



Financial Help

This information is written for cancer patients and carers and aims to provide information on statutory and other organisations that may be able to assist with financial help and advice.

Many people are not aware of what they may be entitled to claim. They may be confused or overwhelmed at the forms they have to complete.

It's true that the system is confusing to most people, and for this reason we too in the Lynda Jackson Macmillan Centre (LJMC) decided to keep this information as simple as we could. We offer this information with best intent, but cannot be held responsible if any of the details change. We would prefer you to discuss your details with the staff from the organisations listed below, who are the experts and can give you up-to-date accurate and appropriate advice.

Contact	What they provide	How to contact
Benefits Enquiry Line. Department for Work & Pensions (DWP) Disability & Carers Service	The state has a responsibility to help people who have through illness or circumstance hit financial problems. Many different benefits are provided for patients and carers. See leaflet called 'Which Benefit' and see chart overleaf.	Freephone: 0800 882200 Textphone: 0800 243355 Mon-Fri 8.30am-6.30pm Sat 9.00am-1.00pm www.dwp.gov.uk
Disability Living Allowance & Attendance Allowance. DWP	Advice and helpline on Disability Living Allowance (DLA) and Attendance Allowance (AA) for claims and payments.	General: 0800 882200 Local: 0208 795 8400 Mon-Fri 7.30am - 6.30pm
Carers Allowance DWP	Advice and updates on Carers Allowance claims and payments. Services available: Mon - Thurs: 9am - 5pm Fri: 9am - 4.30pm	Phone: 01253 85 61 23 Textphone: 01772 899489 Typetalk: 0800 95 95 98 www.direct.gov.uk
Citizens Advice Bureaux CABs. National Association of Citizens Advice Bureaux (NACAB)	The world's largest voluntary agency, providing advice on many issues including debts, benefits & employment rights. The address of any CAB can be found in the local telephone directory, library or from NACAB.	Please ask for contact details for your area. NACAB 020 7833 2181 www.citizensadvice.org.uk
Macmillan Cancer Support 89 Albert Embankment London SE1 7UQ	Grants for cancer patients in financial difficulties. Means tested. Will consider help with one-off payments depending on circumstance. (See Macmillan's leaflet on Patient Grants). Applications must be made through your nurse specialist or Macmillan Nurse if you have one, or you can speak to a Health Professional within the LJMC. Also see Macmillan's booklet 'Help with the Cost of Cancer'.	Macmillan Cancer line: 0808 808 0000 Mon-Fri 9am - 8pm
CLIC Sargent Griffin House 161 Hammersmith Road London W6 8SG	Caring for children with cancer. Limited cash grants for expenses for young people under the age of 21 years with cancer who have incurred extra expenses as a result of their illness. Will consider claims for morale-boosting treats. Means tested.	020 8752 2800 www.clicsargent.org.uk
SSAFA Forces Help. Soldiers, Sailors and Air Force Association	SSAFA represents many organisations who will support servicemen/women (& their families)with financial help. Anyone may apply who has served in H.M.Forces for at least 1 day. Means tested.	0207 403 8783 Ask for Welfare Department www.ssafa.org.uk

Patient Affairs Office Within Mount Vernon Hospital (close to the main entrance and the restaurant).	May be able to provide financial help with fares to and from the hospital for patients on low income or income support. Keep all receipts as proof of bus or train tickets bought etc. Go to the Patient Affairs Office within the hospital and a member of staff will be pleased to help and advise you.	Tel. 01923 844292 Mon-Fri: 8.30am-4.30pm (closed 1pm-2pm)
Social Worker at Mount Vernon Hospital	Social and financial support/advice for patients attending Mount Vernon Cancer Centre.	Contact via the LMC or the team treating you

A brief guide to a few of the benefits that may be claimed from DWP (correct at time of going to print)

Allowance	Age	Circumstance	How to claim	Claimant	Other info	Rate
Attendance Allowance AA	Over 65 years	Help must have been needed for the past 6 months.	Phone 0808 7958400 for a claim form.	Disabled person	For personal care.	2 rates
Disability Living Allowance DLA	Under 65 years	For people under 65 who have needed help for past 3 months and ongoing help for further 6 months (personal and/or mobility).	Phone 0808 7958400 for a claim form.	Disabled person	If help is required for personal care for over 65 year olds, apply for Attendance allowance.	3 rates
Carers Allowance	Over 16 years	Caring for someone for at least 35 hours / week who is severely disabled and who gets a qualifying benefit, usually Attendance Allowance, Disability Living Allowance or Constant Attendance Allowance.	Claim online at www.direct.gov.uk or phone the Benefits Enquiry Line on 0800 882200	Carer	Person being cared for, must be claiming middle or higher rate of care component DLA or AA. Carer must not earn more than £95 per week or be in full-time education (please ask for details).	Various
Employment & Support Allowance	Over 16 years	Incapable of work. Employed but cannot get SSP from employer. Self employed or unemployed may qualify if they are under the state pension age.	By telephone: 0800 055 6688	Patient	0800 055 6688	Various
Statutory Sick Pay SSP	16-65 years and in work	People who are sick for 4 or more days in a row. May qualify for SSP from employers for a maximum of 28 weeks.	via employer	via employer	via employer	Various

How else can I save money?

Prescription charges:

People undergoing treatment for cancer do not have to pay NHS prescription charges if they have a valid exemption certificate. To get an exemption certificate, ask your GP for an application form.

Parking:

A Pay & Display parking scheme operates 24 hours a day. Patients attending the Cancer Centre can buy tokens at a reduced rate, available from the Car Park office located near the main hospital entrance.

Follow the signs from the Oak Tree Restaurant or ask at Patient Affairs. You will need to show your appointment card/letter. Each token entitles you to park for up to ten hours.

Blue badge holders may park in a designated disabled bay or in any bay in a car park. They do not need to display a ticket but **MUST** display their badge for free parking.

Getting help with paying for transport

If you are on a low income, you may be eligible for help with paying for the cost of transport to and from the hospital. This includes bus and train fares and car mileage but not taxi costs.

For further information about eligibility, please speak to Patient Affairs (01923 844292) or visit www.direct.gov.uk and search for 'Travel costs'.