

# TAMESIDE AND GLOSSOP MACMILLAN INFORMATION AND SUPPORT SERVICE

## ANNUAL REPORT 2018



### OUR FIRST YEAR

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Macmillan Cancer Area  
East Midlands and North of England (EMNE)

**WE ARE  
MACMILLAN.  
CANCER SUPPORT**

# Executive Summary

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# Executive Summary

Contact with over 3736 people affected by cancer

Helped people affected by cancer to claim over £136,471 in benefits & grants

Dedicated Macmillan Information & Support Service Website

Improvements to the availability of cancer information and support in Tameside & Glossop

Complementary therapy service in partnership with Willow Wood

Supporting the local community to deliver a salon based wig fitting service

Healthy Minds – On site access to counselling & mental health support services

Tameside Welfare rights - on site access to help with benefits and finances

Cancer champions - managing cancer information displays in the community

Developed a service user engagement team to ensure the views of people affected by cancer influence service delivery

# Foreword

It gives us great pleasure to share with you this report on our first year of service. Its purpose is to provide insight into our services and the work of the Macmillan Information & Support Service

The Tameside Macmillan Information and Support service is jointly delivered by Tameside & Glossop Integrated care organisation in partnership with Macmillan Cancer Support, it opened on the 8<sup>th</sup> February 2017. If you or your family are affected by cancer, our information and support centre can offer you high quality information and support in a relaxed, comfortable environment to help you cope with the physical and psychological effects of cancer.

It is placed at the heart of Tameside Hospitals Macmillan unit located next to a chemotherapy treatment area, facing an outpatient waiting area.

The report details the development and progress of the service to date, our goals and aspirations for the future.

We hope you enjoy reading about our developments and welcome your contributions and ideas regarding our plans for the future.

If you require further information about Macmillan Information & Support Services please contact:

**David Banks, Macmillan Information & Support Manager**  
**Michelle Wood , Macmillan Information & Support Assistant**

Or visit [www.macmillan.org](http://www.macmillan.org)



# Introduction

## Why are we here?

Information can empower people, inform them and encourage them to feel more in control. It can help, order our thoughts and reassure us that we are not alone in the questions, ideas and feelings that we have.

National cancer patient surveys and the Greater Manchester cancer plan show the importance of involving patients in decisions about their condition and treatment plan. Evidence also shows the importance of the robust provision of information and support to people affected by cancer and this is highlighted as one of the key factors in enhanced patient experience and satisfaction

As Macmillan professionals we are aware of the challenges that face someone affected by cancer and the need for assistance at key points in the journey.

Strong links have been made between cancer and other health related problems due to poor lifestyle, poverty and stress. Our approach is to link our support with services that can provide financial advice and practical support (home care), counselling services, relaxation therapies and emotional support to clients and their families. We believe this has positive effects on well being and optimum treatment outcomes.

The service bring significant benefits for people affected by cancer. A referral to us allows the health care provider to concentrate on the medical matters, with us helping the clients and their families with practical, financial and social concerns.

Patients who access good support services are less reliant on their medical teams and therefore contacts are more appropriate at the point of access.



## Introduction Cont.

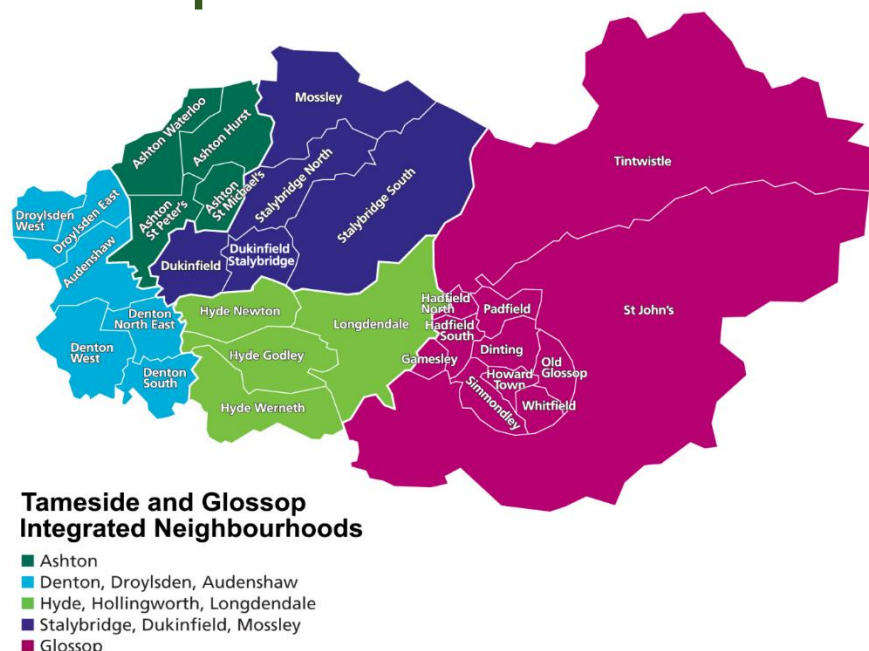
We anticipate further advances and improvements in the service we offer, exploring joint working with relevant agencies within Tameside & Glossop including, community and neighbourhood services, Willow Wood Hospice Tameside council, Public Health England, other relevant Support groups, Tameside & Derbyshire councils & Social Services.

This enables us to deliver a sustainable service, supporting clients affected by cancer and supporting the teams within social services & the NHS who refer to us.

We will ensure that people with complex conditions or those patients at the end of life have help from us as part of an integrated team ensuring we work together to help them make the best decisions about their care.



## Relevant Demographic Profile of the Population Served



- Tameside and Glossop CCG covers an area of approximately 135 square kilometres across Tameside and the Glossop area of High Peak, with a total population of around 250,000.
- Priorities in Tameside include early intervention and targeted approaches to tackle hypertension, reducing smoking prevalence, and getting people more active, more often
- The health of Tameside & Glossop residents is generally worse than average. Deprivation is higher than average & about 22% (10,000) children live in poverty. Tameside is the 41st most deprived of the 326 local authorities in England. Life expectancy for both men & women is lower than the national average, 10.3 years lower for men & 9.30 years for women.
- The rate of smoking related deaths, alcohol related harm are higher than the England average. Estimated levels of excess weight, smoking & lack of physical activity are worse than the England average

## Relevant Demographic Profile of the Population Served

- There are 670 new cancer diagnoses per 100,000 people each year (Total 1701) . This is higher than the England rate (611 per 100,000 people).
  - There are 330 cancer deaths per 100,000 people each year (Total 838)
  - As of the end of 2010, around 7,100 people in Tameside & Glossop CCG were living up to 20 years after a cancer diagnosis. This could rise to an estimated 13,900 by 2030 (based on current 20-year prevalence and indicative future estimates).
  - Sources Public health observatory
- **Macmillan local cancer intelligence tool**
  - **NHS Tameside & Glossop**

### Prevalence

At the end of 2010 around

**7,147**

People were living up to 20 years after a cancer diagnosis

This could rise to an estimated

**13,890**

by 2030

### Incidence

between 2010 and 2014 there was an average of

**658** New cancer diagnoses for every 100,000 people per year

This is **higher than** the England average of **612**

### Mortality

between 2010 and 2014 an average of

**330** People in every 100,000 died from cancer each year

This is **higher than** the England average of **287**



## Everyone Matters Our values and behaviours

**SAFETY**

- We provide a clean safe environment for everyone.
- We take responsibility for everything we do.
- We challenge and respond to improve quality for everyone.

**RESPECT**

- We recognise, value and respect everyone around us.
- We treat everyone with dignity and kindness.
- We are polite and professional.

**COMMUNICATION**

- We actively listen to our patients, their relatives, carers and our colleagues.
- We are honest and open.
- We encourage and welcome feedback.

**LEARNING**

- We promote and encourage learning.
- We motivate, train and develop ourselves and others.
- We recognise and celebrate achievements.
- We learn and develop from incidents, complaints and compliments received.

**CARE**

- We are caring and compassionate.
- We offer comfort and show support and understanding.
- We involve patients and their relatives in their care.
- We care about our staff and their welfare.
- We respect privacy and confidentiality at all times.

Tameside Hospital

NHS Foundation Trust

**Safeguarding Children**  
Put in place training & clear written procedures

**Safeguarding Adults**  
Put in place training & clear written procedures

Prepare Induction materials to include Safeguarding

# **hello** my name is...

Always make your introduction with your name



# Corporate Objectives

2018 / 19

1

To ensure our patients and users receive harm-free care by improving the quality and safety of our services through the delivery of our Quality and Safety programme.

2

To improve our patient and service user experience through the delivery of a personalised, responsive, caring and compassionate approach to the delivery of care.

3

To continue to recruit and retain talented individuals whilst developing our staff and future workforce to support the integration and transformation of our services.

4

To enable our five primary care neighbourhood hubs and key partners to enable them to deliver new integrated service models in order to improve the health and wellbeing outcomes for our communities through supporting people:

- to prevent ill-health and live healthy, independent lives where possible;
- to manage any on-going health conditions more effectively in their own homes and communities;
- to facilitate easy access to joined-up services in the most appropriate location.

5

To deliver against the required national regulatory frameworks and agreed local standards, in terms of quality, access and financial performance.

6

To access available technologies and research to improve the outcomes for our patient population.



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**WE ARE  
MACMILLAN.**  
CANCER SUPPORT

# Macmillan's Nine Outcomes

By 2030, the 4 million people living with cancer will say:



# Service Aim & Objectives & Expected Outcomes

We are building a service that reflects the values, behaviours and outcomes of both Macmillan Cancer Support & Tameside & Glossop Integrated Care Organisation. We will ensure we improve our patient and service user experience through the delivery of a personalised, responsive, caring and compassionate approach to the delivery of care.

Our values are a springboard for how we all act, as individuals and as an organisation. We want them to shape our culture using them in all we do, to ensure we achieve our ambition of improving the lives of everyone living with cancer.





## Service Aim, Objectives & Expected Outcomes

As the service enters its second year we can reflect on our achievements and also our areas for improvement taking into account the feedback of the service users & professionals who access our service.

The overall aim of the service is to provide information and support for people affected by cancer in Tameside and Glossop in a calm and neutral environment.

We aim to support all professionals involved in cancer care and help co-ordinate their efforts to ensure appropriate relevant information is available

We are working to develop new and existing links with external sources of support in order to be able to signpost patients to resources in their local areas.

We are developing and delivering awareness raising activities and campaigns, in order to raise the profile of the service

We will undertake Patient Satisfaction Surveys and continually audit the information gained from these to improve the service we provide to our client group.



# Service aim, objectives & expected outcomes

**As part of the work to develop new and existing links with other service providers, we have presented at the following groups & events**

- Primary Care practice managers group meeting
  - NHS retirement Fellowship
  - Cancer workshop – cancer study day at TGH
  - Breast cancer support Group Glossop
  - Mossley cancer committee & a health & wellbeing event
  - Public health seminars
  - Flowery Fields Church Group (for PABC)
  - Palliative Care Study Day
  - Be Well professional awareness study event
  - Rotary Club, Free Masons
  - Men's group at Willow wood
  - Ladies Group at Willow Wood
  - Macmillan lead GP Training event
  - Tameside Hospitals Community Open Day
  - GP Practice Managers Forum
- **We attend the following meetings:**
- Tameside Hospitals Cancer Board
  - Tameside Hospital Cancer Plan Steering Group
  - Macmillan Operational group meeting
  - Multi faith Chaplaincy Group Meetings
  - Early Cancer Prevention Meetings
  - Palliative & End of Life care Group
  - Macmillan Information Managers group meetings
  - Regular meeting with head of cancer services, Macmillan Partnership managers & lead cancer nurse.
  - Macmillan Information & Support Steering Group

## **EQUALITY AND DIVERSITY ASSESSMENT OF THE SERVICE**

The Macmillan Information and Support Service entrance is visible and accessible to all visitors including wheelchair users and people with disabilities. Disabled toilets are within easy access to the Macmillan Centre as well as disabled parking. Service users can be drop off or picked up immediately outside the entrance.

Various information books for visitors with learning disabilities (Macmillan) are available in the centre and are also available online in PDF format.

We offer an interpretation service via the hospitals LIPS Team for a number of languages including British Sign Language.

Many of the Macmillan publications are available in a number of formats e.g. audio CD, Large Print, Braille etc. so that visitors can choose the most appropriate format for their individual needs.

Macmillan books and fact sheets are available in several languages and can be downloaded and printed as required.



# Activity Analysis

Prior to the service opening in 2017 we attended Macmillan Information & Support Centres in neighbouring areas & beyond as well as the Maggie's centre at The Royal Oldham Hospital & The Christie Hospital, meeting with colleagues to gain insight into the delivery of their services to share good practice.

We then conducted scoping and service mapping exercises to learn more about the diverse community, ensuring we engaged with the local community as much as possible, making strong links with other teams to support our patients and understand their complex needs (See Appendix 1 for service mapping details).

We regularly audit both our practice and service materials to ensure they are relevant to the needs of the population served.

We hold a Macmillan Support and Information Steering group which includes key stakeholders and service user/ patient representation.

We have designed & implemented robust case management, core data capture, feedback capture & analysis procedures

We produce quarterly & annual reports matching MQUISS & core data standards

All staff within the service are offered peer Support, Clinical Support & Supervision and we hold regular team meetings.

We have developed a user friendly referral process which allows easy access for other professional colleagues and a robust way to track users onward referrals to other relevant services i.e. welfare rights or Willow Wood Hospice.

# Levels of Intervention or Dependency

- Macmillan levels of intervention for Information and Support Services are defined as:
  - Level 0 - Leaflet taken (no interaction with staff or volunteer)
  - Level 1 – Drop in/referral/telephone enquiry; leaflet or booklet required
  - Level 2 – Drop in/referral/telephone enquiry; assessment of information needs; appropriate verbal information given, backed up by written information; appropriate level of psychological support given
  - Level 3 – Drop in/referral/telephone enquiry; assessment of information/psychological needs; appropriate verbal information given, backed up by written information; appropriate psychological support given; generates further research for information material and/or referral, sign-posting to appropriate support
  - Level 4 – Drop in/referral/telephone enquiry; crisis intervention; provision of psychological support; active referral to outside agency for appropriate support with follow-up
- Levels of Interventions from February 2017 to March 2018

Level	Interventions
1	3210
2	397
3	89
4	40
	Total 3736

Full description & guidance on levels of complexity in appendix 4

## Service Developments

- With the support of the Hospitals Volunteer service we have recruited seven Macmillan Volunteers. In collaboration with the Hospital Voluntary Services Manager we have developed a role profile and an induction and training programme which we have implemented. Recruitment and selection of volunteers is conducted in accordance with Macmillan's Volunteer Quality Standards.
- The recruitment, selection, training and support of the Macmillan volunteers is pivotal to the Macmillan Information & Support Services Centre as volunteers within the service support people affected by cancer by providing help, support and information and a listening ear.
- We have one to one meetings to discuss with volunteers what will be expected of them to identify and address any areas of concern and the support they can expect to receive. We have developed a welcome pack, role description and rota. Further training & development is offered to each volunteer (please see appendix 2 for full procedures)
- We have also recruited a volunteer with IT experience to help us create and maintain an online presence and develop a new website for the service. We are supporting other services in the recruitment of volunteers in particular the Macmillan British Red Cross
- Additionally we have recruited a Macmillan Information & Support Services Assistant.





# Service Developments Cont.

## Training Learning and development

- In addition to the mandatory training requested by Tameside ICO We have undertaken Macmillan training on the following;
- Macmillan Volunteering Quality Standards
- Volunteer induction
- Volunteer management training
- Counselling level 3 –
- Benefits Awareness
- Can we talk about work
- Family Matters
- Information Giving & Sign posting
- MQUISS Support & guidance
- Setting up & running a support group

We have also attended information & training days including:

- Developing the future - Macmillan Information & Support services
- Delivering for cancer the NHS 5-year forward view

## Promotion of service

- Local radio slots
- Participation in bring a £1.00 to work campaign
- Video Interviews for Trust education
- Promotion in local newspaper Tameside reporter
- Creation & printing of MISS leaflet & Pull up banners.
- Macmillan Mobile Information Ashton Market
- Tameside hospital Community Day

## Service Development Cont.

The initial service scoping exercises identified issues for patients and people affected by cancer in Tameside & Glossop. Areas of concern included:

- Financial Support & advice for people affected by cancer
- Macmillan Welfare Rights and other avenues of support
- Psychological support including support for families and carers
- The provision of a complementary therapy services
- Lack of local wig fitting service and a local 'Look Good Feel Better' provision.
- Support groups struggling to attract new members
- Disjointed services providing support and Information across different Local Authorities.
- Variance in funding and staffing for similar services in differing NHS organisations, CCG and Local Authority areas.
- Transformation of services and funding across Health & Social care as well as Local Council changes, NHS Trust, CCG, integration changes and the introduction of Locality Neighbourhoods.
- Changes to the provision & entitlement to welfare benefits.

# Service Development Cont.

## Tameside Macmillan Recovery Team

- The organisation has adopted the Macmillan Recovery Package which has four main interventions. Holistic Needs Assessment and Care Planning, Treatment Summary, Cancer Care Review, and Health and Wellbeing Events. These elements form part of an overall support and self-management package for people affected by cancer – physical activity as part of a healthy lifestyle, managing consequences of treatment and information, financial and work support
- **Service User engagement**
- The Tameside Macmillan Service has created a strategy for service user engagement & a new service user steering group (made up of people affected by cancer with experiences of local services) the group has agreed terms of reference & a recruitment procedure for new members.
- The group will now move to be under the exclusive support of the recovery team as
- **Support groups**
- Feedback from existing support groups have indicated that they feel their groups would be better attended if advertised & promoted better & if there were different activities at the event. Having speakers, exercise activities, mindfulness session & complementary therapy Have all been suggested as excellent activities to liven up the sessions
- We have done some pilot work with the living well, with and after lung cancer group.
- The group had a guest speaker from the Macmillan information team, & a session of gentle exercise Tai Chi with Tameside live active team. This with nurse led interaction. The group found the sessions very engaging & enjoyable & would like to see these type of activities more.
- We hope to work with the recovery team to further develop this approach to better support our support groups.

# Service Improvement

In the last 12 months we have seen improvement in the following areas:

- **Tameside Library Service**

- Joint working with the library service and the Health Information Service has ensured we have pooled our support and maintenance on information displays across the hospital to ensure leaflets and contact information is displayed and stock levels maintained.

- **Tameside Welfare Rights**

- Ongoing meetings with Tameside Welfare Rights & Macmillan Information and Support Services have facilitated the development of on site welfare rights advice which has been a great success supporting people affected by cancer in financial crisis.

- **Joint working**

- Meetings with relevant organisations including Be Well, Live Well (live Active), Public Health England, Primary care centres including GP practices pharmacies & primary care centres (both Ashton & Glossop primary care centres, Lockside & Brookfield family practices) and local secondary care organisations within Greater Manchester i.e. Oldham (Pennine Acute Hospitals Northern Care Alliance) Manchester University NHS Foundation Trust – South and Macclesfield District General and Tameside Metropolitan Borough Council



# Partnership Working

## Willow Wood

- We have established links with Willow wood hospice particularly with the Head of Day Services, Nicky Byrne. This has enabled us to access bespoke support Willow Woods' START clinic (Please see appendix 3), These clinics provide a complementary therapy service to service users. An agreement has been made to provide an introductory outreach complementary therapy service at the Tameside Macmillan Unit. We are confident that our relationship with Willow Wood will continue to grow as it has had a positive impact on the wellbeing of service users.

## Local community

- A Tameside based Salon opened a wig fitting service for people affected by cancer on 31<sup>st</sup> August. 2017 and continues to support people affected by cancer.
- Mossley Cancer Committee continue to fundraise to support the provision of refreshments and children's packs at the unit.

## Payroll

- Internally we have arranged with payroll for the following message to be displayed on Tameside Hospital payslips

***“Questions about cancer? The Tameside Macmillan Information & Support Centre, Ladysmith House is here for all Trust employees, healthcare professionals & patients. We are open Mon to Fri, no appointment needed. Ring 0161 922 5644 or just call in for a chat”.***

## **Macmillan Information & Support Steering Group**

- Meets quarterly to discuss the direction of the service, providing oversight, guidance helping to ensure the Macmillan Information and support service meets the needs of Tameside & Glossop`s diverse community. New proposals and projects for the service are discussed here. Existing provision, feedback and services are reviewed here.
- The Steering group has representation from Macmillan`s partnership quality lead, Macmillan`s lead GP, Tameside and Glossop Clinical commissioning group, Tameside MBC public health programme, Tameside MBC Welfare rights service. Tameside and Glossop NHS ICFT are represented by;
- Cancer services manager, head of Strategy and development, Macmillan Recovery Team and Macmillan Community Nursing team



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# Partnership Working Cont.

## Tameside and Glossop Healthy Minds

Tameside and Glossop Healthy Minds provides a drop in and appointment service within Tameside Macmillan Unit. This service is delivered a Senior Psychological Wellbeing practitioner and can offer one to one support, introductory counselling, assessment and ongoing support.

### • **Services offered**

- Counselling Services
- Cognitive behavioural Therapy (CBT)
- Low level CBT (6-8 session)s can be provided online, over the phone or face to face at Various clinic locations across Tameside & Glossop including primary care centres, GP Practices & within our own unit
- High Intensity CBT is provided face to face as required.
- EMDR Eye Movement Desensitisation and Reprocessing
- Acceptance, Commitment Therapy (ACT)
- Interpersonal Therapy (IPT)
- Cognitive Analysis Therapy (CAT)
- Complex bereavement support

All of these services can help with patients emotional well being when faced with a diagnosis of cancer. These various services can be accessed dependent on the individual's specific needs and can be provided in a suitable location which meets the needs of the client.

# Cancer Champions

## Tameside Macmillan Information & Support Cancer Champions

- The Tameside MISS cancer champion role arose out of work undertaken as part of the units' Promotion and Communication Strategy.
- The role is an opportunity for those who would like to raise awareness of sources of information and support for people affected by cancer. We encourage involvement from professionals working in relevant settings such as GP practices, health care centres and community locations.
- There are different aspects to the role, including:
  - **Level 1** - Maintaining a leaflet display in a relevant setting, checking the display and ordering leaflets as required.
  - **Level 2** - Having the Cancer Champion's name on the display, providing an opportunity for face to face contact at these venues.
  - **Level 3** - Participating in the wider Cancer Champion movement.

This scheme has been piloted at Ashton Primary Care Centre, Glossop Primary Care Centre and Hattersley Hub. These pilots have been very successful ensuring that Macmillan branded displays are visible at the existing sites. We are now exploring opportunities for further expansion Tameside & Glossop where we will offer site visits and support.

## Case Studies / Service User Stories

**“Every person diagnosed with cancer should have a consistent, positive care experience and be treated with dignity and respect throughout their cancer journey”**



Poor patient experience can impact on a person's health<sup>1</sup>, be related to poor recovery, and is often associated with negative emotions resulting from a lack of support once treatment has been completed. This can include patients feeling unsupported to cope with the side effects of treatment and concerns about reoccurrence.

In contrast to this, people with cancer associate a 'good' patient experience with feeling supported, respected and meaningfully involved in decisions about their care, from diagnosis onwards.

Source: Macmillan.org



# Case Studies / Service User Stories

## The Jones's Story

Mr & Mrs Jones are Couple in mid forties with 3 adult children & a 9 year old daughter.

They first accessed the services when Mr Jones was diagnosed with pancreatic cancer and they didn't know where to turn. Mr Jones had already been absent from work for 4 weeks and as Mrs Jones was self employed their immediate concerns were not only his prognosis but also their financial situation.

Their main areas of concern were:

- **Prognosis**

Mr Jones had been given a potentially very limited life expectancy

- **Financial**

The couple were unsure what would happen with pay from Mr Jones's employer, and they did not know how to access life insurance policies or other income streams including child benefit. They had mounting fears over unpaid bills and were worried about meeting their rent. In the event of his passing Mr Jones wanted to ensure his family would be looked after. They also wanted to purchase their council rented home to give the family some stability.

They also wanted help to apply for a blue badge due to Mr Jones's reduced mobility

Mr Jones has multiple pensions & life insurance policies. In addition he has an occupational pension plan with his current employer. Mr Jones's employer has offered & encouraged retirement on the grounds of ill health and Mr Jones was anxious about whether this was the right thing for his family. He wanted to have time with his family without worrying about money but he was unsure if this would leave his family worse off in the event of his passing. Mr Jones would like to contact his life insurance & pension providers but was unsure where to start or what questions to ask.

- **Emotional Support**

The Jones's wanted advice & support in order to explain the situation to their 9 year old daughter who has started having problems at school and had become withdrawn. Additionally, one of the older children has ongoing mental health problems and would find Mr Jones's diagnosis difficult as he had been her source of support.





# Case Studies / Service User Stories

## How Did We Help?



### Prognosis:

- Mr Jones welcomes further contact with his specialist nurse we arranged further contact with his specialist nurse to discuss his prognosis and care plan in detail.

### Financial:

- We advised Mr Jones to speak to his employer to find how much his pay entitlement would be and for how long to enable us to assess any entitlement to means tested benefits such as Housing benefit, personal independence payments and carers Allowance . We helped the couple to submit these claims and also made a referral to Tameside Macmillan Welfare Rights Service who are best suited to advise them further.
- Made & Submitted a fast track application for a disabled parking badge and further helped the couple apply for assistance with a Macmillan Grant.
- Facilitated the completion of a prescription exemption form
- We contacted Mr Jones's occupational pension providers to ascertain which would be the most beneficial course of action for Mr & Mrs Jones to take with regards this.
- Prepared a template letter which could be used to ask relevant questions to pension & life insurance providers; Mr Jones asked us to send the letter to all relevant parties on his behalf.
- Mr Jones received Personal Independence Payments of £141.10 pw & helped Mrs Jones to make a claim for Carers Allowance.
- Mr Jones received an award of £450.00 from his Macmillan Grant.
- Mr Jones employer continued to pay full pay

## Case Studies / Service User Stories

### Emotional Support:

- Discussed Mr Jones;s prognosis with the couples daughters and gave them information on Winston's Wish (The UK's childhood bereavement charity who support children and their families after the death of a parent or sibling).
- We referred the family to Willow Wood Hospice both for emotional support and access to their START Program.
- Following an emergency admission to hospital we continued to visit Mr Jones and his family both on the ward and at the unit

'I DIDN'T  
**UNDERSTAND**  
BEFORE HOW  
WARM A  
**VIRTUAL HUG**  
CAN BE.

**NO ONE**  
SHOULD FACE  
**CANCER**  
ALONE

Sadly Mr Jones passed away.

Following his passing, we arranged a home visit so Mrs Jones was able to talk through the difficult last few days of Mr Jones's life and arranged follow up support from the counselling service at Willow Wood for the family. We revisited the financial aspects of helping Mrs Jones including funeral plans, claiming against Mr Jones's life insurance and pension policies and accessing appropriate benefits via the Tameside Welfare Rights team.

# Evidence Impact of Service

Contact with over 3736  
people affected by cancer

Helped people affected by  
cancer to claim over  
£136,471 in benefits &  
grants

Dedicated Macmillan  
Information & Support  
Service Website

Improvements to the  
availability of cancer  
information Support in  
Tameside & Glossop

20 onsite complementary  
therapy sessions

New local community  
salon based wig fitting  
service advertised across  
North West in The  
Christie Hospital leaflet

On site access to  
counselling & mental  
health support services  
Via Healthy Minds

Tameside Welfare Rights -  
on site access to help with  
benefits & Finances

100% of feedback said  
would use service again

Ranked top for user  
feedback In ICO 99.55%  
satisfaction

3 new Cancer Champions  
managing cancer information  
displays in the community

New active service user  
engagement team to ensure  
the views of people affected  
by cancer influence service  
delivery

# User Feedback

My wife & I were given the information to make decisions we need to make & were promised further help if needed, Many thanks

The amount of help & advice available at this difficult time is comforting

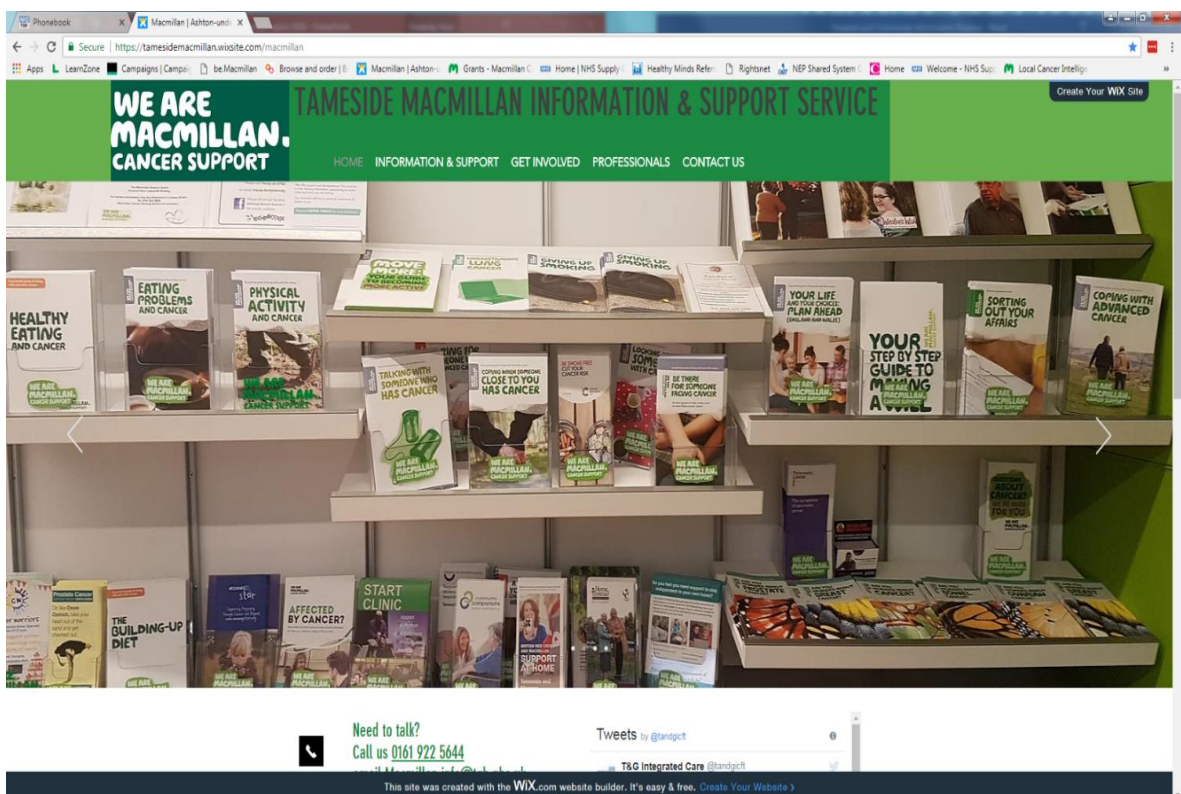
- It is --- who had a breakdown while waiting for a scan the other day. I would like to thank you for taking the time to sit with me and calm me down, I have only a vague memory of what happened but I do know it was a full blown panic attack. I do feel stressed with my situation but I am on the road to sorting a more stable life out for myself – A big thank you again, the work you do is crucial & so valuable. Stay amazing



# Future Developments

## Tameside Macmillan Information & Support Service Website

- Tameside cancer Plan team identified the need to have an online directory of services for people affected by cancer. It was agreed that the best way to accomplish this would be to create a website to promote the Tameside Macmillan information & Support service increasing availability of the service to people affected by cancer.
- The website is being created by the Macmillan information & support team including volunteers and service users.
- The website is being developed to ensure it is appropriate to the needs of the service and the patient demographic it serves.
- The website will be a key tool to promote the service in an affordable way, informing people of the help and support that is available and how to access it as well as promoting events.





# Future Developments

In Year 2 of the Macmillan Information and Support Service we aim to achieve the following:

- Further development of the services offered
- To increase awareness of the Macmillan Information and Support Service and grow the foot fall within the department. Areas considered include Cancer Leads, grand rounds, nursing forums, Cancer Nurse Specialists, GP & Practice Managers, target events and further development of Tameside Macmillan Cancer Champions
- Continued evaluation of the Macmillan Information and Support Service via the steering group, patient engagement and service user stories.
- Raise awareness aimed particularly at men & hard to reach groups by engaging with other services working with Black and Minority Ethnic (*BME*) patients and the Lesbian, Gay, Bisexual, Transgender & Questioning (LGBTQ) community
- Continue to recruit and support our Volunteers
- Consider expansion of the service opening hours to potentially include evening and weekend access.

# Appendices

- **Appendix 1.**  
Information giving & Sign posting Service mapping
- **Appendix 2**  
Volunteer policies & procedures
- **Appendix 3**  
How we can help
- **Appendix 4**  
Levels of intervention or dependency

## Appendix 1

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# Information Giving & Signposting

## Development & Service Mapping

# Information Giving & Signposting

## Warning Signs

At this point, People may need information about what these signs & Symptoms might mean for them, what to do if they appear to be at risk and the lifestyle changes they could make to help them reduce the risks

## Tests

People might need information about the different tests available and what each one involves. If the tests prove negative, of course some people may drop off the journey at this point, though they may still want information about what they can do to reduce the risk of cancer.

## Survivorship

There may be a need here for information on diet and lifestyle and how they can give their body the best chance of keeping the cancer in remission. Although many could drop off the journey here, there could be information needs associated with late effects & Survivorship

## Diagnosis

People may want to know more about the nature of the cancer and the treatment options open to them. They may also have questions concerning finances, travel & support

## Recurrence

People might need information here about the treatments available, possible side effects and how to access services (if they are no longer in touch with the team that treated them originally). They may also have concerns about the psychological impact on themselves and their family

## Treatment & Follow up

Here people might want to know more about the side effects of their treatment, local support groups and services, and some of the financial aspects of having to take time off work. Successful treatment can also trigger certain information needs. Treatments of surgery can produce late effects and surviving cancer can even create emotional or psychological problems

## Palliative Care

At this stage, People (particularly carers) may be most concerned with issues like management of pain, planning for death and the impact of terminal illness and death on themselves and their family

# Development & Maintenance

## MQEM

Macmillan Quality  
Environment Mark

Record feedback  
on environment,  
medical care &  
information service

## MVQS

Macmillan  
Volunteer Quality  
Standards

Macmillan Induction  
programme for new  
staff & volunteers

Regular Training for all  
MISS staff & Volunteers

One to One peer  
Support sessions  
once a month

Maintain Training &  
Career development  
record

Team meeting  
once a month

## MQUISS

Macmillan Quality in  
information & Support  
Services

Core Data  
recording

Quarterly  
Statistics  
& Reports

Annual Report

Steering group  
governance meeting  
once a quarter

Stationery &  
office supplies  
check 2 weekly

In-depth Stock Check

Checking for out of  
date superseded  
publications every 2  
months



# Engagement & Promotion

Build & maintain links  
with lead cancer nurses,  
community nurses &  
Macmillan GP

Access & meet with  
Hospital Multilingual  
service

Engage with Support  
groups

Promote inclusion into  
hard to reach ethnic  
groups

Engage with local  
government services

Attend cancer information  
awareness & prevention events

Build links with Macmillan  
mobile Information service

Work in partnership with Tameside  
Health Information Office

Contact & promote service via  
local community settings,  
libraries, community centres GP  
practices & places of worship

Prepare & distribute  
leaflets

Promote cancer awareness  
months & wellbeing  
campaigns

Signage & Information  
displays in hospital

Attend relevant meetings Including  
wellbeing & prevention meeting  
Cancer Board & cancer plan

Be open & be present

# Volunteers Policies

- **MVQS 1 – 3 (& part of 4) completed by Tameside NHS Volunteer manager Karen Eato**
- **MVQS part 4**
- Induction & Training for Volunteers
- Part 1
- Welcome to the Macmillan Information & Support Service verbal & in writing
- Ensure Volunteer has copy of role description, Volunteer Handbook & Pin Badge
- Ensure Volunteers has ID badge – (issues by trust)
- Part 2
- On an individual basis
- Talk through role using the role description, clarifying any points & dealing with any areas of concern high light support available 7 emergency contacts / procedures handbook
- Out of pocket expenses are managed by trusts Volunteer Manager Karen Eato)
- Next step can be done individually or in group setting
- Talk through Macmillan values & behaviours framework & Macmillan's 9 outcomes
- Talk through Tameside Hospitals Everyone matters Our Values & Behaviours, My Name is ethos & touch on corporate objectives
- Step 3 Training
- Start Online training (can be delivered offline)
- <http://learnzone.org.uk/volunteers/>
- 4 modules which cover history of Macmillan, Macmillan Brand & Values, Talking to PABC & Volunteering for Macmillan Also consider the talking about cancer section of Macmillan website
- We also have this training as a power point presentation
- <https://www.macmillan.org.uk/information-and-support/coping/talking-about-cancer>
- **MVQS 5 Supporting Volunteers**
- Ongoing PDRs as regular one to one meeting with manager or MISS assistant
- During PDR discuss learning / support needs & complete Individual Learning needs review whilst
- Consulting volunteer development path
- Volunteers invited to attend team meetings
- **MVQS 6 Recognising the contribution of Volunteers**
- This is done one to one & in group setting, Also by regular updates in volunteer news letter. Also the Trusts organises a thank you buffet for volunteers once a year

## Day Service at Willow Wood

Following referral, all patients will be invited to attend our **START** clinic for a full patient led assessment.

**START** stands for **S**upport **T**reatment **A**ssessment **R**ehabilitation **T**herapy - all elements of what is on offer in our Day Services.

Following an initial assessment, each patient will be offered a treatment package which will be designed to help them meet their own personal goals. The holistic approach means we can address everyone's psychological, emotional, spiritual and physical needs.

Our team of staff have a wealth of skills and experience in the management and support for those with complex palliative care needs. The range of interventions include physiotherapy, complementary therapy, creative therapy, Looking Good Feeling Better, men & women's hour, and self-management programmes.

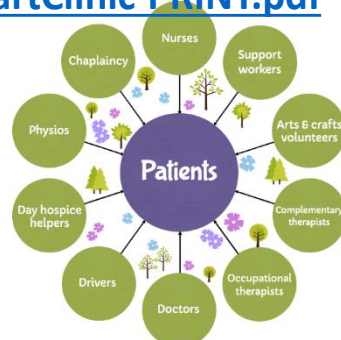
Willow Wood's aim is to help people to live to their potential at each and every stage of their journey.

We also welcome and offer support to family and carers in recognition of their role in supporting the patient.

### Getting referred:

Anyone can refer a person to Day Services. Patients and family can self refer or they can be referred by their health care professional. Just fill in the referral form or ring 0161 330 1100.

[C:\Users\siobhan.mckay\Desktop\WW\\_StartClinic PRINT.pdf](C:\Users\siobhan.mckay\Desktop\WW_StartClinic PRINT.pdf)



# Levels of intervention or dependency

- LEVEL 1
- 1.The user has a specific enquiry (likely to be single topic)
- 2.The worker/volunteer answers the enquiry verbally, provides one or two items of information, or signposts to another service
- 3.The worker/volunteer needs to take no further action on behalf of the user
- 4.The enquiry is dealt with on the day and further contact is unlikely
- LEVEL 2
- 1.Interaction that involves discussion (face-to-face or telephone) to assess person's information needs
- 2.Worker/volunteer provides verbal support as part of interaction to clarify the information or to enable user to understand the information fully
- 3.User requires information involving more than one topic
- 4.The worker/volunteer generally needs to take some action after the visit such as referral or contact with another service
- 5.The user may need further information or support at a later stage
- LEVEL 3
- 1.Interaction that involves discussion (face-to-face, telephone) to assess person's information needs
- 2.Worker/volunteer provides verbal support as part of interaction to clarify the information or to enable user to understand the information fully
- 3.User has complex or multiple issues that cross at least two information areas (e.g. cancer information and finance) and needs emotional support
- 4.The worker/volunteer needs to take at least one action on behalf of the user such as contacting another service or health professional
- 5.It is likely that the user will need further information or support at a later stage
- LEVEL 4
- 1.Interaction that involves discussion (face-to-face, telephone) to assess person's information needs
- 2.Worker/volunteer provides verbal support as part of interaction to clarify the information or to enable user to understand the information fully
- 3.User has complex or multiple issues that cross at least two information areas and needs emotional support
- 4.Follow-up action by worker/volunteer with another service or health professional is essential soon after the interaction
- 5.The user will need further contact with the service or support in order to resolve the matter

# Directory of Services (Support)

Tameside Macmillan Welfare Rights

Tel: 0161 342 3494

email: [welfare@Tameside.gov.uk](mailto:welfare@Tameside.gov.uk)

website: [www.Tameside.gov.uk/benefits/welfarerights](http://www.Tameside.gov.uk/benefits/welfarerights)

Active Tameside Live Well

email: [hello@activetameside.com](mailto:hello@activetameside.com)

Tameside Carers Centre Tameside Carers Centre

Hyde Town Hall

(via Corporation St.)

Market Street

Hyde

Tameside

SK14 1AL

Tel: 0161 342 3344

Miles of Smiles

Tel: 0161 339 2345;

Email: [lisa.hannibal@actiontogether.org.uk](mailto:lisa.hannibal@actiontogether.org.uk)

Willow Wood Hospice

Willow Wood Cl, Mellor Rd

Ashton-under-Lyne

OL6 6SL

Tel: 0161 330 1100

British Red Cross (Support at Home) Tameside & Glossop

City Park

Cornbrook

Manchester M16 9HQ

Tel: 0161 888 8903



# Directory of Services (Support)

## Wintons 's Wish

17 Royal Crescent  
Cheltenham  
GL50 3DA

Tel: 01242 515 157

Email: [info@winstonswish.org](mailto:info@winstonswish.org)

## Tameside Hospital NHS Foundation Trust

Patient Advice and Liaison Service (PALS) and Complaints:

Tel: 0161 922 4466 (9am – 5pm Monday to Friday)

Email: [palsandcomplaints@tgh.nhs.uk](mailto:palsandcomplaints@tgh.nhs.uk)

Website: <http://www.tamesidehospital.nhs.uk>

## LIPS Service (Interpretation services)

LIPS Service, Base Accommodation

Tameside General Hospital

Tel: 0161 922 5149

## Talk, Listen, Change (Relationship counselling)

346 Chester Road

Old Trafford Manchester

M16 9EZ

Tel: 0161 872 1100

## Being There

Tameside Centre for Enterprise

Old Street, Ashton under Lyne

OL6 7SF

Tel: 0845 123 23 29

# Directory of Services (Support)

Look Good, Feel Better

West Hill House

32 West Hill

Epsom, surrey

KT19 8JD

Tel: 01372 747 500 Email: [info@lgfb.co.uk](mailto:info@lgfb.co.uk)

Action Together

95 Penny Meadow

Ashton-Under-Lyne

OL6 6EP

Tel: 0161 339 2345

Be Well Tameside

Tameside Health improvement service

5 Manchester Rd

Denton, Manchester

M34 3PR

Tel: 0161 716 2000

Tameside Adult Social Services

Ashton Primary Care Centre

Ashton-under-Lyne OL6 7SR

Tel: 0161 342 2400

Home Start Tameside (supports families)

Ryecroft Hall

Manchester Rd

Audenshaw M34 5ZJ

Tel: 0161 344 0669

# Directory of Services (Support)

Tameside Prostate Cancer Support Group  
Phoenix Club at Droylsden Football Club  
Market Street  
Droylsden  
Tel: 0161 285 2721

Cancer Warriors Drop In & Coffee Morning  
71 Melbourne Street  
Stalybridge  
SK15 2JJ  
Tel: 0161 338 5010  
Email: [cancerwarriors@mail.com](mailto:cancerwarriors@mail.com)

Living Well With & After Lung Cancer (Tameside)  
Stamford Unit, 1st Floor, Darnton House,  
Darnton Road, Tameside General Hospital,  
Ashton-Under-Lyne  
OL6 6RL  
Laura Hatton, lung cancer nurse specialist  
Tel: 0161 922 4947  
Email: [laura.hatton@tgh.nhs.uk](mailto:laura.hatton@tgh.nhs.uk)

Tameside Tappers ( Upper GI Cancer Support)  
Tameside Hospital  
Fountain St,  
Ashton Under Lyne, OL6 9RW  
Tel: Tracey Heslop on 0161 922 4166)  
Email: [tracey.heslop@tgh.nhs.uk](mailto:tracey.heslop@tgh.nhs.uk)

# Directory of Services (Support)

Hyde Community Action  
Diversity Matters North West  
Hyde Healthy Living Centre Great Norbury Street  
SK14 1BR  
Tel: 0161 368 3268  
email: [info@diversitymattersnw.org.uk](mailto:info@diversitymattersnw.org.uk)

Tameside & Glossop Mind  
216-218 Katherine St,  
Ashton-under-Lyne  
OL6 7AS  
Tel: 0161 330 9223

Oldham Health Minds  
111 Union St, Oldham  
OL1 1RU  
Tel: 0161 716 2777

Age UK (Tameside)  
131 Katherine Street  
Ashton-Under-Lyne  
OL6 7AW  
Tel: 0161 308 5000

Glossop Volunteer Centre  
Howard Town House  
High Street East  
Glossop SK13 8DA  
Tel: 01457 865722

## Directory of Services (Financial)

Tameside MINT (Money Information Network Tameside)

Cavendish House

249 Cavendish S

Ashton-under-Lyne OL6 7AT

Tel: 0161 331 2000

Website: <http://mintameside.org.uk/>

Tameside Macmillan Welfare Rights

Tel: 0161 342 3494

Email: [welfare@tameside.gov.uk](mailto:welfare@tameside.gov.uk) website:  
[www.Tameside.gov.uk/benefits/welfarerights](http://www.Tameside.gov.uk/benefits/welfarerights)

Tameside Citizens Advice Bureau

Clarence Arcade

Stamford St W,

Ashton-under-Lyne OL6 7PT

Tel: 0300 330 1153

New Charter Housing Benefits Team

New Charter Group

Welfare Benefit Team

Cavendish 249

Cavendish Street

Ashton-Under-Lyne OL6 7AT

Tel: 0161 331 2200

Email: [welfare@newcharter.co.uk](mailto:welfare@newcharter.co.uk)

# Tameside Macmillan Information & Support Service

**David Banks**

0161 922 5644

Macmillan Information & Support Services  
Manager

Tameside Macmillan Unit, Ladysmith House,  
Tameside Hospital, Fountain Street,  
Ashton Under Lyne OL6 9RW

[Macmillan.info@tgh.nhs.uk](mailto:Macmillan.info@tgh.nhs.uk)

[david.banks@tgh.nhs.uk](mailto:david.banks@tgh.nhs.uk)

**WE ARE  
MACMILLAN.  
CANCER SUPPORT**

