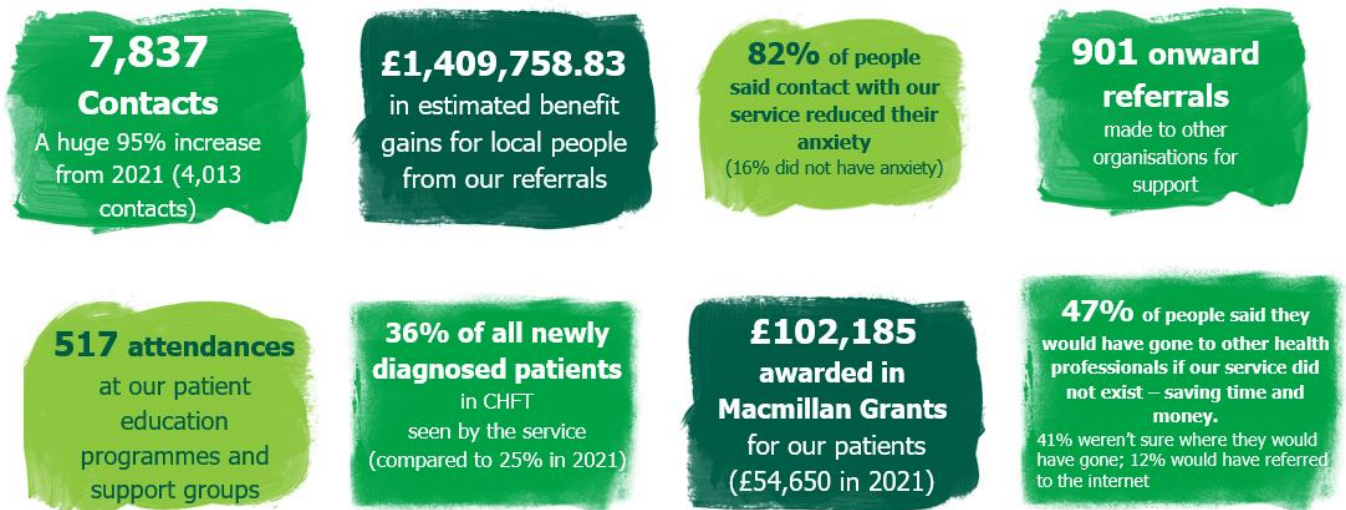


CHFT MACMILLAN INFORMATION & SUPPORT SERVICE

KEY POINTS FROM THE ANNUAL REPORT 2022

In 2022 the CHFT Macmillan Information and Support Service continued to offer a high quality, personalised service to cancer patients and their families across Calderdale and Huddersfield. The service provided compassionate, timely and personalised support in terms of high-quality information, crucial emotional, financial and practical support to cancer patients and family members from diagnosis, throughout the cancer journey, and to the end of life. 2022 saw a **huge 95% increase** in people accessing the service compared to figures for the previous year, amounting to **7,837 contacts**. The CHFT Macmillan Information and Support Service also continued to lead on the delivery of Patient Education Programmes in 2022, offering specific education programmes for newly diagnosed and incurable cancer patients, and generic programmes to help manage the stress of cancer and to support healthy lifestyles once treatment ends. Such programmes have been recognised as examples of good practice and have subsequently been introduced in other Trusts in West Yorkshire. The service volunteers and patient reps have supported the service, contributed to the delivery of education programmes and run support groups, sharing their experience and many skills. The service has felt under considerable pressure in 2022 due to increased service demands, but has continued to maintain an excellent, high-quality service, reducing pressure on clinical colleagues by supporting patients' non-clinical needs. 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 2022 Key Statistics



Our Key Achievements in 2022

- Our contacts show a huge rise in six years from 672 in 2016, to 4,013 in 2021 and 7,837 in 2022.
- We worked collaboratively with Harrogate and Leeds hospital trusts to deliver three collaborative, virtual Thinking Ahead Programmes for incurable patients.
- We were successful in winning a £100,00.00 innovation bid from the Cancer Alliance and NHS England, to formalise the Thinking Ahead Programme and spread it regionally and nationally.
- A second patient rep volunteer trained as an iHOPE facilitator and helped us lead three successful iHOPE Courses in 2022.
- Another of our patient rep volunteers was selected by Macmillan's national team to judge the Macmillan Excellence Awards for a three-year period. This included giving out the awards at a ceremony in London in November 2022.
- In response to patient feedback, we introduced a new, volunteer led men's cancer support group for patients and family members, with the offer of a free room at John Smith's Stadium.
- Ongoing patient feedback moulded the educational programmes we delivered, enabling co-design.
- We trialled a new education programme, Body Matters, to support patients with difficulties with body image, sex and menopause following a cancer diagnosis.

Tumour Site Data

In 2022, the largest group of patients we supported were breast patients (22%), followed by colorectal (16%), urology and lung (both at 14%). The most significant change in our statistics in 2022, was when we actively worked more closely with the colorectal/lower GI team and saw a rise from 382 contacts in 2021 with colorectal patients, to 1288 contacts in 2022. The urology team were the biggest referrer for our First Steps, on diagnosis programme, with 55% of attendees all year having a urological cancer. Over the year more family members took part in our Thinking Ahead Programme than patients, seeing this as a way to enhance their support for the patient.

Patient and Carer Feedback

Our full annual report contains details of patient stories and feedback given about the service. Below are some key patient/carers quotes in 2021:

- 'Medicine may treat the disease, but the Macmillan support team see the whole person which I think is vital to their health and wellbeing.'
- 'This service is invaluable and certainly makes you feel less alone knowing the support is there. Just speaking to someone is help in itself. They have a caring approach and the information you need to calm your fears and answer your questions.'
- 'Honestly, you have all been amazing from the start, I have had a great level of support which has given me confidence. You have lifted a huge weight off my shoulders. I could not have coped without your service – thank you.'
- 'Since my devastating incurable diagnosis nearly 5 years ago, my wife and I have come to really appreciate what Macmillan & their fantastic team of volunteers have done to help us 'live' with cancer, through adversity, to improve our minds & body; providing invaluable support & advice for us all to try & make some sense of everything that has changed our lives for ever.'
- 'I find all your resources, sessions, and advice invaluable as I navigate my cancer journey. When I was diagnosed, I felt lost and overwhelmed and your support has made a huge difference to me and I now know what support I can access. I feel much more in control, knowledgeable, supported and most importantly for me I've got back some of the confidence I lost and feel more like me! THANK YOU!'

Feedback from Professionals

Detailed feedback is in our main report but a sample of feedback from clinical colleagues is below:

- 'The time and effort that goes into every patient would not be achieved without the Macmillan Information Team. Their knowledge and expertise knows no bounds. Without them our workload would increase exponentially and have a massive impact on our team. The team are always there to support staff as well and the feeling that we all work together for the greater good of the patient leads to greater job satisfaction.'
- 'Our Macmillan team provide exemplary service to the oncology patients. Excellent leadership and all support workers are brilliant.'
- 'We could not do our job without you. Time is so precious for everyone, but your kind, knowledgeable and smiley team, are always there to enrich the journey of our patients. For that we are so grateful.'
- 'Being able to refer patients to the Macmillan Information Team for practical enquiries such as financial pressures, travel insurance, etc., really takes pressure off busy oncology clinics, leaving more time for discussion of medical and treatment matters.'
- 'The team work so hard to provide support to so many patients, often in hugely challenging circumstances, and in my view are miracle workers! They are experts in providing holistic care, and they make a huge difference to the lives of patients and staff alike.'

Our Targets for 2023

Our key targets for 2023 include – campaigning for additional staff to meet increased demands on our service; recruiting to a project post funded by Macmillan for two years to offer end of treatment eHNAs from our service; continuing to provide high quality personalised information and holistic support; enhancing community links for our patients and engaging with different ethnic groups to offer support; supporting the Thinking Ahead project following innovation funding to develop this regionally and nationally; recruiting more volunteers and patient reps.