

## MACMILLAN CANCER INFORMATION & SUPPORT SERVICE

### KEY POINTS FROM THE ANNUAL REPORT 2019

The CHFT Macmillan Information and Support Service had a very busy and productive year in 2019, with a 48% increase in contacts with patients, family members and professionals from the previous year, amounting to almost 3,000 contacts. The service has continued to provide personalised, high quality information and support to patients from diagnosis and right through the cancer journey, including emotional, financial and practical support. In addition, the service has led the review of Health and Wellbeing (HWB) support for cancer patients and their family members in 2019, recruiting a cancer patient focus group to guide improvements. Further detail is contained in the main Annual Report, accessible via the CHFT website: <https://www.cht.nhs.uk/services/clinical-services/oncology/macmillan-information-and-support/>

## OUR 2019 KEY STATISTICS

**2818**  
DIRECT CONTACTS  
A HUGE INCREASE OF 48%  
ON 2018'S FIGURES

**35%**  
OF ALL NEWLY  
DIAGNOSED PATIENTS  
IN CHFT, SUPPORTED  
BY THE SERVICE

**£1,145,497.85**  
IN ESTIMATED  
BENEFIT GAINS  
FOR LOCAL PEOPLE  
FROM OUR REFERRALS

**321**  
ATTENDANCES AT  
OUR HEALTH AND  
WELLBEING PROGRAMME  
**143**  
ATTENDANCES AT  
OUR SUPPORT GROUPS

**714**  
REFERRALS MADE  
TO OTHER SERVICES

**£54,984**  
IN MACMILLAN GRANTS  
AWARDED TO OUR PATIENTS  
AN INCREASE OF  
£34,117.75 ON 2018

**100%**  
OF PATIENTS AND CARERS  
SAID THEY WOULD RECOMMEND  
THE SERVICE

**7403**  
BOOKLETS TAKEN FROM  
OUR CENTRES & HOSPITAL  
INFORMATION PODS

## KEY ACHIEVEMENTS IN 2019

- Raised the profile of the service both within the trust and externally to encourage more patients and family members to access support, via a regular newsletter, Facebook page and presentations to different organisations.
- Recruited a cancer patient focus group to recommend and direct changes and service improvements.
- Reviewed the Health and Wellbeing provision in the Trust for cancer patients and as a result set up a new Health and Wellbeing Programme in line with national guidance and patient recommendations. Set up First Steps Cancer Programme for newly diagnosed patients; Thinking Ahead programme for patients living with incurable cancer and extended the Health and Wellbeing Events for patients at the end of cancer treatment.
- Worked with clinical teams to raise awareness of the diverse support provided by our service and to increase referrals.
- Set up three new support groups for patients and family members to access – Macmillan coffee time, Macmillan singing group, Macmillan Health Walk.
- Set up a new Macmillan Information pod at the main entrance to HRI to increase visibility of the service and access of vital information for patients.
- Recruited more volunteers to the Macmillan Information Service taking numbers from 5 to 15, as well as one new volunteer joining the Headstrong service.
- One of our volunteers, Jeff Goodman, won the regional Macmillan Hugh Dundas Award for the whole of the North, for his dedication and service to Macmillan.
- Recruited 3 patients to the new role of patient reps and befrienders. These people have shared their patient stories at First Steps and had a key role in running the cancer patient focus group.
- Acted as a link between the patient voice and Trust Cancer Board.

# PATIENT AND CARER FEEDBACK

Our full annual report contains details of patient stories and feedback given about the service. Below are some key patient quotes in 2019:

- "Thank you so much for being there and all you do. You have supported me from the start and right through my cancer journey, offering such kindness and diverse help. I appreciate your hard work and I really feel your genuine desire to help and care."
- "I personally have found some of the advice, contact and interaction with your people as being instrumental with me dealing with, and living with cancer."
- "Knowing support from the Macmillan Information Service is there in the early days is vital for people. Consultants need to push the need for crucial emotional support alongside treatment, which can be accessed following First Steps."
- "I think your service is invaluable to people with cancer and their families. The holistic care and support you provide is essential to their wellbeing."
- "Thank you for all your help – I couldn't have done it without you - The Blue Badge, grant and benefits advice was greatly appreciated. Your support took a little bit of worry out of our everyday living and finances, thank you. Such a caring, well trained and organised service is essential."

## FEEDBACK FROM PROFESSIONALS

A sample of feedback from our CNS teams, chemotherapy nurses, consultants and other staff is below:

- "The Macmillan Information Service has always been there to provide helpful advice and support to our patients. They are an asset to our multidisciplinary cancer service and always bring warmth and compassion to their work."
- "A great team can achieve great things, and this sums up our Macmillan information team - their positive contribution to supporting us and our patients should not be overlooked - we have come to rely on them for all the non-clinical details that are so important to our patients, to help them through what can be an arduous journey, smoothing the way, being a friendly ear and developing essential and innovative support services where it's needed most, which allows the patients to receive truly holistic care. Without them the Trust's Cancer community would definitely be the poorer."
- "Your service has had a tremendous impact on the service that we deliver to patients and on our workload in general. We know that we can refer a wide range of queries and that they are always dealt with in a timely manner. As a result the patients and their families feel much more supported and it makes their cancer journey more structured. The service has made us as chemotherapy nurses feel more supported and empowered with the information that is available."
- "I think the patients really appreciate the time and support that your team can give to them. We're obviously rushed in clinics, and it's clear that patients don't always feel they can talk about more practical matters in an appointment they think is more for "medical" matters. The fact that your team can give them time and space is really helpful, and in particular your expert advice re things like travel insurance and benefits, fills a gap we don't know a lot about!"

## TARGETS FOR 2020

Our key targets for 2020 include – securing staff posts and recruiting a third staff member; continuing to provide high quality personalised information and holistic support; further growth of our volunteer and patient rep teams; growing and embedding the Health and Wellbeing programme; reaching and supporting more than the 35% of newly diagnosed cancer patients in the trust; continued patient engagement and co-design; further engagement with GPs and hard to reach communities; continued promotion of the service, both within the trust and local community.

Helen Jones, Macmillan Information Service Manager 1.7.2020