



Supporting our members with cancer

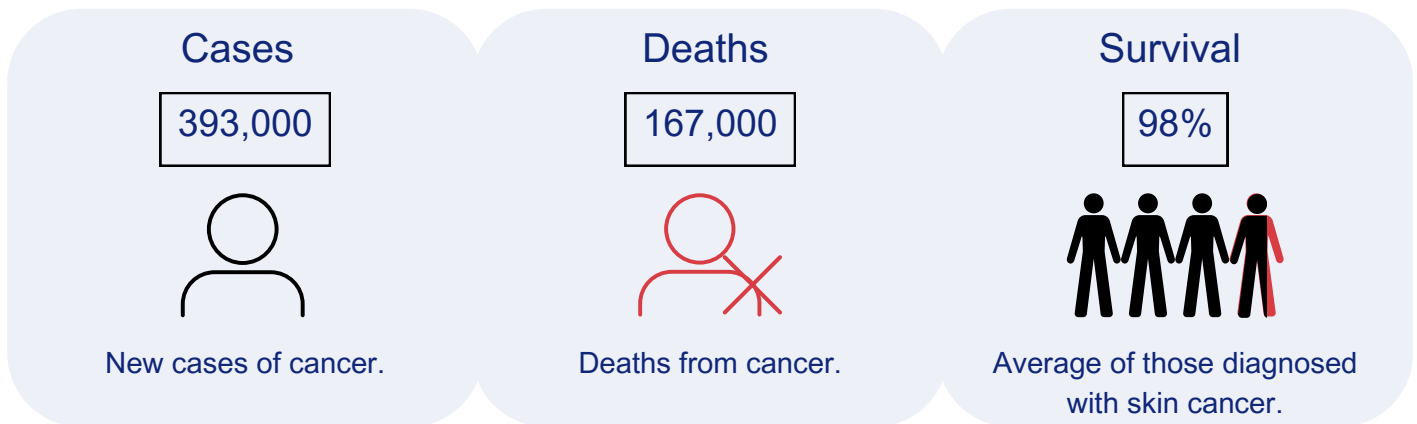
PHC - AN EXPERT IN HEALTHCARE COVER

December 2023

Impacts of Living with Cancer

Cancer doesn't just affect people physically. It often has an impact on other aspects of their life such as energy levels, mental health and appetite. It can affect work and finances, family and relationships too.

Cancer Statistics in the UK¹



¹ Macmillan Cancer Support - Cancer Statistics in the UK, June 2023.

How a Cancer Diagnosis Might Affect Work²

Changes at Work

Talking to their employer can help a member get the support they need. They may not know how a cancer diagnosis will affect work in the short term or in the future. It will depend on:

- The type of cancer, its stage and size
- Treatment and its side effects
- Their finances
- The practical support they have

Planning Ahead for Time Off

A member may need time off work to have tests, attend appointments or receive treatment. They may also need time to cope with their feelings.

Whether they need time off work will depend on their situation. Talking to their manager or HR department can help them understand how a diagnosis might affect a member's work.

Telling An Employer About the Cancer

If a member can, it is a good idea for them to contact their manager or HR manager as soon as possible.

Feelings about work

A cancer diagnosis may change the way a member feels about work. They may feel:

- concerned about how their work will be affected
- angry that they might not be able to work as usual
- worried about how their colleagues or clients might react
- guilty, if others may need to take on some of their work
- worried about money
- frustrated that they might have to take time off.

All of this is normal, but it can be difficult to cope with. Telling their employer about their diagnosis as soon as possible and knowing their rights can help members get the support they need.

Talking to colleagues

Talking to colleagues about their diagnosis can be difficult, but it could help them to understand how best to support the member through their treatment.

² Macmillan Cancer Support

PHC's Cancer Services

PHC's range of cancer services don't just give access to treat the illness - we offer care for the whole person, their family, friends and colleagues.



Cancer Clinical Support Trials

PHC will continue to fund patient consultations with their treatment specialist during and beyond a trial, ensuring a continuity of care for members.

We are working with specialists to encourage them to build their awareness of available trials and make it easier for members with cancer to access those trials. This includes encouraging recognised specialists to sign up to the Sarah Cannon Research Institute mailing list, which details clinical trials that are currently recruiting.

Our commitment to making trials more easily available to its members means that more people can benefit from innovative new therapies and personalised medicine.



Health Coach

The Health Coaching service is especially designed for members who need a little extra motivation to make positive lifestyle changes. Together with a personal coach, they'll explore the areas of a member's health that needs improvement.

We can offer the patient a six-month personal health coaching programme via an app and by telephone to help them follow a healthy, balanced diet during their treatment for cancer with their own designated health coach to work on personalised goals such as nutrition, sleep and mood management.

Many people find that making the decision to eat and drink well helps give them back a sense of control.



24/7 Health Support Line

Online and telephone access 24 hours a day, 365 days a year to a team of health professionals to answer a member's health questions. The health professionals are ready to help whether that's to talk about a specific health worry, medication and treatment, or simply to provide a little guidance and reassurance.

Our team of experienced health professionals include nurses, counsellors, midwives* and pharmacists*.

*24/7 health support line midwife and pharmacist services available 8am to 8pm Monday to Friday, 8am to 4pm Saturdays and 8am to 12pm on Sundays.

Here, a member can get clear health information they can trust, supported by clinical evidence, to point them to services where they can get the care they need.



Healthcare at Home

Treatment isn't always provided in a private hospital. Some complex conditions may need to be treated in specialist NHS facilities.

In the same way, some treatments - like chemotherapy, intravenous antibiotics and blood transfusions - can be brought to the member.

There are no time-consuming trips to the hospital or specialist clinics and many people find it helps them manage their work-life-family balance better.

If treatment at home is an option for the member, their dedicated cancer nurse will talk it through with them.



Check4Cancer

We work closely with our provider, Check4Cancer, to make sure a member is seen quickly if they suspect cancer. They're experts in the field and have years of experience providing clinical advice and treatment. Our in-house healthcare professionals also have extensive knowledge, insight and experience in helping the member facing cancer. They'll be there to support them and their family from diagnosis, and throughout treatment. If required, contact our team, who will seek to pre-authorise treatment in line with the available benefits.



Untire

A digital service provided to all members who have cancer as a way for them to learn about what causes their fatigue and what they can do to help mitigate the impacts this has on their daily lives. It is based on a combination of techniques such as CBT and mindfulness and members use the service about twice a week and record how it's impacting two outcomes – Quality of Life & Fatigue.

Across all of our members who have used the service since we launched, we've seen quality of life increase by an average of 11% and fatigue reduce by 25%. We offer it to all our members with cancer – if mentioned to their case manager in the Cancer Care Team (CCT), they will send across a unique access code for the member to use so they can download the app for free from their app/play store and use it straight away.



Dedicated Cancer Support

If a member is diagnosed with cancer, they will receive dedicated cancer support from the AXA Health Cancer Care Team with case managers made up of dedicated cancer nurses, health professionals and expertly trained personal advisers who are all at hand to support them. We know that a swift diagnosis and prompt treatment access must go hand in hand with genuine help, support and understanding from people who truly care.

Every one of our friendly team are at the end of the phone for a member and their family from day one and will provide clinical medical support and guidance during and after diagnosis, illness and treatment. All of our team have years of experience and will take the time to guide a member through the next steps, dispel the myths and translate the jargon.

They'll stay up to date with the case during treatment so the member won't have to explain everything each time they ring.

And they have plenty of experience in understanding the impact cancer can have on the member and their loved ones, so they can talk about whatever they need to.

Members' Health in Expert Hands

Members will be in the safe hands of the AXA Health cancer care team, who provide:



A listening ear

Having a sympathetic ear, someone who understands what a member is going through, can really lighten the load. AXA Health nurses can provide support - from what questions to ask a member's specialist or GP to how to manage side effects.



A helping hand

If they don't have what a member needs, AXA Health nurses can also point a member to dozens of agencies who offer help with the day to day challenges of cancer, from financial worries or transport services, to dog walking and childcare.



Ongoing support

Whilst treatment may be over, AXA Health support for members is there for as long as needed. Their nurses know that life is not the same after cancer. While many people will expect things to go back to the way they were, a member may still feel anxious or unwell and may struggle to resume their old routine.



A big heart

Whether a member is looking for an answer to a query about their condition or treatment plan, or a chat with a friendly voice on the end of a phone, they can talk to the cancer care team about anything.



Years of experience

With years of experience, the cancer care team are here to explain the next steps, dispel the myths and translate the jargon.

If you want to know how PHC can support members with cancer or information about our healthcare cover, please call our claims line on **0800 068 7111**.