

MACMILLAN CANCER
INFORMATION & SUPPORT SERVICE

KEY POINTS FROM THE ANNUAL REPORT 2020

The Coronavirus pandemic brought new challenges to the NHS in 2020 and the CHFT Macmillan Information and Support Service responded in a timely, creative and personalised way, to continue to provide high quality information and support to patients and family members. 2020 saw an increase of 12% of people accessing the service, amounting to almost 3,200 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 on the delivery of Health and Wellbeing/Patient Education Programmes in 2020, offering education and support for cancer patients and their family members. The cancer patient focus group and patient reps have worked closely with the service to co-design to digital delivery of all of the programmes and support groups. 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/macmillan-annual-reports-and-newsletters>

OUR 2020 KEY STATISTICS



OUR KEY ACHIEVEMENTS IN 2020

- Ran a **Cancer Support Line** to deal with non-clinical queries relating to the pandemic – work support/financial help/emotional support – taking pressure off the clinical teams.
- Worked with our Cancer Patient Focus Group, Patient Reps and trust IT team to **transform all of our face-to-face support into online programmes and support groups**, run through Microsoft Teams. Patients directed how the groups and courses should be run, in order to be of maximum benefit. Online support was established early on in the pandemic – from May 2020.
- Further **developed the patient education/Health and Wellbeing Programme**, offering First Steps and Health and Wellbeing Events online for cancer patients and their family members.
- **Introduced the iHOPE Course** – Macmillan’s online health and wellbeing course/self-management programme for patients, to help manage the stress of cancer and build emotional resilience. All three members of staff trained as facilitators as well as a patient rep facilitator. The first iHOPE course was delivered in November 2020, with excellent feedback.
- Worked with Harrogate and Leeds NHS Trusts to **devise a collaborative, online Thinking Ahead programme for patients with incurable cancer and their families**. This included working with information governance teams to agree data sharing agreements, coordinate presenters across the three trusts and promote the programme. This is due to be launched in 2021, when three online Thinking Ahead courses are planned.

- **Continued to raise 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.
- **Supported some of our volunteers** to continue offering support during the pandemic – by being involved in our online support groups, programmes and making support calls.
- Acted as a ongoing 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. This can be accessed via the link: <https://www.cht.nhs.uk/services/clinical-services/oncology/macmillan-information-and-support/macmillan-annual-reports-and-newsletters>. Below are some key patient quotes in 2020:

- “An absolutely fantastic service – they are friendly, efficient, caring and helpful. They go above and beyond in all they do and the help I was given has been a lifeline to me.”
- “Your team made me feel like an individual that somebody cared about and not just an NHS number. I now feel I am in a better place and facing the future with positivity.”
- “Your support changed my outlook on my situation from being ‘cancer-centred’ to being ‘me-centred.’ Then as a person I felt informed, not alone, truly cared for and in safe hands. I felt ‘I can do this.’ I thank God for your call and skills and thank you for using those skills to make my entire life better.”
- “I can’t describe how relieved I feel after contacting the Macmillan Information Service. You think you can manage and so you just get on with things. Your service got lots of support in place for myself and my husband, which just means such a great deal and is a huge help to us, thank you.”
- “You need someone there to catch you when you feel like falling, to help you in every aspect of cancer and not just the treatment, it affects finances, family and mental health of those affected and those who are carers. This team provide a lifeline at the end of the phone.”

FEEDBACK FROM PROFESSIONALS

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

- “The Macmillan cancer support team is very organised and plays a key role for cancer patients in CHFT. I have been very impressed and satisfied with the promptness of their support to the patients and have received excellent feedback about them, from the patients.”
- “The service is invaluable to staff and patients and is a fantastic source of information, advice and support and makes such a difference to the patient journey (and staff sanity!). Nothing is ever too much trouble. You think outside the box and are willing to go the extra mile for patients to offer a truly personalised, holistic service.”
- “I have worked with the team for several years now and last year was like no other. The team, however, took it all in their stride, which is why they are truly incredible.”
- “As clinical staff we continue to rely on the Macmillan support team to provide the non-clinical advice and guidance we simply don’t have time to offer. This means our patients are provided with the skills to cope, not only with the medical treatment and their recovery, but with the social and psychological impact of a cancer diagnosis.”

OUR DEVELOPMENT PLANS FOR 2021

Our key targets for 2021 include – securing permanent funding for our band 4 support worker and seeking funding for an additional B4 post due to increased service pressure; continuing to provide high quality personalised information and holistic support; growing and embedding digital education programmes including iHOPE and Thinking Ahead; the Health and Wellbeing programme; reaching and supporting more than the 29% 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.