



**Macmillan Information and Support
Service @ Glasgow Libraries**

**OUR TRAINED
VOLUNTEERS
CAN GIVE YOUR
PATIENTS
A HELPING HAND**

**WE ARE
MACMILLAN.
CANCER SUPPORT**

Make sure your patients don't face cancer alone. As a healthcare professional, you come into regular contact with people who are struggling to cope with the physical, practical and emotional effects of cancer.

Some of them may feel very isolated and lonely, especially if they have no family or friends close by. Or they may worry about asking the same people for support time after time.

This is why Macmillan @ Glasgow Libraries has set up local cancer information & support services delivered by trained volunteers who can provide a helping hand to people living with cancer, their carers and family and friends.

Aislinn, visited her local Macmillan @ Glasgow Libraries service when she was diagnosed with breast cancer:

'I met a volunteer who was able to relate to me and who talked me through lots of services and support that was available to me. Looking back now, that first contact was hugely important, although I didn't realise it at the time. I was lost, looking for direction and inwardly lacking in confidence...but the volunteer really helped me to turn that around'.

Support provided could include:

- offering a listening ear, time to talk and meet others affected by cancer
- help to find information needed on living with all aspects of cancer
- arranging counselling appointments at the library*
- arranging free complementary therapy appointments such as reflexology, aromatherapy, massage, Indian head massage*
- organising a meeting with a Macmillan Benefits Adviser within a local library
- access to good quality internet sites for cancer information and support
- help to access a wide range of other local services from physical activity classes to carers support.

*not available in all libraries

We know there are thousands of people who could benefit from this service and we want to reach them all. We need you to identify people who might need support or someone to talk to and then tell them about their local service.

Who are our volunteers?

Our trained volunteers come from many different backgrounds and all share a desire to make sure people don't have to face cancer alone. We carefully select volunteers who understand the emotional impact of working with someone with cancer and the importance of not letting their own feelings or experiences influence the support they provide.

How often and where will volunteers meet my patients?

Our library based drop in sessions take place at libraries all over the city, on different days and times throughout the week.

What you can always expect from our trained volunteers?

- All are carefully selected by Macmillan @ Glasgow Libraries and undergo thorough background checks, including the checking of criminal records and references
- All wear a Macmillan @ Glasgow Libraries identity badge with their photo on it
- All receive extensive training on such things as listening and responding, data protection and confidentiality
- All receive regular supervision from Macmillan @ Glasgow Libraries when providing a service
- All have received health and safety training and know what to do in an emergency
- All volunteers can access emotional support from Macmillan or their named staff member if they find their role challenging.

You can call 0141 287 2999 or visit glasgowlife.org.uk/macmillan to find details of locations and opening times of each local service.

If you would like to refer your patient to Macmillan @ Glasgow Libraries, please call 0141 287 2999 or visit glasgowlife.org.uk/macmillan to find details of locations and opening times of each local service.

As a health care professional, you know that cancer is the toughest fight most people will ever face. That's why we provide a wide range of support, resources and opportunities to help Macmillan and non-Macmillan professionals in their role.

Please visit macmillan.org.uk/professionals to find out more.

Our cancer support specialists, benefits advisers, financial guides and cancer nurses are available to answer any questions you or your patients have.

**Contact them by calling our free
Macmillan Support Line on
0808 808 00 00
(Monday to Friday, 9am to 8pm)
or visit macmillan.org.uk**

Macmillan Cancer Information and Support Service at Glasgow Libraries is a partnership between Macmillan Cancer Support and Glasgow Life.

Cancer Support Scotland provide emotional and practical support – on a one-to-one basis by offering talking therapy (counselling) and a range of complementary therapies to anyone affected by cancer including family, friends and carers. These services are provided in partnership with the Macmillan Cancer Information & Support Service @ Glasgow Libraries.

Financial inclusion services are provided in partnership with the Macmillan Benefits Service, Glasgow.



Macmillan Cancer Support, registered charity in England and Wales (261017), Scotland (SC039907) and the Isle of Man (604). Cancer Support Scotland, registered charity in Scotland (SC012867).

Glasgow Life and its service brands are operating names of Culture and Sport Glasgow which is a registered as a charity (NO SC037844). Details of the company designation and its operating brands are found at www.glasgowlife.org.uk.

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