

CHFT MACMILLAN INFORMATION & SUPPORT SERVICE KEY POINTS FROM THE ANNUAL REPORT 2021

In 2021 the CHFT Macmillan Information and Support Service offered a high quality, personalised service to cancer patients and their families across Calderdale and Huddersfield. The exceptional level of service provided was recognised by the award of a national Macmillan Excellence Award, 'Whatever it Takes', won in partnership with Christopher Button, Lead Cancer Nurse, Nicky Hill, Prehabilitation Lead and our patients. The team were also national finalists in three NHS Patient Experience Award categories. Despite the ongoing Coronavirus pandemic, 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. 2021 saw a huge 27% increase in people accessing the service compared to figures for the previous year, amounting to **4,013 contacts**. The CHFT Macmillan Information and Support Service also led on the delivery of Patient Education Programmes in 2021, 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. The cancer patient focus group and patient reps have worked closely with the service to continue to co-design digital delivery of support including the education 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 2021 Key Statistics

4,013

Contacts

27% increase
from 2020

£1,305,799.27

in estimated benefit
gains for local people
from our referrals

£54,650

Awarded to our
patients in
Macmillan
Grants

761

Onward Referrals
to other
organisations for
support

25%

of all newly
diagnosed patients in
CHFT seen by the
service

79%

of people said contact
with our service
reduced their anxiety
(18% had no anxiety)

48% of people said
they would have gone to
health professionals if
our service did not exist
– saving time and
money

497

Attendances at our
patient education
programmes and
support groups

Our Key Achievements in 2021

- We won a national Macmillan Excellence Award 'Whatever it Takes', for our support to patients during the pandemic. A patient also presented with us in the final.
- We were finalists in three national Patient Experience Network Awards. Two patients also presented with us to share their experience.
- Our support worker, Holly Smith, won a CHuFT 'Rising Star' Award for her invaluable contribution.
- Our contacts show a huge rise in five years from 672 in 2016, to 4,013 in 2021.
- We led on the Patient Education Programme in the Trust for cancer patients and their families. Ongoing patient feedback moulded the four educational programmes, enabling co-design.
- We worked collaboratively with Harrogate and Leeds hospital trusts to deliver three collaborative, virtual Thinking Ahead Programmes for incurable patients. Two patients and one family member helped us make a film in 2021 to raise awareness of the programme and increase numbers.
- A patient rep trained as an iHOPE facilitator and helped us lead three successful iHOPE Courses.
- Our band 4 post was made permanent by the trust in June 2021, and we were awarded funding for another band 4 support worker for a 12 month period, due to increased demand.
- We co-ordinated regular Cancer Patient Focus Groups to allow patient feedback and suggestions to drive developments and service improvements, as well as our patient reps attending trust cancer board meetings.

- We supported and met with other trusts nationally to help them set up programmes such as First Steps for newly diagnosed patients, and iHOPE.
- We supported our volunteer team to continue to offer support virtually and by phone to patients and family members, during the pandemic.
- We supported and worked collaboratively with our clinical colleagues, providing information, shared holistic patient care and emotional support for staff.

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:

- 'You have been amazing and very supportive during my sister's illness, and we will forever be grateful. I cannot express enough our thanks, for all that you have done for her. You have held her hand through the very bad days and helped her carry on.'
- 'Winning a trophy is fabulous and well deserved but we patients are the ones that are the winners and it's the support, dedication and guidance that is so freely given when it is needed the most that makes you all winners in our eyes.'
- 'You find hospital visits are there primarily for medical interventions - wellbeing and support gets overlooked, but that's where Macmillan have helped me enormously, with strategies for living with my cancer and knowing there is a community of support.'
- 'I feel cared for and protected and am amazed at the extent and quality of your service. You understood how I was feeling and I am so glad the service was there for me.'
- 'The courses have helped me make changes to my lifestyle to better cope with my cancer. I understand now how and why cancer related fatigue affects me and it has been useful to share stories with others who have similar issues.'
- 'The course is really about caring for the whole person, rather than being lost as an NHS number.'
- 'Your team gave me the tools to handle my situation. You have always been available, ready and willing to listen and support without question or judgement.'

Feedback from Professionals

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

- 'A wonderful team who go over and above to help patients and their families. They work so hard to provide holistic, patient-centred care and are a huge asset to the service. I don't know what we would do without the team!!'
- 'We could not continue the high level of care that our patients receive without the help and support that we get from the Macmillan cancer support service. It means that the chemotherapy nurses can concentrate on the safe delivery of treatment in the knowledge that the emotional, financial, and psychological needs for the patient are being met. We have found that when needs are met properly the patient generally experiences a much better outcome. They are a credit to the hospital. Thank you seems not enough.'
- The Macmillan information and support service is one of the excellent service providers in CHFT. All the staff are brilliant and offer excellent support to patients and are very approachable. The service has set up very high standards and have initiated cancer support services and been a role model for other trusts. The Macmillan cancer support service is a great asset to the Oncology unit in CHFT.'
- As a CNS I find that I use them often, they are always so helpful and friendly, they can't do enough to help. I think they are an asset to this Trust. I know my patients really appreciate their input too as they help my patients in many different ways.'

Our Targets for 2022

Our key targets for 2022 include – continuing to provide high quality personalised information and holistic support; securing our second support worker post; more awareness of our service on the wards at HRI and CRH; more attendance at the Patient Education Programmes and encouraging clinical staff to have conversations about these; growth of our volunteer and patient rep teams; reaching and supporting more than the 25% 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 & Support Service Manager, 19.5.2022