

Tameside & Glossop Macmillan Information & Support Service

David Banks
Cancer Workshop



**WE ARE
MACMILLAN.
CANCER SUPPORT**

What we're covering

Who we are

How we can help

Information Giving & Signposting

Identifying the need

Feedback





The Tameside Macmillan Information & Support Service

Manager David Banks
Assistant Michelle Wood
Macmillan Volunteers

The Team

David Banks

Previously a Macmillan Welfare Rights officer for 9 years.

Helping people affected by cancer with financial issues & debts

Offering home visits, staying in contact throughout their journey.

Michelle Wood

Experienced & skilled Macmillan assistant having worked at Macmillan information centres in North Manchester Hospital & Beechwood Cancer Care.

A team of dedicated hospital Macmillan volunteers

Opening

The Macmillan Information & Support centre opened on the 8th February 2017.

It is placed at the heart of Tameside Hospitals Macmillan Building

It is open to everyone, the public, patients, friends, family, carers & professionals.

Official opening held on 22nd June 2017

Everyone Matters Values, Behaviours Safeguarding - My name is

Safeguarding

Safeguarding Children

Put in place training & clear
written procedures

Safeguarding Adults

Put in place training & clear
written procedures

Prepare Induction materials to
include Safeguarding

My name is

Always make your
introduction with your
name

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.

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.

COMMUNICATION

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

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**
NHS Foundation Trust

OUR VALUES AND BEHAVIOUR FRAMEWORK

WE ARE MACMILLAN. CANCER SUPPORT

Our values are a springboard for how we all act, as individuals and as an organisation. We want them to shape our culture. They are distinctly Macmillan. Using them in all we do will help us achieve our ambition of reaching and improving the lives of everyone living with cancer.



Macmillan`s 9 outcomes

The things that matter most to people with cancer

I was
diagnosed early

Those around
me are well
supported

I can enjoy life

I understand so I
make good
decisions

I am treated with
dignity & respect

I feel part of a
community and I`m
inspired to give
something back

I get the treatment &
care which are best
for my cancer & my
life

I know what I can do
to help myself and
who else can help
me

I want to die well

How we can help

No one should face cancer alone

Literature on all aspects of living with cancer

The opportunity to discuss treatments, side effects & other cancer related issues

A private room to talk to someone in confidence

Information & support over the phone

Internet access to guide people to appropriate information resources

Access to local information & Support

How we can help

We also offer

Links to local and national support services & charities

Signposting to self-help and support groups

Access to on site Financial Advice & Support

On site Complementary therapy.

Face to face appointments with Healthy Minds

Links to other voluntary & statutory agencies

Look good feel better beauty therapy sessions

Being active courses, which offer gentle exercise appropriate to the individual

Live Active courses bespoke exercise

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.

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

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

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

Recurrence

People might again 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

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

Maintain Training & Career development record

One to One peer Support sessions once a month

MVQS

Macmillan Volunteer Quality Standards

Macmillan Induction programme for new staff & volunteers

Regular Training for all MISS staff & Volunteers

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

Stock check

Every two weeks

Stationary & office supplies check 2 weekly

In-depth Stock Check

Checking for out of date superseded publications every 2 months

Engagement & Promotion

Work in partnership with Tameside health Information Office & PALS

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

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

Promote inclusion into hard to reach ethnic groups

Signage & Information displays in hospital

Attend cancer information awareness & prevention events

Raise profile of MISS service

Be open & be present

Build links with Macmillan mobile Information service

Promote cancer awareness months & wellbeing campaigns

Steering group governance meeting once a quarter

Access & meet with Hospital Multilingual service

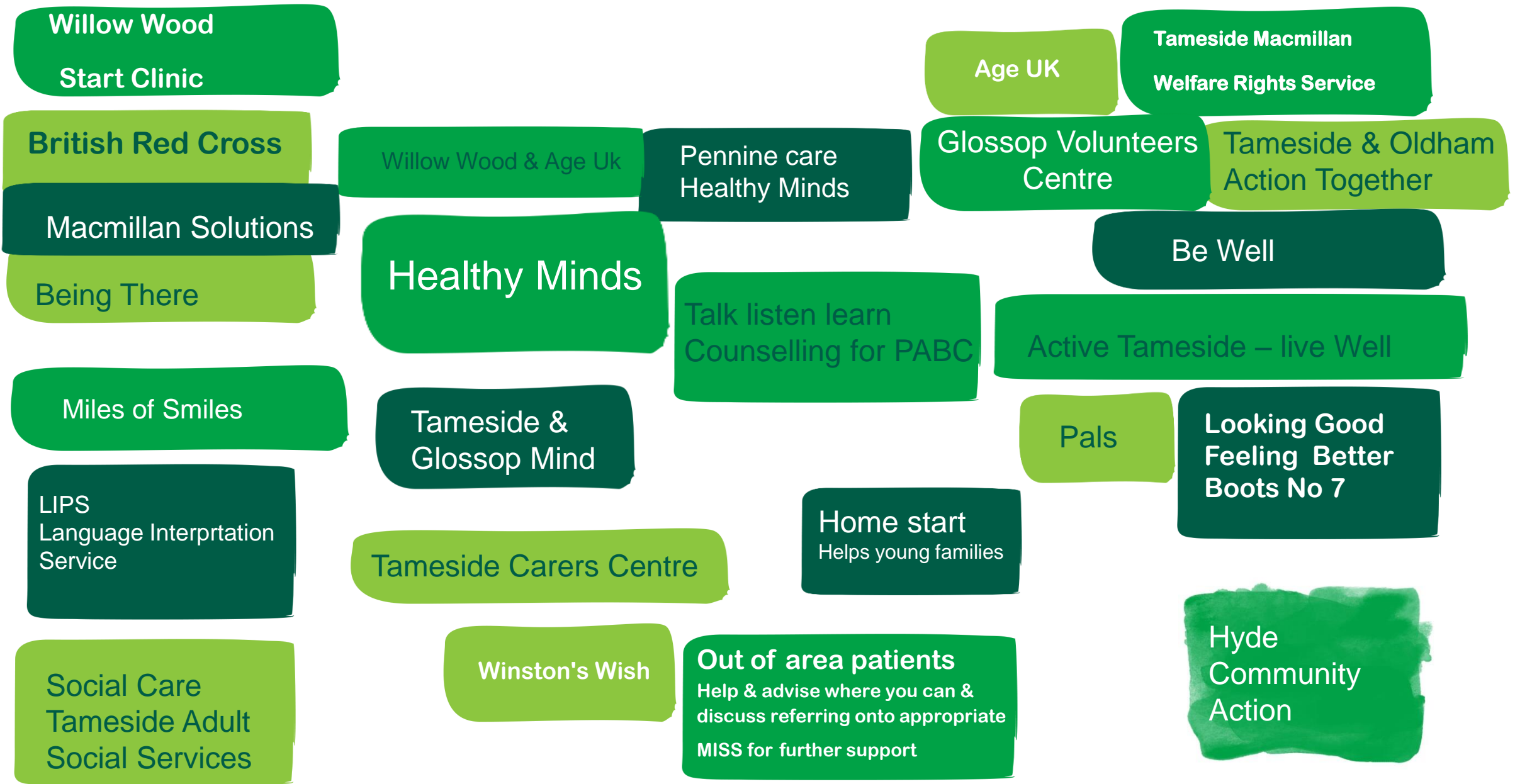
Prepare & distribute leaflets

Engage with Support groups

Engage with local government services

Attend relevant meetings including prevention meeting Cancer Board & cancer plan

Support Services



Support Groups

www.maccmillan.org.uk

Macmillan Website

Macmillan Drop In at
Tameside Hospital

Macmillan & Tameside Hospital

H.O.P.E Course

Prostrate Cancer
Support Group

Tameside Carers Centre

Living well with & after
Lung Cancer

Tameside Tappers

Macmillan Drop In group

Baggy Trousers

Mummy's Star

Cancer Warriors
Drop in & coffee
Mornings

Breast cancer
Support Group

trekstock for people in
their 20s & 30s

The Osborne Trust

www.nhs.uk

NHS Choices Website

www.nhs.uk/news behind the headli

Out of area patients
Help & advise where we
can while identifying help &
support in clients area

Develop new support
groups identifying need

Financial Support Services

Macmillan Website

Guides such as managing your debt & help with the cost of cancer

Macmillan Helpline

0800 808 0000

Textphone 0800 808 0121

Tameside Macmillan Welfare Rights

Age Uk

Tameside Citizens Advice

NHS Website

Tameside MINT & Minted

MINTed is a five year big lottery funded project created through the MINT consortium & managed by Tameside's Citizens Advice Bureau with the aim of helping social housing tenants

Mintameside.org.uk

New Charter Benefits Advice Team

Welfare Advice officer
Ashton Pioneer Homes

0161 343 8128

Integrated Neighbourhoods



Tameside and Glossop Integrated Neighbourhoods

- Ashton
- Denton, Droylsden, Audenshaw
- Hyde, Hollingworth, Longdendale
- Stalybridge, Dukinfield, Mossley
- Glossop



Identifying the need

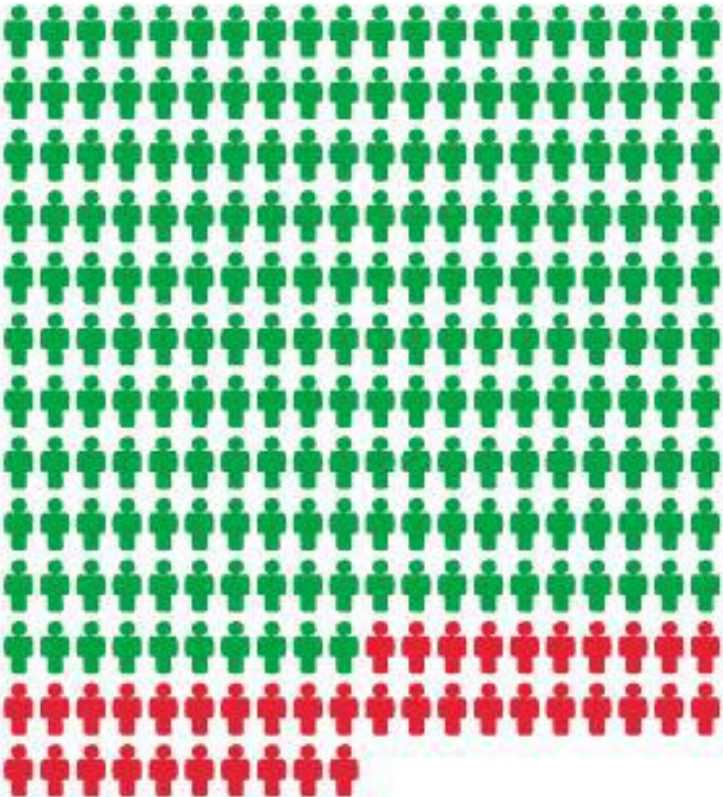
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CANCER: A COLOSSAL CHALLENGE

THE 2.5 MILLION

There are now an estimated 2.5 million people living with cancer in the UK, rising to 4 million by 2030

The number of people living with cancer in the UK in 2015 has increased by almost half a million people in the last five years



There are now **2.5 million** people living with cancer in the UK¹.

The number has grown by this extra **400,000 people** in just five years².

More than three times as many older people (aged 65 and over) will be living with cancer by 2040 – 1.3 million in 2010 to 4.1 million in 2040.4

By the end of 2016



will be diagnosed with cancer

Of the 1,000 people diagnosed with cancer a day by the end of 2016 in the UK, around 830 people will be in England, 90 in Scotland, 50 in Wales and 30 in Northern Ireland.

Number of older people (65 and over) living with a cancer diagnosis in the UK

2010



2040



 = 100,000 people

Physical Concerns

Emotional concerns

Practical Concerns

Family/relationship Concerns

Spiritual or religious concerns

Lifestyle or information needs

Pain

Noun

Highly unpleasant physical sensation caused by illness or injury.

ache, aching, soreness, hurt, throb, throbbing, smarting, pricking, sting, stinging, twinge, shooting pain, stab, pang, spasm, **stitch**, cramp **discomfort**, irritation, stiffness, tenderness

Mental suffering or distress.

sorrow, grief, heartache, heartbreak, sadness, unhappiness, distress, desolation, misery, wretchedness, despair, desperation, mental suffering, emotional suffering, trauma

bitterness, anguish, affliction, tribulation, vexation, woe, agony, torment, torture

There are different types of pain

acute pain starts suddenly and is short-term

chronic pain lasts for a longer period of time

breakthrough pain often happens in between regular, scheduled painkillers

bone pain happens when cancer is affecting a bone

soft tissue pain happens when organs, muscles or tissues are damaged or inflamed

nerve pain happens when a nerve is damaged

referred pain is when pain from one part of your body is felt in another

phantom pain is when there is pain in a part of the body that has been removed

total pain includes the emotional, social and spiritual factors that affect a person's pain experience.

Financial Pain

- When first meeting a client, the issues raised can include, stress, anger, panic & fear. Treatments may be starting, Pay from employment may be coming to an end. There will be concerns regarding rent, mortgages, bills & debts. Uncertainty as to the help available & where to start. The benefit system can be a complicated, confusing & intimidating system. The times when help is most needed can be the times when it seems most difficult to access
- On an superficial basis the role of a Macmillan Welfare Rights Officer is to carrying out benefit checks & to provide assistance claiming benefits to maximise income
- Working with Macmillan Welfare Rights officers across the northwest it has become apparent to me that this is actually a small part of what they do. Initially they work as far as possible, to attain relief from the financial pain by checking the clients entitlement to benefits & other financial assistance, also offering assistance to family & carers. Working closely with The Macmillan Information & Support Service to put the client in contact with support groups agencies & charities as appropriate, linking & signposting to council & NHS services.

The Financial Impact of cancer

Four in five (83%) People with cancer are on average £570 a month worse off as a result of their diagnosis.

The Financial Aspects of Pain

Pain distracts the sufferer from the things that are important to them. Financial pain can be just as distracting. At a difficult time for the client & their family, it is our aim to remove the fear, uncertainty & doubt clients experience regarding their financial affairs. By working in close partnership with other services we aim to help our clients to concentrate on their treatment, recovery & the things important to them.

The relief of knowing you are getting all the help available to you & the knowledge that there is someone there you can contact, whom you trust to help & support you as and when needed, empowers the client to focus on their treatment, their recovery, Quality of life & the things important to them

Barriers to relief of financial pain

Some benefits have to be claimed over the phone

Some on a paper claim form.

Some both

Some online only

Some benefits will require a medical assessment

Some will need Proof of identity & supportive documents

Some will require medical evidence

Some will require the person claiming meet demands & conditionality

Attending job centre appointments, training courses, show evidence of job searches & attendance. Shaking the tin

Benefits may be refused & need challenging.

Tameside Hospital's Macmillan Information & Support Service Website

The screenshot displays a web browser window with the URL <https://tamesidemacmillan.wixsite.com/macmillan>. The page features a green header with the address "Fountain St, Ashton-under-Lyne, OL6 9RW" and a navigation menu including "HOME", "INFORMATION AND SUPPORT", "EVENTS", "GET INVOLVED", "PROFESSIONALS", and "CONTACT US". A "Create Your WIX Site" button is visible in the top right corner. Below the header is a large image of a display rack filled with various Macmillan cancer support leaflets. The leaflets cover topics such as "HEALTHY EATING AND CANCER", "EATING PROBLEMS AND CANCER", "PHYSICAL ACTIVITY AND CANCER", "SMOKING UP SMOKING", "YOUR LIFE AND YOUR CHOICES: PLAN AHEAD", "SORTING OUT YOUR AFFAIRS", "COPING WITH ADVANCED CANCER", "TALKING WITH SOMEONE WHO HAS CANCER", "COPING WHEN SOMEONE CLOSE TO YOU HAS CANCER", "BE SMOKE FREE CUT YOUR CANCER RISK", "LOOKING SOME WITH CANCER", "BE THERE FOR SOMEONE FACING CANCER", "YOUR STEP BY STEP GUIDE TO MAKING A WILL", "DO YOU KNOW ABOUT CANCER? WE'RE HERE FOR YOU", "PROSTATE", "BREAST", "CANCER?", "DIET", "START CLINIC", "COMMUNITY COMPANIONS", "SUPPORT AT HOME", and "GIVING UP SMOKING". The bottom of the page features a large green banner with the text "Welcome To Tameside" and a footer that reads "This site was created with WIX.com. It's easy & free. [Create Your Website](#)".

Financial Support: A guide for healthcare professionals

FINANCIAL SUPPORT: A GUIDE FOR HEALTHCARE PROFESSIONALS

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Identifying needs

 Benefits entitlement (health and work related)	 Access to pensions
 Help with energy bills	 Rent or mortgage payments
 Applying for Macmillan grants	 Budgeting and household costs
 Life, health and travel insurance	 Taxes
 Banking	 Work and reduced income
 Credit repayments	

Recognising where support would help

Financial worries can affect people from any walk of life, at any age and any time in their cancer journey. They may not realise that cancer has a financial impact; be embarrassed or unsure about mentioning it; or think they aren't entitled to support. Families and carers can also be affected by financial concerns.

- Ask questions, like how they will cope with a reduced income or additional costs at home, and what their work situation is.
- By identifying any issues early, you can steer them in the right direction for support.
- Raise the subject sensitively and provide information that they can read in their own time or remind them to call Macmillan Support Line.
- Look for signs they may be struggling, even if they haven't shared their problems:
 - Have they said they are worried about paying the bills or feel they must go back to work?
 - Have they missed appointments because of travel costs or needing to work?
- Ensure they know who to contact in future if their situation changes, and that they can also contact Macmillan.

Macmillan's specialist teams can help

Energy advisors

Access to partnerships with other organisations
(Step Change Debt Charity, Nationwide, Lloyds Bank).

Financial guidance professionals

Benefits advisors
Welfare rights professionals

Let people know how to get support

Call the Macmillan Support Line
0808 808 00 00
(Monday to Friday, 9am-8pm)

Access local financial services

(add details of your local CAB or Macmillan Information Centre for future reference)

Access tools at
macmillan.org.uk/moneyworries

And the Online Community at any time
community.macmillan.org.uk

Browse the full range of information titles online, order copies for direct delivery or simply download
be.macmillan.org.uk/moneyworries

Macmillan online tools

Benefits checker

Benefits calculator

Budgeting tool

Macmillan information booklets



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

Any Questions ?

Thank You

Tameside Macmillan Information & Support Service

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