

# Support Services for Cancer Patients

There are a range of services made available by patient organisations which aim to support patients at any stage of their cancer care pathway – from diagnosis, throughout treatment, through survivorship and end of life care. Some activities are also available to friends, family members and carers.

These services can include emotional, social, physical and practical support. They might take the form of mentoring and coaching, support groups offering practical tips or led by therapists and clinical nurses, or workshops on skincare and wig advice.

Many patient organisations offer these services, helping to complement the existing support available through the NHS by catering to the varied needs of a diverse patient population.<sup>1</sup>

One of the main benefits of the services offered by health charities is that they can be tailored to a patient's individual needs, rather than relying on a "one size fits all" approach.<sup>1</sup>

They also offer an opportunity to exchange knowledge and support with people going through a similar experience, while helping to build resilience and promote wellbeing for both support users and providers. NHS England refers to peer support as one of the 'slow burn, high impact' interventions that is 'essential' to the future of the NHS.<sup>2</sup>

To ensure that cancer patients are aware of the tailored support available to them, we have mapped out the options that All.Can UK Working Group members provide for people with cancer.

Further information about these services, including contact details and how to access support, can be found throughout this pamphlet.

## SPOTLIGHT SERVICE

The SkinVision Smartphone App, provided by Melanoma UK in partnership with SkinVision, supports patients who typically get anxious about checking their body by mapping out their moles so they can easily identify any that are new or have changed.

1. All.Can UK (2020). Placing the psychological wellbeing of people with cancer on equal footing to physical health. Available at: <https://www.all-can.org/national-initiatives/uk/#panel-pub-res> [Accessed July 2022]

2. NHS England (2014). Five Year Forward View. Available at: <https://www.england.nhs.uk/wp-content/uploads/2014/10/5yfv-web.pdf> [Accessed July 2022]

## Service Explainer



### Helpline

A telephone support line providing personalised information and emotional support to patients affected by cancer. This service is intended for patients in need of someone to speak to about their concerns at any time of day or night.



### Support groups (virtual/face-to-face)

Support groups work by connecting patients, and their friends and family members, with individuals who are going through a similar experience, enabling them to provide mutual support to each other in a sociable environment. Groups can also be activity-based, for example, taking the form of a choir.



### Buddy System

Buddies are intended to provide one-to-one support for patients and carers by connecting them with others who have been directly affected by cancer. This can help fill in any gaps in the information patients and carers have already received, and can also be a source of emotional and practical advice.



### Information booklets

Information booklets are supplied by patient organisations to support patients in learning more about their cancer and treatment options, helping them to better understand their situation and inform the decision-making process.



### Forums

Member forums are an online resource providing 24-hour access to a safe space for anyone affected by cancer to share their experience and benefit from mutual, community-based support. They can be a resource for patients, as well as their friends and families, who may prefer to seek support online rather than face-to-face or over the phone.



### Services to boost confidence

These services are aimed at boosting the physical and emotional wellbeing of people living with cancer by teaching practical tips to help with the visible side effects which cancer and cancer treatment can have. This includes workshops on skin care and makeup, nail and hair care, male grooming, and body image.

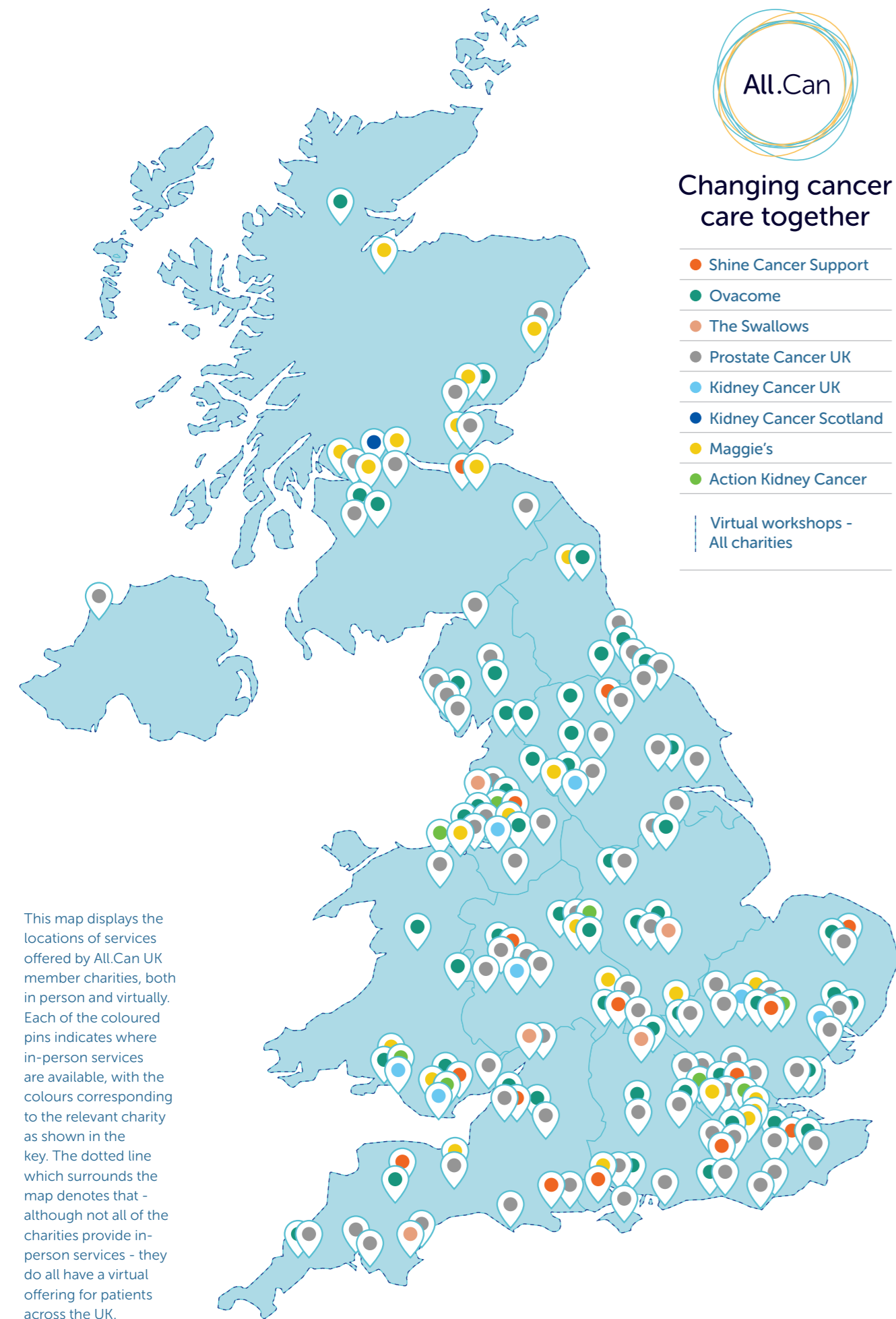
## SPOTLIGHT SERVICE

Over 200 people attend Fight Bladder Cancer's support groups each year.

Before the COVID-19 pandemic, 16,500 people accessed the face-to-face support services offered by Look Good Feel Better.

89% of patients surveyed stated that Fight Bladder Cancer had provided support in coping with their diagnosis and treatment. Their forum has more than 3,800 users every year, and 92% of patients surveyed stated that being a member of the forum made them feel less alone.

# Third Party Support Services for Cancer Patients



SERVICES PROVIDED	HELPLINE	SUPPORT GROUPS	BUDDY SYSTEM	INFORMATION BOOKLETS	FORUMS	CONFIDENCE BOOST
Shine Cancer Support		○		○	○	
Fight Bladder Cancer		○	○	○		
Melanoma UK	○	○		○	○	
Look Good Feel Better		○		○		○
Ovacome	○	○		○	○	
Prostate Cancer UK	○*	○			○	
Kidney Cancer UK	○	○		○	○	○
Kidney Cancer Scotland	○	○		○	○	○
Action Kidney Cancer	○*	○		○	○	
Maggie's	○	○			○	
British Liver Trust	○*	○			○	
Breast Cancer Now	○	○		○	○	
The Swallows	○*	○	○	○	○	○

\* 24 hour helplines

**shine**  
CANCER SUPPORT

Visit [www.shinecancersupport.org/getsupport/](http://www.shinecancersupport.org/getsupport/)  
Call 07804 479413 Email [hi@shinecancersupport.org](mailto:hi@shinecancersupport.org)

**MELANOMA UK**

Visit [www.melanomauk.org.uk/](http://www.melanomauk.org.uk/)  
Call 0808 171 2455 Email [info@melanomauk.org.uk](mailto:info@melanomauk.org.uk)

**ovacome..**  
ovarian cancer

Visit [www.ovacome.org.uk/Pages/Category/support-services](http://www.ovacome.org.uk/Pages/Category/support-services)  
Call 0800 008 7054 Email [support@ovacome.org.uk](mailto:support@ovacome.org.uk)

**Kidney Cancer UK**  
The UK's leading kidney cancer charity for over 20 years

Visit [www.kcuk.org.uk/kidney-cancer-patient-support/](http://www.kcuk.org.uk/kidney-cancer-patient-support/)  
Call 0800 002 9002 Email [hello@kcuk.org.uk](mailto:hello@kcuk.org.uk)

**Kidney Cancer Scotland**  
Scotland's leading kidney cancer charity

Visit [www.kcuk.org.uk/scotland/](http://www.kcuk.org.uk/scotland/)  
Call 0141 428 3494 Email [contact@kidneycancerscot.org](mailto:contact@kidneycancerscot.org)

**MAGGIE'S**  
Everyone's home of cancer care

Visit [www.maggies.org/cancer-support/our-support](http://www.maggies.org/cancer-support/our-support)  
Call 0300 123 1801 Email [enquiries@maggiescentres.org](mailto:enquiries@maggiescentres.org)

**BREAST CANCER NOW**  
The research & care charity

Visit <https://breastcancer.org.uk/information-support>  
Call 0345 077 1893 Email [services@breastcancer.org.uk](mailto:services@breastcancer.org.uk)

**fight bladder CANCER**

Visit [www.fightbladdercancer.co.uk/get-help/getting-support](http://www.fightbladdercancer.co.uk/get-help/getting-support)  
Call 01844 351621 Email [support@fightbladdercancer.co.uk](mailto:support@fightbladdercancer.co.uk)

**look good feel better**  
FEELING CANCER WITH CONFIDENCE

Visit [www.lookgoodfeelbetter.co.uk/](http://www.lookgoodfeelbetter.co.uk/)  
Call 01372 747 500 Email [info@lgfb.co.uk](mailto:info@lgfb.co.uk)

**PROSTATE CANCER UK**

Visit [www.prostatecanceruk.org/get-support](http://www.prostatecanceruk.org/get-support)  
Call 0800 074 8383 Email [info@prostatecanceruk.org](mailto:info@prostatecanceruk.org)

**Action Kidney Cancer**

Visit <https://actionkidneycancer.org/>  
Call 0800 121 8721 Email [support@actionkidneycancer.org](mailto:support@actionkidneycancer.org)

**BRITISH LIVER TRUST**

Visit [www.britishlivertrust.org.uk/information-and-support/](http://www.britishlivertrust.org.uk/information-and-support/)  
Call 0800 652 7330 Email [info@britishlivertrust.org.uk](mailto:info@britishlivertrust.org.uk)

**The Swallows**

Visit [www.theswallows.org.uk](http://www.theswallows.org.uk)  
Call 07504725059 Email [info@theswallows.org.uk](mailto:info@theswallows.org.uk)

## About All.Can

All.Can is a global initiative which brings together experts in cancer care to work collaboratively to ensure policy decisions are focused on what matters most to patients. In the UK, All.Can is driven by a working group of leading health charities and biopharmaceutical companies with a shared ambition for people with cancer to receive world-class, patient-centred care that is sustainable for the NHS to deliver. The working group is governed by an elected steering committee, which is comprised of The Patients Association, Melanoma UK, Brain Tumour Research and funding partners Bristol Myers Squibb (BMS) and MSD.

Primary sponsor:

Secondary sponsor:



All.Can UK is a national initiative of All.Can International, a not-for-profit organisation (ASBL) registered in Belgium. The work of All.Can International is made possible with financial support from Bristol Myers Squibb (main sponsor), Roche (major sponsor), MSD and Johnson & Johnson (sponsors), Baxter and Illumina (contributor), with additional non-financial (in kind) support from Helpsy, Intacare and Goings-On. All.Can is a registered trademark of All.Can International.



Changing cancer care together

For more information, visit [www.all-can.org/national-initiatives/uk/](http://www.all-can.org/national-initiatives/uk/)