

Supporting our members with cancer

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

393,000

New cases of cancer

167,000

Deaths from cancer

98%

Average survival rate
of those diagnosed
with skin cancer

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.

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

² Macmillan Cancer Support

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 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.

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.

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.

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.

PHC's cancer services

When you decide it's the right time for you to take the next steps, we're here for you. We offer a range of cancer support services that may be available to you as part of your healthcare cover with PHC. Find out more about what these services entail and how to access them.

Dedicated nurse service

If you're diagnosed with cancer we can put you in touch with our Dedicated nurse service, to answer any questions you have.

Access genuine help, support and understanding from friendly, qualified nurses.

How to access

Call the PHC claims line on **0800 068 7111** (9am to 8pm, Monday to Friday and 9am to 5pm, Saturday) and a member of the team will put you in touch with a nurse on diagnosis. Outside these hours our experienced nurses provide support via our 24/7 health support line.

Check4Cancer

We work closely with our provider, Check4Cancer, to make sure you're seen quickly if you suspect cancer. They're experts in their 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 members who are facing cancer. They'll be there to support you and your family from diagnosis, and throughout treatment. If required, contact our team, who will seek to pre-authorise your treatment in line with your available benefits.



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