

Benefits advice

A diagnosis of cancer affects not just your health — it can also have an impact on your finances. You might need to stop working, or work less. You may also incur extra costs, eg, travel to hospital appointments. Depending on your situation, you may be able to claim benefits or other financial support to help you.

This list gives details of agencies that provide advice on benefits and/or debt management. It also lists some of the financial support that may be available to you.

Agency	Contact details	Notes
Macmillan Cancer Support Benefit calculator	Helpline: 0808 808 0000 www.macmillan.org.uk	Mon–Sun: 08.00am–8.00pm Information about benefits and financial support See Macmillan’s booklet Help with the cost of cancer .
	www.macmillan.org.uk/in-your-area	Find out what local Macmillan services are near to you, including benefits advice
	www.macmillan.entitledto.co.uk	Online calculator that helps you check the benefits to which you might be entitled
Government services and information on welfare benefits If you are terminally ill, your application for some benefits may be fast-tracked under ‘special rules’. Speak to your specialist nurse to see if this applies to you.	Personal Independence Payment (PIP) Tel: 0800 917 2222	A benefit for anyone who has difficulty moving around or looking after themselves and is aged 16 to state pension age . Telephone* to start your claim. *Complete and return the claim form within one month and, if the claim is approved, payments are backdated to the date of the phone call.
	Attendance Allowance (AA) Tel: 0800 731 0122 www.gov.uk/attendance-allowance	A non-means-tested benefit for anyone who has difficulty looking after themselves and is over state pension age . Telephone* or download form from website. *Complete and return the claim form within six weeks and, if the claim is approved, payments are backdated to the date of the phone call.
	Universal Credit (UC) Helpline: 0800 328 5644 www.gov.uk/apply-universal-credit	Mainly for people aged 16 to state pension age who are on a low income, in or out of work, unemployed or unfit for work . NB: UC must be claimed online. For those without internet access call the helpline or Citizens Advice ‘Help to Claim’ service (0800 144 8444). Note: UC replaces new claims for Income Support, income-based JSA, income-related ESA, Housing Benefit and tax credits. It can also help with rental costs.

Agency	Contact details	Notes
	<p>New Style Employment and Support Allowance (ESA) Jobcentre Plus helpline: 0800 055 6688 www.gov.uk/guidance/new-style-employment-and-support-allowance</p>	<p>A non-means-tested benefit for people who have a health condition or disability that limits their ability to work and who have paid or been credited with enough National Insurance contributions in the two full tax years before the year of the claim. Employees cannot claim New Style ESA at the same time as Statutory Sick Pay (SSP) but may qualify once SSP ends, even if they continue to get occupational sick pay.</p> <p>NB: New Style ESA must be claimed online. For those without internet access call the Jobcentre Plus helpline.</p>
	<p>Carer's Allowance Tel: 0800 731 0297 www.gov.uk/carers-allowance</p>	<p>A benefit for people over 16 who care for someone for at least 35 hours a week. The person for whom you care must be getting at least one of:</p> <ul style="list-style-type: none"> ○ Attendance Allowance ○ Daily living component of PIP ○ Care component of DLA at middle or higher rate <p>The carer cannot have net earnings of more than £132 a week. Apply online or call to obtain forms.</p>
	<p>Pension Credit Claim line: 0800 99 1234 www.gov.uk/pension-credit</p>	<p>A means-tested benefit for people over state pension age who are on a low income. You can apply online if you have already claimed your state pension, otherwise call the claim line.</p>
	<p>Pension age Housing Benefit</p>	<p>Help with rental costs for people over state pension age on a low income who are in supported, sheltered or temporary housing. Claim through your local council.</p>
	<p>Council Tax Reduction</p>	<p>Apply to your local council.</p>
Citizens Advice	<p>Adviceline: 0800 144 8848 www.citizensadvice.org.uk</p>	<p>Free, confidential advice online, by phone or in person. Monday–Friday 9.00am–5.00pm</p>
AGE UK	<p>Advice Line: 0800 678 1602 www.ageuk.org.uk</p>	<p>Advice on benefits, debt, pensions and other financial matters. Online tool to find local contact details. Online benefits calculator.</p>
Step Change	<p>Tel: 0800 138 1111 www.stepchange.org</p>	<p>Free, confidential and expert debt advice and money guidance</p>
Shelter	<p>Tel: 0808 800 4444 www.shelter.org.uk</p>	<p>Online housing advice. Call helpline for emergency housing advice.</p>
ACAS: Advisory, Conciliation and Arbitration Service	<p>Helpline: 0300 123 1100 www.acas.org.uk</p>	<p>Mon–Fri: 8.00am–6.00pm Advice on employment law, HR processes and good practice at work. Help in resolving issues in the workplace.</p>

Grants

Agency	Contact Details	Notes
Lasting Memories	www.lmcancertrust.co.uk	Wellbeing Fund provides financial support for patients in Hertfordshire, Bedfordshire and Cambridgeshire. Household Fuel Grants available for patients in Hertfordshire. Apply online.
Turn2Us	Helpline: 0808 802 2000 www.turn2us.org.uk	Online benefits calculator. Also online Grants Search to find out about charitable funds for which you may be eligible to apply.
Young Lives vs Cancer	Helpline: 0300 303 5220 www.younglivesvscancer.org.uk/ what-we-do/financial-support/	Mon–Fri: 9.00am–5.00pm Registration grant of £100 following an initial or secondary cancer diagnosis for patients under 25 years old. Call helpline or claim online.

Help with hospital travel costs

You may be eligible for help with paying for the cost of transport to and from the hospital for **clinic** and **treatment** appointments. This includes bus and train fares and fuel costs but *not* taxi costs.

You can claim a refund if you get certain benefits or qualify for the NHS Low Income Scheme. Full details of eligibility are in Macmillan Cancer Support's booklet 'Help with the cost of cancer'.

Take proof of your eligibility, eg, benefit award letter, and of your travel costs, eg, receipt or ticket, to the Cashier's Office in the main building of Mount Vernon Hospital: **Monday–Friday, 8.30am–3.30pm**.

For further information, please speak to Patient Affairs (020 3826 2343).

Help with getting to hospital

Patients who are unable to travel by public or private transport for **medical reasons** may be eligible for non-emergency transport to appointments at Mount Vernon Cancer Centre.

For more information on patient transport services, see our factsheet: Patient transport services (HHC265).

Other financial help

- **Prescriptions:** Cancer patients are eligible for free prescriptions for all medicines, including those not related to your cancer treatment. Pick up an FP92A form from your GP and apply for a medical exemption certificate. The certificate lasts for five years and can be renewed if you are still eligible.
- **Wigs:** You may qualify for free synthetic wigs on the NHS. Full details of eligibility are in Macmillan Cancer Support's booklet 'Help with the cost of cancer'.
- **Dental treatment:** You may qualify for free NHS dental treatment and free dentures. Full details of eligibility are in Macmillan Cancer Support's booklet 'Help with the cost of cancer'.
- **Eye tests:** You may qualify for free NHS eye tests. Full details of eligibility are in Macmillan Cancer Support's booklet 'Help with the cost of cancer'.



