**Macmillan Support and Information Services during COVID-19 pandemic - for staff**

Our service is still available to support anyone affected by cancer or a blood condition during the COVID-19 pandemic. Some parts of the service have been adapted at this time.

 **Support and information**

* **Drop-in**

Our team of support and information specialists are available to provide emotional support, practical advice or information. The drop-in service is open from 9.30am to 4pm, Monday to Friday for anyone who has an appointment in the Cancer Centre on that day. Patients can also contact the team on **020 3447 3816** or uclh.supportandinformation@nhs.net

* [**Wellbeing programme**](https://www.uclh.nhs.uk/OurServices/ServiceA-Z/Cancer/CSS/MCIC/Pages/Programmeofworkshops.aspx) **and** [**support groups**](https://www.uclh.nhs.uk/OURSERVICES/SERVICEA-Z/CANCER/CSS/MCIC/Pages/Supportgroups.aspx)

We have a range of online groups: support groups, a creative writing group, an origami class and a returning to work information session. The dates and times are on our web pages.

 **Complementary therapy**

We offer aromatherapy, massage, reflexology, reiki and relaxation techniques, subject to availability. Face-to-face sessions are available to patients on the inpatient wards, and in day care, ambulatory care and in our therapy rooms to patients coming to the Cancer Centre for a pre-booked appointment. There may be a wait of up to several weeks for an outpatient appointment. We can teach relaxation techniques and self-massage, and offer consultations for aromatherapy inhaler sticks by phone or video. Please refer via EPIC\*. Outpatients can also call **020 3447 8663** to request an appointment.

 **Psychological and emotional care**

The psychological and emotional care teams are still accepting referrals for patients, and their family members and carers. Face-to-face, telephone and video appointments are available. You can refer patients on EPIC\*.

 **Welfare and benefits**

Our welfare and benefits advisers currently offer telephone appointments and can see some patients face-to-face for people who find it difficult to communicate over the phone. Please ask patients to call **020 3447 8663** to arrange an appointment. Simple queries will be answered in the next available phone clinic which takes place on Tuesdays and Thursdays, 11.30am to 1.30pm. There is a two to three week wait for an appointment for more complex queries. Please refer patients on EPIC\*. For more urgent queries, patients can speak to a Macmillan Cancer Support welfare and benefit adviser on: **0808 808 00 00**.

 **Wig and scarf tying advice**

We are running a normal service for wig and scarf tying advice. Patients can access the service on the day they are attending the Cancer Centre for clinical care or treatment. You can refer patients on EPIC\*. In some circumstances remote appointments are also available.

\*To refer patients on EPIC create an order and search MSIS.

**There’s more information available about our services on our** [**web page**](http://www.uclh.nhs.uk/OurServices/ServiceA-Z/Cancer/CSS/MCIC/)**.**