

MACMILLAN@ GLASGOW LIBRARIES GUIDANCE FOR STAFF

Macmillan Cancer Information and Support Volunteers are in Glasgow Libraries across the city with emotional, practical and financial cancer support. We have dedicated spaces where you will find expert and easy to understand information about cancer. We're here to support people with cancer, their loved ones, carers and people who are bereaved.

How can we help?

We offer a wide-ranging service which includes:

- Emotional support and someone to talk to
- Information and booklets on all aspects of living with and beyond cancer
- Free and local counselling and complementary therapy appointments with Cancer Support Scotland
- Help with finances through a Macmillan Benefits Adviser
- Access good quality websites for further information and support
- Access a wide range of other local services such as carers support, physical activity, art classes and support groups.

How do I make a referral?

People can access our services without an appointment, however your help is invaluable in letting people know about us. We have found that a referral from a trusted source is more effective in encouraging people to take up our support than any type of marketing. Referrals from you also help us to reach more people, and therefore provide emotional, practical and financial support to more people in Glasgow.

Please contact us with the below information on the person/people who would like support or information (with their consent):

1. Name
2. Address
3. Contact number
4. How person is affected by cancer
5. Cancer diagnosis person is affected by

You can make the referral by emailing macmillan@glasgowlife.org.uk or calling **0141 287 2860**. We will respond within 1 working day.



@MacmillanGL

MacmillanatGlasgowLibraries

www.glasgowlife.org.uk/macmillan

Where we are in Glasgow

You'll find our information in all libraries, in 26 health centres and at our drop in services

North East Glasgow

Library	Weekly drop in	Times
Dennistoun	Every Monday	12.30pm - 4.30pm
Parkhead	Every Tuesday	10.30am – 2.30pm
Royston	Every Tuesday	11am - 3pm
Easterhouse	Every Wednesday	10am - 2pm
Dennistoun	Every Thursday	10.30am - 2.30pm

North West Glasgow

Library	Weekly drop in	Times
The Mitchell	Every Tuesday	12 noon - 4pm
Hillhead	Every Wednesday	11am - 1pm
Drumchapel	Every Thursday	11am - 3pm
Partick	Every Saturday	10am - 2pm

South Glasgow

Library	Weekly drop in	Times
Pollok	Every Monday	10.30am - 2.30pm
Langside	Every Tuesday	10.30am - 2.30pm
Pollok	Every Wednesday	11am - 1pm
Cardonald	Every Thursday	10am - 2pm
Castlemilk	Every Thursday	10.30am – 2.30pm
Ibrox	Every Friday	10am - 2pm
Gorbals	Every Friday	10am - 2pm



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Macmillan @ West Dunbartonshire Libraries

Find similar services in West Dunbartonshire

If you want to find information, support and practical help or would just like someone to talk to, Macmillan @ West Dunbartonshire will be there for you.

Library	Weekly drop in	Times
Alexandria	Every Monday	10.30am – 12.30pm
Balloch	Every Tuesday	2pm – 4pm
Clydebank	Every Tuesday	10.30am – 12.30pm
Dumbarton	Every Wednesday	11am – 1pm
Clydebank	Every Thursday	1.30pm – 3.30pm

Outreach	Weekly drop in	Times
The Vale Centre for Health and Care	First Tuesday of the month	10am – 12 noon

How do I make a referral?

No appointments are required as people are able to drop in without being referred in. However, we have found that a referral from a trusted source can remove barriers to coming along for the first time.

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By email macmillan@west-dunbarton.gov.uk or by telephone **01389 608 049**.

Further information is available at www.west-dunbarton.gov.uk/macmillan



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Robert's Story



My name is Robert, I am 69 and I had an operation on a rare form of slow-growing cancer in August 2016. I had the symptoms for a year before I had a nucleus test and was diagnosed. Now I attend the Beatson every 6 months for blood tests and hormone tests and if something is wrong I get a call from the hospital.

I first heard about Macmillan @ Glasgow Libraries when my Clinical Nurse Specialist mentioned it after my operation but I wasn't in the right place mentally to take it in or talk to anyone. I found it hard to talk to my family as many people do. I was given a leaflet about the support again at another appointment with my Clinical Nurse Specialist and surgeon and they encouraged me to go to talk to volunteers about how I was feeling and to get extra support.

I went along to Parkhead Library initially where I spoke to volunteers. They referred me for free counselling and complementary therapies from Cancer Support Scotland at both Dennistoun and the Mitchell Library. The therapists taught me techniques to help me sleep and I have a far better night's sleep now. I always have the best night's sleep after my massage! To be honest, I was initially reluctant to speak to a therapist but now I benefit greatly from our talks. Counselling was hard at first, but they are all nice and professional, they were just waiting for me to speak at first which was initially awkward and then it got easier. It is informal and non-clinical - we even discuss my favourite authors! I got a lot of things freed up from by brain – I used to be up all night and I didn't feel right. I feel in a much better place now.

The volunteers also helped me to get support with benefits and I now receive an attendance allowance which I wouldn't have without the referral to the Macmillan Benefits Advisors in Glasgow. I have had a range of health issues throughout my life but for some reason I never thought about benefits I was entitled to.

Visiting Macmillan @ Glasgow Libraries is now part of my routine – a routine I will maintain even after my last therapy session. I go at least once a week and have developed a good relationship with the volunteers there. It's great to have just general conversation about non-cancer topics to help you get your head around it.

The libraries are in great locations and are much less formal than a health care setting with a better atmosphere. They are really easy for me to get to – I can access 3 libraries in 15-20 minutes and I live on the bus and train routes. The best elements of the service include the volunteers, the non-intimidating environment and knowing that people are there to help. I also think it's great to talk with volunteers who I find less intimidating than health care professionals. Although it would be impossible for them to do anything more for me I'll continue to visit – I'm not going distance myself from the support in the libraries. If you are living with cancer I say go and speak to them. You won't regret it. You'll get nothing but help. You won't find a better place to go to than the library.



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