please donate at [justgiving.com/laptheworld](https://www.justgiving.com/laptheworld)

As you'll see when reading this autumn's edition of *Your Mac News*, Macmillan is so lucky to have such fantastic fundraisers and incredible supporters like you. With stories from how we were able to give financial assistance to Rocio to how three Yorkshire peaks were conquered to raise money, I hope you feel informed and inspired. 

Sam Greatrex

Hard of hearing?

Use textphone **0808 808 0121** or Text Relay. Non-English speaker? Interpreters available.

Changed address? No longer wish to receive *Your Mac News*? Write to Fundraising Customer Care, Macmillan Cancer Support, 89 Albert Embankment, London SE1 7UQ, email fundraising@macmillan.org.uk or call **0300 1000 200**. To amend your own details go to macmillan.org.uk/yourmacnews



MEET A RAFFLE WINNER

That's a photo of Ivan above. Ivan backs Macmillan because, in his words, 'we hear such good reports about what the nurses do'. He may have won £8,000 in Macmillan's November 2014 Prize Draw, but he's taking it all in his stride: 'I'm a bit of a laid back sort of chap,' explained Ivan. And that's before the relaxing family cruise he's planning.

If you'd like the chance to win please visit macmillan.org.uk/winwithmacmillan

FINANCIAL SUPPORT

When you have cancer, the last thing you need is to be worrying about your finances. From mortgages and pensions to insurance, our free financial guidance service can help. Call us on **0808 808 00 00** or visit macmillan.org.uk/financialguidance

COUNTING THE COST OF CANCER

Having to deal with the physical effects of cancer is unfair enough. Unfortunately, on top of that, there's a financial burden too.

This was the situation faced by Philomena, a grandmother of six. After being diagnosed with breast cancer she had to give up work and go on statutory sick pay, which led to a significant fall in income. With

Christmas on its way and heating bills to deal with, Macmillan gave her a grant of £350 so she could fill her tank with oil.

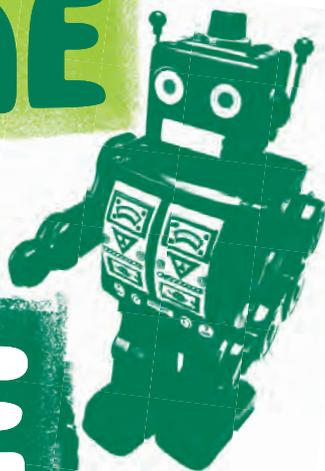
With your support, we can be there for even more people. And if you or someone you know needs help, please visit macmillan.org.uk/grants or call us on **0808 808 00 00**.



THE PERKS OF PARTNERSHIPS

Teaming up with Travis Perkins will bring many benefits for Macmillan: the main one being a very welcome £3 million over the next three years. Another bonus is that Macmillan's logo will adorn the many Travis Perkins vans driving around, along with the words 'building better cancer support'. And with partnerships like this, that's exactly what we're doing.

WELCOME TO THE FUTURE



Have you seen the new and improved digital version of *Your Mac News*?

With reams of extra content, including some fab videos, it presses all the right buttons. What's more, it makes it even easier to share your favourite articles with friends and family through Twitter, Facebook or email.

Of course, you can continue to receive the print version too. But by choosing to go 100% digital, you'll be helping save Macmillan money – so we can be there for even more people.

Visit macmillan.org.uk/yourmacnews to sign up for the online *Your Mac News* today.



PEAK FITNESS

It may be called the Yorkshire Three Peaks Challenge, but it feels more like three separate challenges. For our partner National Grid, it's one of their biggest fundraising events this year. We caught up with two participants.

For Hannah, this was her first event of this kind. And when asked about training ... 'I'm working on it,' came the tentative reply.

A very long day

'It's an early start,' Hannah tells us. 'We go down on the Friday evening, stay in a hostel and then start early in the morning. It takes about 12 hours.'

Hannah had two reasons to sign up

'I personally just fancied the challenge, and because it's Macmillan' – Hannah has family members who have or have had cancer.

Uphill challenge

Hannah's colleague Jennifer is also doing the challenge. For her it was a chance to get back to something she used to do in her childhood. 'I miss seeing the picturesque views up the mountains and the feeling of achievement you get from having a long day's walk. It's a great way of getting back into walking.'

'A number of my friends and relatives have had cancer. I think it's important to support Macmillan.'

And with the aim to raise £25,000, that's exactly what they're doing. If you'd like to find out more about Macmillan's hiking challenges, please visit macmillan.org.uk/hiking

Partnership power

National Grid is supporting Macmillan over two years to raise more than £500,000. This will fund more than 2,500 heating grants to help people stay warm without the worry.

So far employees have raised more than £300,000 through a variety of pylon climbs, coffee mornings, head shaves and more.

'IT FELT LIKE THE FLOOR CAVED IN'



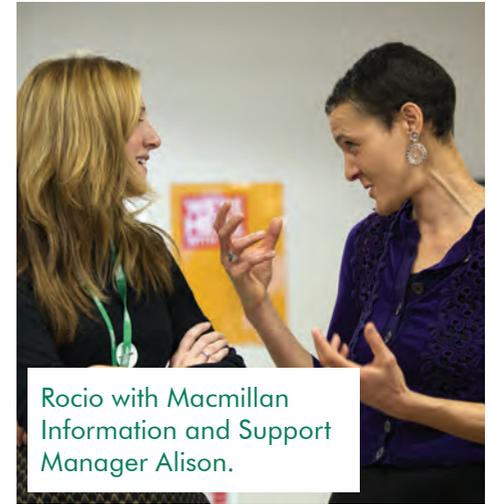
For Rocio, like many people, being told she had cancer was devastating. The next step for Rocio was being directed to the Macmillan centre at the hospital, which is where she met Alison, a Macmillan Information and Support Manager. 'Alison let me cry and sob, and then she stopped me and we went back to the beginning. She got me to talk through my fears, then deconstructed them and made them more digestible.'

'My friends started to disappear'

'I think they were a bit scared,' explained Rocio. 'I also think I tried to look like I was dealing with it all. But the truth is I was so vulnerable and so alone at times, that any support that came to me was amazing.' This support was particularly needed as Rocio's family was in the Caribbean and her boyfriend Jez was living miles away in Cornwall.

The cost of cancer

As well as having to deal with cancer, Rocio, like so many others, had to deal with the financial impact. So in addition to regular chats with Alison, she was put in touch with Tracey, a Macmillan benefits adviser. Tracey helped Rocio apply for benefits and for a Macmillan grant so that she could visit Jez in Cornwall. 'Because of the support from Macmillan, I didn't feel lonely.'



Rocio with Macmillan Information and Support Manager Alison.

Out of control

'It was almost like I was on a train journey before I was diagnosed, and it wasn't brilliant because of my housing situation. But then suddenly I was on a detour, and on a completely new journey that I had no control over. That's the really scary part.'

Positive thinking

Rocio says Alison and Tracey have helped her stay upbeat, encouraging her to try wearing a wig and start a textiles course. 'I think feeling positive helps, and that's what Macmillan gives you. If you're respected and you're being told that you're doing well or you look good, or that you can get support financially or over the phone – that's a lifeline.' 



Find out more about Alison's work
Please turn to page 18.

If you'd like to support people like Rocio please visit macmillan.org.uk/donate

MARKS & (PLENTY OF) SPARKS



2015 is a year of celebration. Not only does it mark the sixth year of our collaboration with M&S, but it's also the 25th anniversary of World's Biggest Coffee Morning – quite a milestone.

Since we started working with M&S in 2010, thanks to the enthusiasm and support of employees and customers, we have raised more than £4 million together. That money has gone towards funding the Macmillan Support Line and vital Macmillan professional posts in local communities across the UK.

M&S have also supported our Work and Cancer programme and hundreds of amazing M&S staff have pledged their support through fundraising and volunteering.

MMMMMM&S

We're set to break records again in 2015 with M&S rolling out a whole host of new fundraising initiatives. And there'll be some healthy competition between stores too. According to George Symonds, Finsbury Pavement Store Manager: 'We all get a bit too competitive trying to raise more money than our sister stores!'

And that's not all. Steve Kemp, Head of Food Operations and Hospitality explains: 'In addition to our M&S cafe activity, we will donate 10% on a range of cakes and homeware throughout September.' 

Pop down to your local M&S today. Helping Macmillan has never been tastier.



CANCER CAN BE THE LONELIEST PLACE

WE ARE MACMILLAN. CANCER SUPPORT

Help us be there for as many people as possible.
Text **MAC28** to **70550** to donate £5 today.
No one should face cancer alone.



Macmillan has joined forces with Imperial College Healthcare NHS Trust to make improvements for people affected by cancer across North West London.

Making life easier for patients

One of the first elements of this programme has been the introduction of Macmillan Navigator roles. These create a single point of contact via telephone for cancer patients from the point of diagnosis to the end of treatment. The aim is to create a more streamlined service and positive experience for the patient.

They will be able to answer questions, make referrals as needed and help patients and carers find local support services. The telephone service also reduces pressures for clinical nurse specialists. This means they can focus on the more complex and specialised areas of patient care they're trained for, ensuring a higher quality of care for patients.

Di Dunn is Lead Cancer Nurse at Imperial College Healthcare NHS Trust. She told us that 'the service can assist with anything from appointments to information about other services available for patients, and also ensure access to clinical nurse specialists for any clinical concerns'.

Making a real difference

Lorraine McDonald is one of the new Macmillan Navigators. 'Previously a lot of patients have spoken about their exasperations and frustrations at talking to answer machines and trying to navigate their way through the internal workings of a hospital,' she explained. This role greatly diminishes these additional stresses during what is already an emotionally and physically difficult time.

As for the best part of the job, Lorraine says: 'I suppose it's the chance to make a real difference to patients quite quickly. We've had an overwhelmingly positive response from patients, despite it being a relatively new service.' 

Find out more at macmillan.org.uk/imperial



QUALITY SUPPORT FROM ACROSS THE UK

Across the UK, Macmillan's regional teams have been working hard to provide the very best environments for people affected by cancer. Many of these have been awarded a Macmillan Quality Environment Mark® (MQEM). Here, we take a look in more detail at some of those gold-standard environments.

Northern Ireland

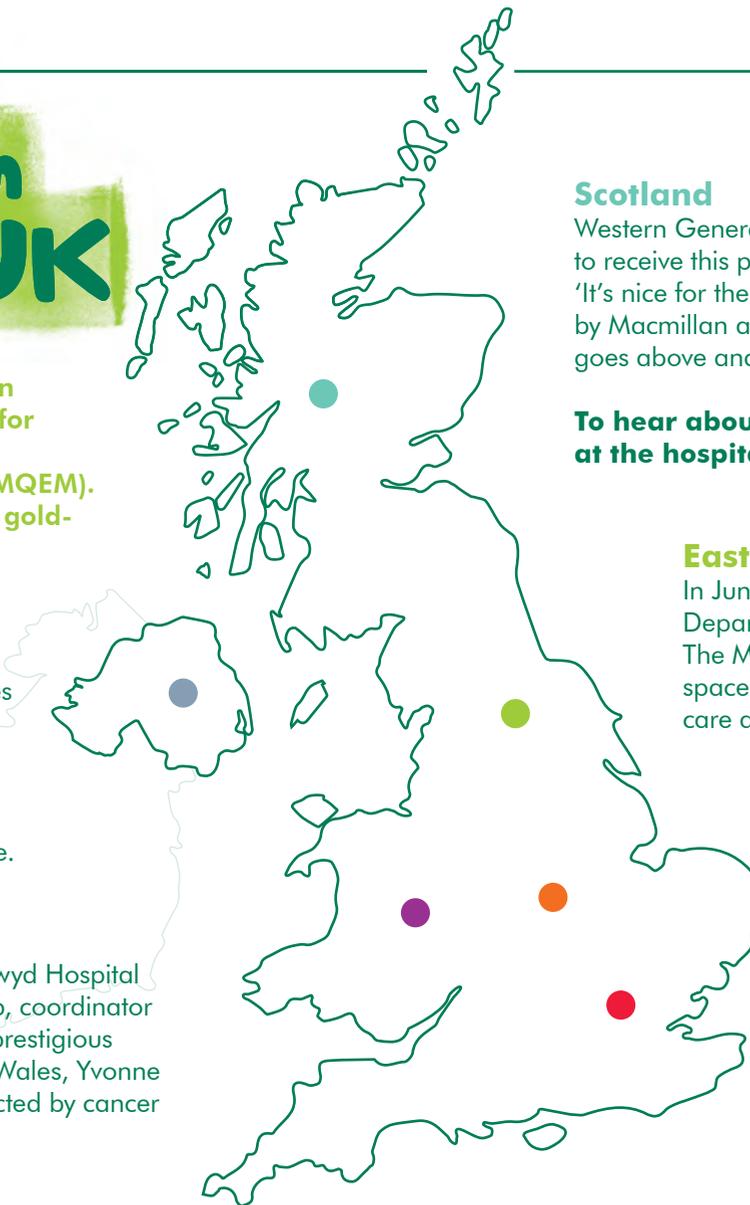
The Breast and Endocrine Unit at the Ulster Hospital in Dundonald received their mark in May. The MQEM® judges said the 'one stop' approach to diagnosis was an excellent service, which 'should be replicated throughout the UK'. They were impressed with the layout of the unit, which they said supported the 'cutting edge technology on offer with thoughtful design' and made the best of the space available.

Wales

The Macmillan Information and Support Centre at Glan Clwyd Hospital in Bodelwyddan also received the award. Amanda Coathup, coordinator for the centre, said: 'It is an absolute delight to receive this prestigious award.' For Macmillan's Senior Development Manager for Wales, Yvonne Lush, 'cancer centres like this make it easier for people affected by cancer to access the information and support they need.'

Central and South West England

The Macmillan Cancer Information and Support Centre at Wexham Park Hospital in Slough received the award in 2015 roughly 18 months after opening. All of the furniture was chosen by patients, as were fixtures and art works.



Scotland

Western General Hospital in Edinburgh is among 26 sites in Scotland to receive this prestigious award. Julie Reid, Senior Charge Nurse, said: 'It's nice for the patients to see they are coming into a centre recognised by Macmillan as being a safe and supportive environment. Our team goes above and beyond on a daily basis in the work they do.'

To hear about the first-hand experience of Isabell, a patient at the hospital, please turn to page 16.

East Midlands and North East England

In June 2014, we saw the award presented to the Radiotherapy Department in the Leeds Cancer Centre at St James's Hospital. The MQEM® assessment highlighted the 'well designed' spaces within the department and overall standard of patient care and support.

London and South East England

The Macmillan Cancer Information Centre at St. George's Hospital in London in July 2011 and has held a MQEM® award since its assessment in 2012. The assessors described the centre as 'a lovely little information centre that works well in the limited space they have available'.

Feel inspired?

Discover all the ways you can support Macmillan by visiting macmillan.org.uk/getinvolved. Or simply make a difference today by giving a donation at macmillan.org.uk/donate



When you have cancer, we know it can feel like a scary and unfamiliar place. And just being in a hospital or a treatment centre can feel daunting.

That's why we've created the Macmillan Quality Environment Mark®: our seal of approval awarded to cancer care environments. It makes sure when someone's having a difficult time, they can feel as comfortable and in control as possible.

Making the mark

To achieve this award, environments have to be successful in a number of areas that people living with cancer have told us are important to them. These include being welcoming and accessible to all, giving everyone choice and control, and being respectful of people's privacy and dignity.

Credited for three years, Macmillan also offers awarded environments advice and support to help them maintain and continuously improve their level of care.

LOCATION,
LOCATION,
LOCATION.

First-hand praise

An environment that's been given this mark of excellence is Ward 1 at Edinburgh's Western General Hospital. We caught up with Isabell, a patient at the ward, about her experience. She says:

'It's very laid back and you don't feel stressed at all in here. The staff are wonderful. I just feel that they can't be any more helpful, their caring attitude is what comes over.'

'It's incredibly helpful if you're in that situation. There are also stacks of Macmillan leaflets, all the information you could ask for. If a hospital can be pleasant, it's pleasant.' 

To help us continue to improve the experience of people like Isabell, please donate today by visiting macmillan.org.uk/donate or calling 0300 1000 200.



METRO Walnut is a support group for Lesbian, Gay, Bisexual and Transgender people who have prostate cancer and their partners. Based in Greenwich, they're currently the only group offering this service in the London and South East area, but we hope this article will inspire others to set up even more groups.

The group was founded by Simon two years ago with the help of Macmillan and funding from Prostate Cancer UK, after he was diagnosed with prostate cancer. 'Our monthly group meetings allow participants to talk about the issues that concern them with others in an open, confidential and non-judgmental atmosphere,' says Simon. 'And we have a laugh or two. We also are open to those LGBT people who might have related sexuality function cancers, such as testicular, colon and bladder.'

One in eight men will get prostate cancer at some point in their lives, making it the most common form

of cancer in men in the UK. While there is no evidence that gay or bisexual men are more likely to get prostate cancer, METRO Walnut is a group that explicitly meets their needs.

Macmillan is dedicated to making sure everyone affected by cancer has the support they need. Helping groups like this is just another way to reach even more people. 

To find out more about how Simon set up his group or if you want advice on setting up your own, you can contact him on simon@metrocharity.org.uk



MY WORK
MY LIFE
ALISON
BOWMAN

Alison Bowman is the Information and Support centre manager at the Royal Free London NHS Foundation Trust in Hampstead, north London. She oversees a team of volunteers who support people affected by cancer in person, over the phone and by email. By talking to people about their worries and fears they're able to help people feel less alone.

One of the people Alison helped was Rocio. 'She walked in and burst into tears, and she was just like a whirlwind of emotion, and she couldn't even really put a sentence together.' It wasn't just Rocio either: Alison was also there for Rocio's boyfriend, Jez.

'We had a cup of tea and then we just talked. Nobody knows exactly what someone's going through, and I think that can feel quite lonely,' explained Alison.

For Rocio, Alison played a crucial role. Rocio says: 'She gave me emotional support and a lot of support in clarity: clearing information up for me.'

Support right from the beginning
Alison sees a lot of people who have got a cancer diagnosis and are going through treatment. But she also sees those who have finished treatment and don't quite know what's coming up next.

She's also set up two support groups with the clinical nurse specialists. The people that come want to know more about their cancer or cancer in general and they like the social element to it.

Alison says: 'I think at the beginning people don't know what to ask or what to do. So I just try to help them manage little bits of information. Some people want to know everything. Some people want to know if they're going to have surgery in a month's time ... It's such an individual thing.'

'I love my job, it's really rewarding and I see lots of people who get given bad news and then recover from that bad news and the strength in their human spirit makes it a really rewarding job.'

Find out more about Rocio

Please turn to page 8. 



If you'd like to help fund more professionals like Alison, please visit macmillan.org.uk/donate or call 0300 1000 200.

**CALLING
ALL
ALUMNI**

If you're a former Macmillan professional, sign up to join our alumni by emailing alumni@macmillan.org.uk

See macmillan.pro for more details.



GO SOBER FOR OCTOBER

We're on the lookout for 2015 sober-heroes. All you need to do is to get sponsored for going alcohol-free for the month of October.

You'll be thanked by people affected by cancer, and no doubt your body probably won't be too ungrateful either.

Michael Dent took part last year and was unlucky enough to have it fall over his birthday, so in terms of low points there was clearly one that stood out: 'being sober on my birthday for the first time in 20 years'. As for the high points it was, 'raising an amazing £3,600 for Macmillan and people affected by cancer'.

For anyone keen to give Go Sober a go, Michael has some advice:

- Plan your time carefully
- Start your fundraising early and go head to head with someone to raise as much as possible

- Get a sober buddy to help keep each other sane and on track
- Be prepared as 30 days is a long time.

If you'd like to register for Go Sober, visit gosober.org.uk today. You'll find tips, a list of benefits for going sober, some criteria and advice.

Everything's managed through our Go Sober website from sign up, making and receiving donations, running a profile page, creating a team, going 'head-to-head' with a friend or colleague, creating a Designated Dryver event, seeing your national ranking and much, much more. 

So what are you waiting for?

Don't forget to like us on Facebook and follow us on Twitter.

MACMILLAN AUTUMN PUNCH

Does giving up booze have to be boring? Heck, no. And anyone that tells you it is really needs a punch ...

Ingredients:

- A quarter of a cucumber
- 1 tsp white balsamic vinegar
- 3 tsp sugar syrup
- 3 tsp freshly squeezed lemon juice
- 3 tsp freshly squeezed lime juice
- 50ml freshly squeezed pink grapefruit juice
- 40ml ginger beer
- Wedge of grapefruit

Method: Place the cucumber in your cocktail shaker and muddle. Add the balsamic vinegar and sugar syrup, followed by the freshly squeezed lemon and lime juice. Add in the fresh grapefruit juice and the ice, then shake. Pour into a sling glass and top with ginger beer. Garnish with a slice of cucumber and a wedge of grapefruit.



DATES FOR YOUR DIARY



**World's Biggest
Coffee Morning**
25 September



Chester Marathon
4 October



**The Macmillan
Annual Ball**
25 November



**Guards Chapel
Christmas
Carol Concert**
3 December

Find the right fundraising event for you at macmillan.org.uk/events



YOU'RE THE BEE'S KNEES

Thanks to everyone who helped Macmillan's support soar this summer.

Whether you cheered at a marathon, helped raise money, held a Night In, or anything else, we couldn't do what we do without you.

Discover all the ways you can keep supporting Macmillan at macmillan.org.uk/getinvolved.

'HOW CAN I MAKE CANCER GO AWAY?'

It was during class time at St Mary's Primary School when seven-year-old Amy wrote a letter asking how she could become 'a nurse or a doctor who makes cancer go away'.



Yvonne, Amy's teacher, had asked her class what one thing would make the world better and big-hearted Amy chose this.

Amy's kind wishes also had a personal connection, as her Auntie Emma had recently been diagnosed with Hodgkin Lymphoma. On finding out about Amy's letter, Emma recalls:

better. Macmillan gave my family a lot of support during my dad's illness, so I advised her to write to them as a starting point for her goal.'

After sending Amy a thank you card and wrist band, Macmillan arranged to visit St Mary's Primary School to talk to all the children about our work.

Emma, a fundraising manager at Macmillan who went along to meet Amy, says:

'It can be difficult knowing how or what to explain to children when someone close to them has cancer. Our helpline advisors can help with information or how to word things if you need them for any unexpected questions.'

'I was surprised, it was lovely. She'd spoken about wanting to be a nurse when she was younger but that's the first time she has spoken outside the family about wanting to help others.'

Amy's passion to help her auntie and others – asking 'I am only seven, but how can I help?' – is something her class teacher believes is important to encourage. She says:

For advice on talking to children about cancer, call **0808 808 00 00** or visit macmillan.org.uk/talkingtochildren

'I try to instil a belief in my children that the world is theirs to change for the

A WHEELIE GREAT FUNDRAISER



A couple of years ago Colin Restall and Tara Wilson rode from London to Paris raising £3,500 for Macmillan in the process. Although a fantastic fundraiser in its own right, it was just a warm-up for them.

That's because in May this year, the pedaling powerhouses rode from Land's End to John o' Groats, raising an even more impressive £6,000 – at the time of writing. They're quick to admit they couldn't have done it without their wonderful support team of Colin's wife, Eileen, and Tara's mum, Gwyn. They accompanied the cycling duo in a black transit van complete with spare bikes, food and other assortments.

Although the weather was relatively okay, there was a definite change in weather the further north they headed: 'We were in shirtsleeves in Devon and three layers in Scotland,' says Colin.

Whether it was a desire for pain or the reluctance to use up even more holiday time, they allocated a mere 10 days for their challenge. This is despite others saying they'd need around 12 to 15 days.

A positive mental attitude was key to their success and their dedication to training didn't hurt either. 'At one point in our training ride I took one of my shoes off and water came pouring out, it was that wet,' said Tara.

If you're up for a challenge to raise money for people affected by cancer, check out our range of fundraising events at macmillan.org.uk/challenge

SHOP STAR BUYS



Online only

Pop and slot advent calendar
MCS1590
£9.95

Our online shop has some sensational seasonal products, plus plenty of items to help you get organised for the New Year.



Send warming winter wishes with these cute woolly jumper Macmillan cards.
Macmillan Christmas Jumpers
MCS1570
£4.50 for a pack of 10
(5 of each design)

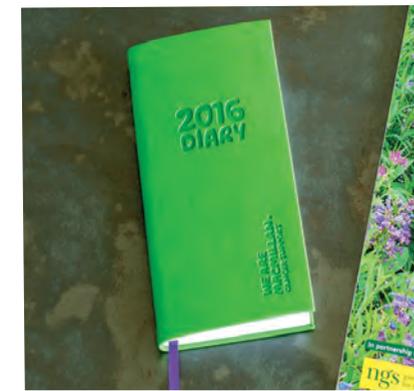
To take advantage of our free postage and packaging, simply complete the tear-off form and send it back to us.



Add a little glamour to your greetings with these cards by designer David Emanuel. Exclusively for Macmillan.
Sparkle at Christmas MCS1581
£4.95 for a pack of 10. Also available in Welsh using the code **MCS1581W**



Our 2016 calendar features stunning photographs and handy tips from our blooming good partner the National Gardens Scheme.
2016 Macmillan Calendar
MCS1585
£5.00



Stay on top of your plans and show everyone you're supporting Macmillan with our pocket 2016 diary.
2016 Macmillan Diary
MCS1557
£5.00

If you'd prefer to place your order online or want to see our full collection, please visit shop.macmillan.org.uk where you can receive free delivery by using promo code **MACNEWS15**

GOODIES GALORE

NO ONE SHOULD
FACE CANCER ALONE

Online
only

'No one should face
cancer alone' wristband

MCS1515

£1.95

Our online shop is bursting with products from top retailers and items exclusively made for Macmillan. Shop to show your support today at shop.macmillan.org.uk