



**Wirral University  
Teaching Hospital**  
NHS Foundation Trust

# **MACMILLAN CANCER INFORMATION & SUPPORT SERVICE**

## **ANNUAL REPORT 2023 - 2024**

**MACMILLAN  
CANCER SUPPORT**

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## 1. Introduction

This is the Wirral University Teaching Hospital (WUTH) Macmillan Information and Support Service (MCISS) sixth annual report produced by the MCISS and reflects activity and achievements 2023-2024. The MCISS continues to offer free confidential quality information and support to people affected by cancer in Wirral. This includes patients, families, carers, staff and the general public.

This report contains quantitative and qualitative data on how we do this. It contains service data statistics as submitted to Macmillan Cancer Support (MCS) on a quarterly basis. It evidences how we provide financial information and referrals to patients and families, how we offer practical and emotional wellbeing programmes, how we support our staff and colleagues. It has some examples of feedback from our service users. A further section highlights some MCISS service promotion and outreach activities and the report closes with a summary of service plans.

## 2. Service Core Data Statistics

**MCISS Service Contacts 2023** - Our service user contacts for the calendar year 2023 were 1037 down from 1360 in year 2022. This can be explained by the first half of 2023 having depleted staff resource with long term sick and delays in staff recruitment and induction beyond our control.

The first graph shows some detail of our service users. Of the 1037 service contacts recorded in 2023 the numbers within those contacts who were people recently diagnosed were 110 and those living with cancer were 472. The type of service user shows, as last year, that the biggest cohort were people living with cancer which accounted for just under half the number. The other half was split equally between family/carer and health and social care professionals with just a small number of other users.

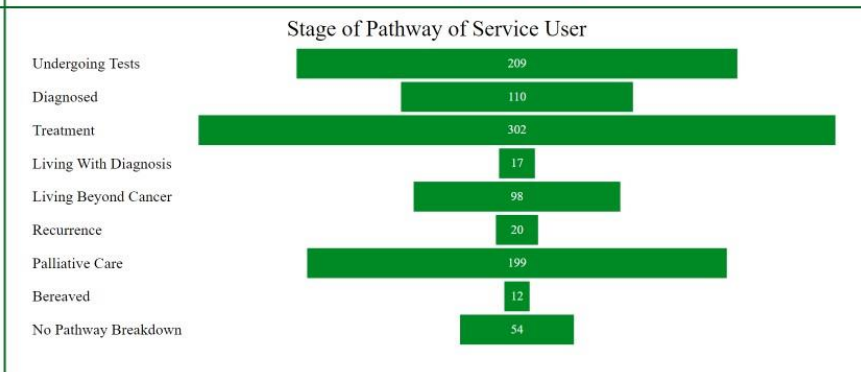
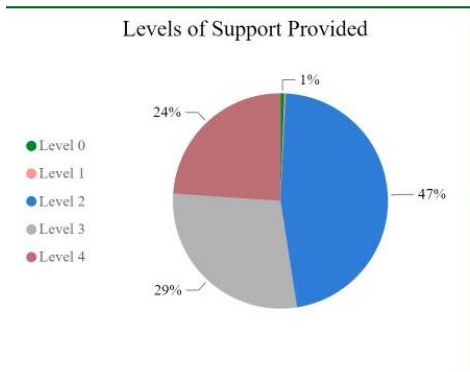
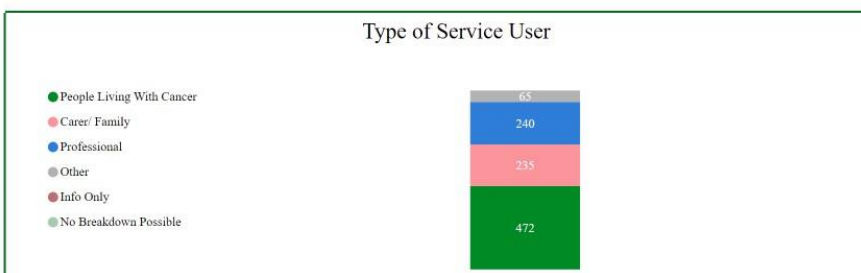
The graph showing the stage of pathway of service user contacts has those patients undergoing tests added with those recently diagnoses as the biggest number of service users at 319 followed closely by those undergoing treatment at 302. Those living with a diagnosis and those living with cancer total 114. Service users with recurrence, in receipt of palliative care or who have been bereaved total 151. Only 45 have no pathway stage recorded.

The level of support provided to all these service users shows 47% at level 2 where **Level 2** is usually a “*Single consultation*”. (**Level 1** is “*Indirect input*” eg, posting out a booklet). **Level 3** is “*Direct short-term intervention*” which includes advice on specific issues or extra support for service user or users and the figure for this level was 29%. This was closely followed by 24% at level 4 where **Level 4** is “*Long term intervention*” comprising ongoing involvement with service users with multiple or complex issues.

People supported who are living with cancer  
**472**

People supported with a recent cancer diagnosis  
**110**

% of total users that have had a recent diagnosis  
**23%**

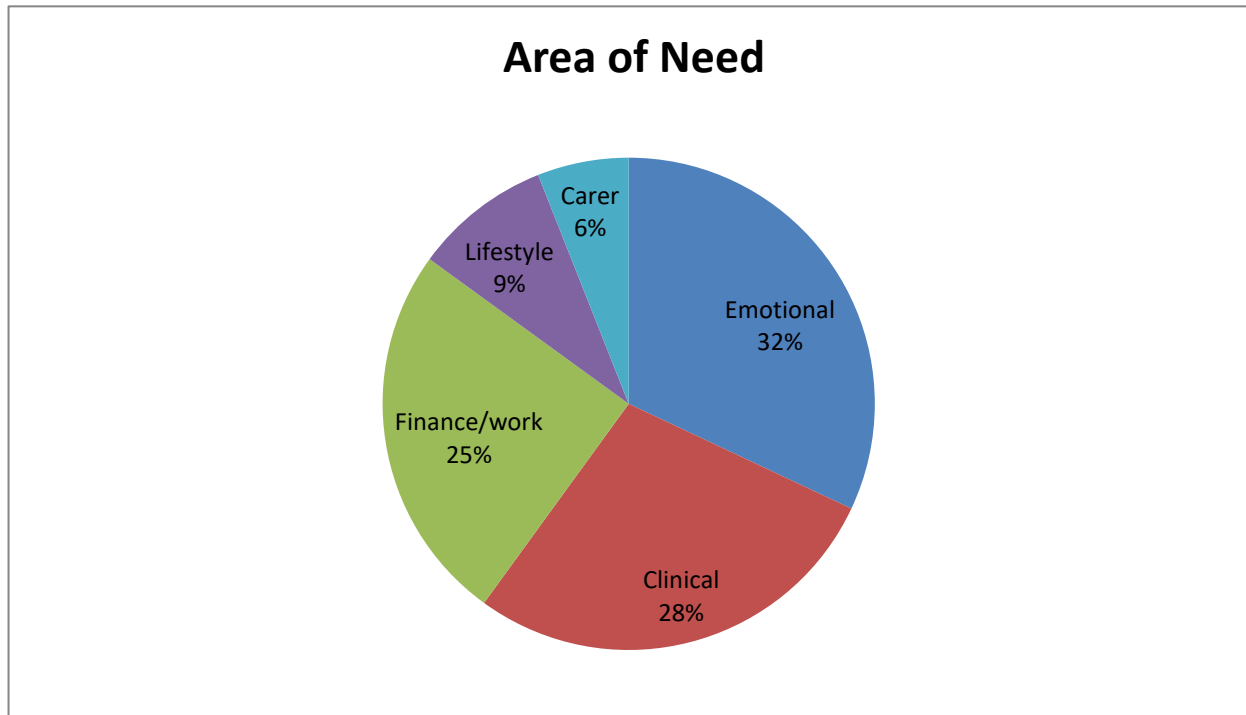


**Tumour Specific Enquiries** - The number of contacts in relation to the different tumour sites were as follows:

Haematology	Lung	Lower GI	Urology	Breast	Gynaecological	Upper GI/HPB	Head & neck	Remainder*
17%	15%	12%	11%	10%	9%	6%	5%	15%

The largest was Haematology 17% which is the ward where any chemotherapy treatment takes place in our hospital. Lung was next at 15%. Then Urology, Breast, Gynaecology, Upper GI/HPB then Head and Neck. The remainder total 15% and include Brain, Skin, CUP, Sarcoma and Endocrine.

## Service User Requirements



The biggest need was for emotional and psychological support either formal or informal at 32% (same as last year). Clinical support was at 24% around symptoms, treatments, side effects, end of life concerns etc. Finance and work concerns were at 25%. Lifestyle enquiries for example, diet and exercise, complementary therapy, travel, blue badge were 9% and specific carer issues were at 6%.

## MCISS Referrals

The graph below reflects referrals to and from the service. Of the referrals to the service almost half of the contacts (40%) were repeat users. Next are those just passing (26%), then referrals from health and social care professionals at 15%. The remainder came from family and friends and the Macmillan Support Line with 5% not identified.

Our MCISS signposting and onward referrals went predominantly to health professionals at 35%, next was money and work at 24%, then volunteer organisations and support groups both at 10% with the remainder not identified.



## Information and Support Progress Report Referrals and Signposts

Where service users have been referred from

● Used service before ● Family/Friend ● Macmillan publicity ● Macmillan Website ● Macmillan support line (MSL) ● Health Prof ● Partner website ● Local Media ● Social Media ● Support group ● Just passing ● Other ● Not Asked



### Referrals of users to other services

● Complimentary Therapies  
● Health Professionals  
● HOPE  
● Local Authority  
● Local Macmillan Benefits service  
● Macmillan Online community  
● Macmillan Website  
● MSL Clinician support  
● MSL Emo support  
● MSL M&W support  
● Other benefits service  
● Primary Care  
● Safeguarding  
● Volunteer Organisation  
● Support group  
● Other



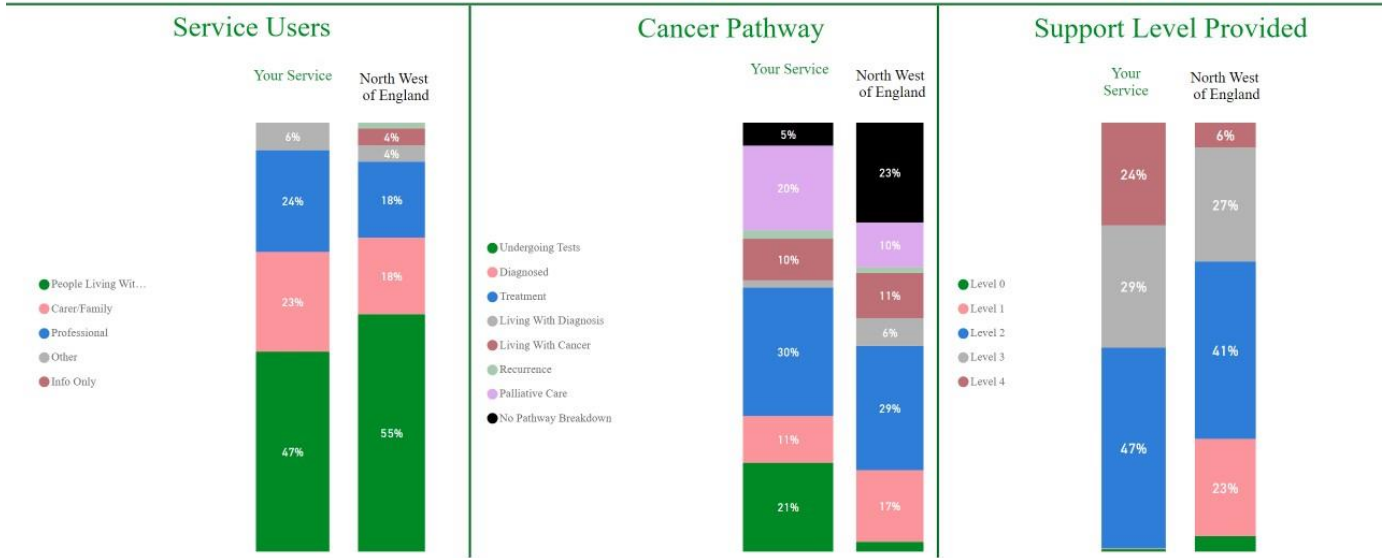
### WUTH MCISS and North West MCISS :

The 2 graphs below show that we are largely in line with statistics submitted by our MCISS colleagues across the region. We have a higher number of health and social care professionals and family, friends and carers accessing our service but the same number of those accessing who are having treatment. We have nearly double at the front end of the pathway, having tests or just diagnosed and double again at the end of the pathway with 20% in receipt of palliative care as opposed to 10% for our North West colleagues. As previously mentioned we have only 5% with no pathway breakdown recorded against 23% for our colleagues. The levels of complexity are similar for the majority of contacts at levels 2 and 3 but we have none at level 1 (as opposed to 6%) and we have 24% accessing at level 4 where our NW colleagues have 6% recorded. The ethnicity and age data is almost identical to other centres in the North West and the gender split reported is still majority female to male at 68% to 32% and NW at 60% female to 40% male.

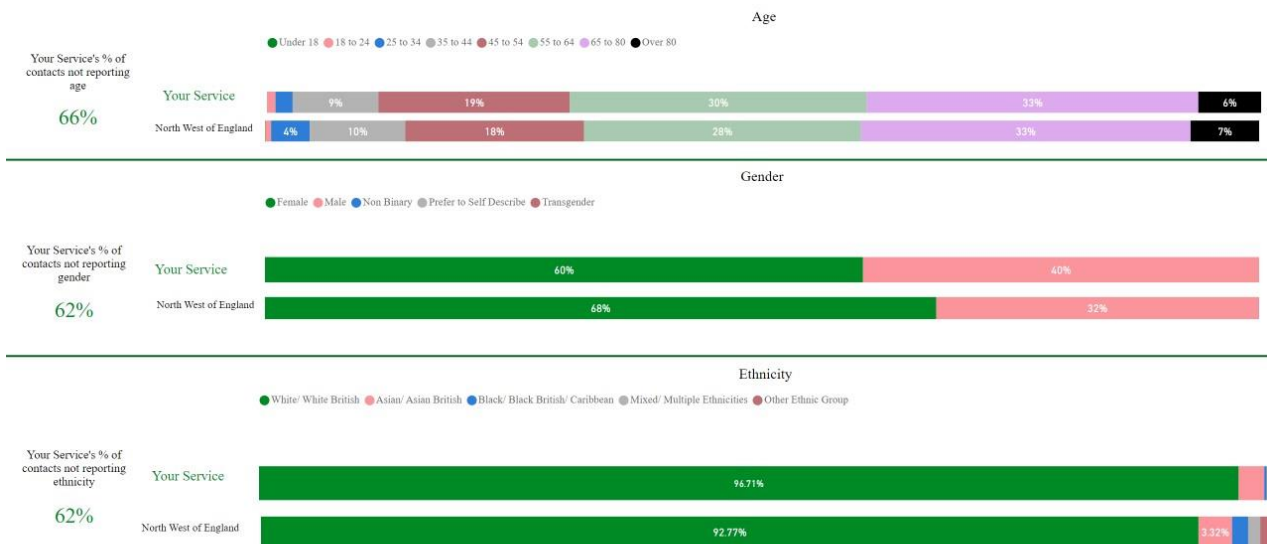
North West of England

Number of Services Reporting this period in this Geography  
**30**

Total Interactions this period in this Geography  
**65K**



The slide below reflects equality, diversity and inclusion compared to the North West region and we are broadly in line with other services data in terms of age, gender and ethnicity.



### 3. Financial Advice and Support

**Macmillan Grants** We obtained in the order of £10,500 in Macmillan grants in 2023 for 34 individuals. This is an extra 11 people compared to 2022 and nearly £2000 more despite the award level decreasing from £350 to £300 per grant. One service user sent this comment:

*“Good morning Anne, just a note to say a massive thank you 😊. This money means I don't have to worry about my bills this month. I'm handing my notice in at work and looking for another job with less hours and stress.”*

**ACTS** ACTS is a charity which promotes acts of kindness to local people in the West Cheshire and Wirral area. It encourages kindness to people who may be having a difficult time. Many of our patients meet this criteria though some more than others. In 2023 we referred 13 people to receive their “pamper boxes” which are thoughtfully made up to brighten someone’s day. This would amount to around another £400 worth of goods obtained for our service users.

*“Hi Anne, just to let you know I received my pamper box today. So kind, brought a tear to my eye 😊”*

#### **SR1 Leaflet “Claiming Personal Independence Payment or Attendance Allowance under “Special Rules (SR1)”**



finalSR1booklet 4th  
april 24 to go to pall c

The original leaflet was put together in 2017/18 as a guide to health care professionals regarding the then DS1500. It was intended to promote patient support around end of life and to try to raise awareness so that all eligible patients received the appropriate benefits without delay and with minimal hassle. The Macmillan Information Manager (MCISM) was part of the task and finish group which designed it. Recently there have been changes by the DWP and the Special Rules are now known as SR1. The SR1 form is not a benefit allowance on its own. It is a passport to the higher rate of non means tested benefits ie, Attendance Allowance and Personal Independence Payment, (PIP) and also locally, it facilitates eligibility for a blue badge (without someone having to complete the full form, provide passport photo and payment of £10) and it allows access to Mersey tunnels concessions.

This leaflet has been recently significantly amended by the MCISM but the aim is the same. It assists our health care professionals to support patients expediting the appropriate benefits with the minimum of stress when patients are nearing the end of their life. This consequently adds practical and financial benefits to those patients and their families at this difficult time.



**Macmillan CAB** Our most exciting move to support patients and families affected by cancer with the advice and support they need in terms of finance, has been the Macmillan project with Wirral Citizens Advice Bureau. This initiative supports patients and families affected by cancer in Wirral. Since February 2024, as part of their in-reach to our Trust, two CAB keyworkers have been based in the MCISS for one day a week and provide pre-booked face to face appointments in the centre or visit inpatients on the hospital wards. The service was launched in November 2023 and between then and the end of April they supported a total of 261 clients. A total of £449,445.0 of confirmed ongoing financial gains for patients has been achieved plus a £1582.80 of one off lump sum payments (excluding Macmillan grants). Also in this time period they have successfully completed 71 blue badge applications.

## 4 Staff Support

**General Staff Support** We have supported 56 of our staff members and colleagues during 2023. This is nearly double the figure recorded for 2022. The staff using our service for personal support around cancer issues may be experiencing cancer themselves, be family, carers or friends or colleagues needing their own support.

**Education and Training Staff Induction** - We are involved in the mandatory induction training for all new staff. We are mentioned in the session presented by the Staff groups speaker and we attend the “marketplace” of this fortnightly event held in the Education Centre.

**Student programmes** – We are part of the programme of cancer services spokes for students, usually second or third year student nurses who are looking to learn about cancer services. The students evaluate their time with the teams and our most recent student rated us 10 on each of the questions asked as below.

<b>Macmillan Cancer Information Support Services</b>	<b>Scale</b>
<b>The welcome to the team</b>	10
<b>Did the experience enhance your knowledge of this topic/ area?</b>	10
<b>How would you rate the support and learning information materials available?</b>	10
<b>Additional Comments:</b> <b>Learnt a lot by being in the centre about what is offered and the support available from here compared to support offered by CNS roles so I will be able to signpost people here when appropriate and also know where to go when and if I need support.</b>	

**Clinical Support Worker (CSW) Supervision** Our Macmillan Information Advisor completed a WUTH coaching training programme and has subsequently been facilitating monthly supervision sessions for our CSW colleagues. The initial 6 month evaluation report was positive with the result the sessions have continued.

In summary, the sessions are held across site to accommodate as many of our CSW colleagues as possible and almost all said they felt they could contribute in the sessions and would like the sessions to continue. 73% said the facilitation was effective. The sessions last 1 hour but from discussions there was a suggestion that an extra half hour at the end for pure peer support with the MCISS Advisor not present might be helpful so that will be catered for where the environmental considerations allow. Over the 6 sessions an average of 5 CSWs attended with the least being 4 and the most being 8 people.

The formal evaluation included practical questions about venue, numbers and timings but also qualitative information about the value to the CSWs of the sessions. These themes were around participation and contribution, benefits, effectiveness and improvements. Overall, the Macmillan Information Advisor felt she had witnessed a positive change in the confidence of CSW colleagues as the sessions progressed and that they are “finding *their way as a group*”. Some comments as below:

#### **Survey verbatim comments**

*I am comfortable contributing openly during the sessions.*

*I feel sessions are of benefit and I have been able to contribute during most sessions.*

*I feel some staff who are maybe not yet ready to open up have felt a little pressured.*

*Everybody is asked if they would like to contribute and there is no pressure either way.*

*I felt comfortable sharing experiences.*

*I felt like it was fine to voice my opinions*

*Everyone can relate to similar things*

*I felt I wasn't alone in my day to day thoughts*

*More group discussions/listening*

*There are not many occasions to catch up with other CSW's so its nice to see colleagues and share good practice if applicable during the sessions*

## 5. Service Promotion and Outreach

**World Cancer Day (WCD)** The theme of WCD from 2022 to 2024 has been to "Close the Care Gap." The third year of the campaign (2024) is about bringing attention to a higher level and challenging those in power and making sure that political leaders understand the public demand to prioritise cancer, create innovative strategies designed to confront inequity and invest resources to achieve a just and cancer-free world. Leaders are being asked to eliminate health inequities by addressing their root causes, ensuring that everyone has access to quality health services when and where they need them

The MCISS recognised WCD by promoting the message around our hospital sites and securing a stall in the foyer of the main hospital. We had about 30 visitors to the stall, comprising staff, patients and visitors who looked at the awareness information and accessed our support for other cancer related issue. Cancer that's diagnosed at an early stage, when it isn't too large and hasn't spread, is more likely to be treated successfully.



WUTH Macmillan Lead Cancer Nurse Dawn Miller said:

***"The Macmillan Cancer Information Centre staff do a fantastic job supporting patients, carers, and staff prior, during and after diagnosis I am so proud to work with them and I want to say a huge thank you for their dedication to patient care."***

**Personalised Care Programme** Cancer prevalence has been increasing every year and it is estimated to continue to increase by 30.3% by 2040. As our Cancer Services launch the new Wirral Macmillan Integrated Personalised Care project we will ensure that the Macmillan Cancer Information Service is integral to the provision of high quality information and support to meet the increasing demands by working closely with our key partners across all settings.

**MCISS Promotional Video** We recently made a video (with the help of the WUTH Communications team) of our WUTH Macmillan Cancer Information Service. This has been distributed and can be used by our clinical CNS teams in health and wellbeing workshops, Self Supported Management Programmes etc.

Video link as follows: <https://youtu.be/91PsFAK6Zcg> ( Video is 7 minutes 10 seconds long. )

We plan to add this to the Trust website under Cancer page, Macmillan information centre. We are also collaborating with our Patient Experience Team who are looking at how to showcase patient information / orientation films on the TV monitors across the Trust. We hope to include our video to the carousel of films. Once the film has subtitles it can be hosted on the Trust patient experience information / orientation film YouTube channel. There is also the option where subtitles are used to change the video into other languages if required. Another benefit of being on this channel is that there is a QR code to take people to the channel which is promoted in a variety of areas such as the newly launched ward folders and the Trust patient experience web page. A QR code for the film can be produced and flyers made available to give to patients to watch at their leisure.

In addition the video can be aligned to the Trust patient experience strategy, specifically to the Supported promise group and the film promoted via Trust social media platforms. The film would also then be reshowed at key awareness dates and show cased within the supported promise group to provide wider input. Also, any films that are supported by the patient experience strategy are distributed to the Trust key VCF groups such as WIRED, Age UK Healthwatch etc who then distribute on their networks.

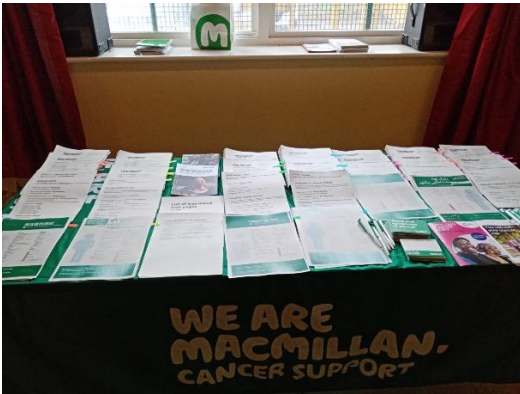
**Wirral Multicultural Organisation (WMO)** The MCISM is a member of our Trust Equality, Diversity and Inclusion Steering group and is constantly mindful of the accessibility needs of our service users. Having hosted our Macmillan HOPE survivorship programme at the WMO premises in Birkenhead we arranged to attend one of their regular coffee mornings to take cancer awareness information to the local minority communities. Information was requested in a number of languages in print specifically Chinese, Polish, Punjabi, Bangali, Farsi, Ukranian, Arabic and Albanian. The event was attended by about 50 people. The MCISM was able to speak with though interpreters and family members. A good selection of information was taken in the various languages and also print indices as to what is available. It was also possible to signpost people to Macmillan for specific, tailor made translations.

[Cancer information and help in your language | Macmillan Cancer Support](#)

**Macmillan Other format requests: Translations:** [Click here](#) for cancer information in 16 languages.

- If you need a bespoke translation, email us with your request including the web link to the page you require. We offer to translate up to **2 web pages per request** (unfortunately we cannot translate full booklets). This process takes 2 weeks to complete.
- See our [list of translations](#) for content available in other languages.
- Our free support line **0808 808 00 00** has access to an interpretation service in over 200 languages.

**Braille and large print:** We can commission Braille and large print copies of our information. Please note that requests usually take 2-3 weeks. **Audio booklets:** MP3 files of our booklets are available at [Audiobooks | Macmillan Cancer Support](#) and on [soundcloud.com/macmillancancer/](https://soundcloud.com/macmillancancer/)



Staff and health and wellbeing workers (above with MCISM) at WMO have said about many of their service users expressing anxiety about cancer in general with worries that discussing it will bring it into their lives and there is a particular fear around treatments which can be perceived to be very detrimental rather than potentially curative. The key workers felt that it is helpful to their visitors and service users to learn more about early detection and awareness and there were discussions about how to make information and conversations more accessible and welcomed by the different communities. One outcome on the day was that the MCISM was requested to go back in July to a lunch session for the Chinese community specifically where there will be around 80 attendees and translators to help with any questions.

**JourneyMen Wirral (JMW)** In another targeted attempt to reach a specific group of people, our Macmillan Information Advisor went to JMW in Birkenhead. This local organisation supports men with their overall wellbeing and mental health wellbeing in particular. It is a community based service set up by a retired Police Officer. The aim is to support men, prevent them falling through gaps in service provision, and try to meet their needs in a timely and individual manner. It provides peer support and their usual activities include walk and talk groups, gardening and movie clubs, visits from various health care professionals.

Our MCISS promotes cancer awareness and prevention and Cancer Research UK (CRUK) suggest for the month of May it is skin cancer. Our Macmillan Advisor joined 10 service users and 4 members of staff on a therapeutic Walk and Talk excursion on a coastal walk at Thurstaston. The main focus for discussion was around skin cancer but other areas covered male specific cancers including prostate, testicular and penile but also awareness of breast cancer occurrence in men. Back up leaflets were left with the organisation as well. There was sufficient engagement and interest from the men that the CEO of JMW has subsequently asked our Advisor to return and talk to JMW attendees again.



**Carers Week 2024** There are over 5.4 million people in England looking after friends or family members. Many of them don't see themselves as carers. There are an incredible 40,000 carers in Wirral. A carer is anyone, children and adults who looks after someone who needs help because of their illness, frailty, disability, mental health problem or addiction and cannot cope without their support. The care they give is unpaid. Wirral Carers Alliance (WCA) is newly formed and aims to bring together unpaid carers in Wirral to share experiences their lived experiences. Wirral Carers Alliance will highlight the voices of unpaid carers, with decision makers, in the design and delivery of local services. Unpaid carers often provide high levels of care for sick, or disabled relatives and friends resulting in unpaid carers being twice as likely to suffer from poor health themselves. We know that caring responsibilities can impact on the physical and mental health, education and employment. Unpaid carers have significantly poorer health and quality of life outcomes.

At the MCISS we offer support to carers, families, partners, friends of those people affected by cancer.

This June the MCISS is engaging with Carers week from 8<sup>th</sup> June, providing information for carers of people affected by cancer at the Trust carers event in the Education Centre at Arrowe Park on Saturday 8<sup>th</sup> June. We are also having stalls at Wired (the local council Wirral carers support organisation) programme of activities for carers week. The first is on Monday 10<sup>th</sup> at a unit in the Pyramids shopping centre in central Birkenhead and the second is the next day at St Hillary's GP practice in Broadway Wallasey. Later that week the MCISM will be attending the Wirral and West Cheshire Prostate Cancer Wives and Partners support group meeting in Neston community centre to provide information and support to the wives and partners of prostate cancer patients. This can be anything from signposting to educating on coping techniques and offering emotional support.



**Macmillan HOPE Course** Macmillan recognises the anxiety that may be caused for people living with cancer. The HOPE course (Help Overcoming Problems Effectively) gives patients who have completed treatment the chance to enhance their resilience, rediscover strengths and increase their ability to cope through a 6 week self-management programme. The course is a survivorship course and is aimed at patients who have completed treatment or especially those who might feel a bit “stuck”, having difficulty picking up daily life for whatever reason. It helps work through issues and build confidence.

The course aims to help patients:

- Feel more able to share their experience with others
- Feel able to recognise their own potential and enhance their happiness and quality of life.
- Feel more confident in dealing with anger, depression and uncertainty.
- Increase their ability to handle stressful situations
- Learn how to use relaxation methods to refresh the mind and the body.
- Know how to make plans and achieve goals that can help them make changes for the better.

The course outline

- Week one - Introduction and course overview
- Week two - Stress Management
- Week three - Managing Fatigue
- Week four - Body image and communication
- Week five- Fear of recurrence and physical activity
- Week six- Character strengths

Our most recent course was held from January to mid February 2024. Initially there were 10 subscribed but 1 never attended. One lady attended but left after 2 sessions due to financial pressures of being self employed. One lady attended twice but unanticipated medical complications and appointments prevented other attendance. Another reluctantly had to leave after the second week due to unforeseen medical appointments on the same day. Our demographic was 7 female and 1 male and all participants said they were comfortable with this mix. Age range was 50 + but less than 75 years. Ethnicity was as is usual for our geographic area with all participants being white British but we did host in the Wirral Multicultural Organisation where we reinforced professional relationships and subsequently held Outreach events to the local minority community in the same venue. Types of cancer were Head and Neck, Breast and Lung.



# Pre-(and post) course evaluations- Jan/Feb 2024

## Pre course evaluation comments (complete start of week 1)

Please provide any further information you may want to share about how you are feeling now about your current situation and what you would like to achieve from attending the HOPE programme.

\* I would like to understand why I am still struggling to heal and not feel so tired all the time.

\* I live in hope

In the table below, please indicate a rating about yourself for each of the following by ticking the appropriate response

<b>Week 1</b>	<b>1 Not at all</b>	<b>2 Rarely</b>	<b>3 Sometimes</b>	<b>4 Frequently</b>	<b>5 All the time</b>
<b>Pre course evaluation</b> I am able to get support and share my experiences with others, which makes me feel less isolated <b>Post course evaluation (Feb 2024)</b>			1111	11	
<b>Pre course evaluation</b> I feel reassured and recognise my own strengths to increase my happiness and quality of my life <b>Post course evaluation</b>		1	111	11	
<b>Pre course evaluation</b> I am confident in my ability to handle stressful situations <b>Post course evaluation</b>			1111	11	
<b>Pre course evaluation</b> I can use relaxation techniques <b>Post course evaluation</b>	11	1	1	11	
<b>Pre course evaluation</b> I can make plans and achieve goals that are important to/for me <b>Post course evaluation</b>	1		1111		1
<b>Pre course evaluation</b> I have skills to improve and self-manage my life <b>Post course evaluation</b>			111	11	1
<b>Pre course evaluation</b> I have skills to improve and self-manage my life <b>Post course evaluation</b>				1111	11

With all the 6 questions above the scores showed an improvement in confidence of the participants. For each question the response showing confidence as “Not at all” or “Rarely” reduced from 3 and 2 to nil respectively. “Sometimes” went from 19 to 5 respondents which indicated increased coping as those responses moved to the more positive answers of “Frequently” (from 10 to 21) and “All the time” from 2 to 10 responses.

### Post course evaluation (complete end week 6)

Overall, I would rate this course as...	<b>Very Poor</b>	<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Excellent</b> 111111
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#### What have you enjoyed and what have been the benefits for you of attending the course?

Meeting people that had / have cancer and sharing and learning from others. The contact of the course was fabulous and each week brought forward my wellbeing.

Great facilities. Being with other cancer survivors and learning from them.

I have enjoyed sharing my emotions and experiences with others in a similar position. Meeting new people and getting advice on how to cope with emotions and expenses better than I was

Meeting other cancer survivors and swapping experiences.

Very informative and self-assuring

Being with others and sharing experiences

#### What changes have you made as-a-result of attending the course? What has made a difference?

Taking time for myself and do some relaxation breathing exercises.

Getting into a routine and setting goals for me and my partners friends.

I had prioritised my life goals and expectations

Started an exercise programme

I have become more social and positive

Goal setting, more realistic – meditation

#### Would you recommend the course to other people affected by cancer and if so what would you say to convince people it was worthwhile?

Yes I would definitely recommend it. The feeling of not being on your own and confidence building.

Yes as there is more to your recovery than physical symptoms

Yes definitely! It is a meaningful course with lots of information.

Just sharing experiences and not feeling alone

Definitely worth coming

I would and tell them you can't learn enough about yourself

Absolutely so important to focus on self

**Please share any further information you feel would describe the benefits and difference attending the course has had on your life.**

More self-assured. Confidence building, relaxation brought us by the two fab trainers.

Having time for me

Able to interact more about my feelings and worries to different people other than my family

Definitely feel more positive and in control. Better emotion regulation.

**What other services, support groups, volunteering may you/have you used or become involved in as a result of attending this course?**

The setting up of a group to keep in touch and helping each other.

The group is going to continue to meet up.

The group are keeping in touch and there are a few courses we have been told to book

**Conclusions:**

Two participants said they didn't expect to enjoy the course or gain anything from it but both said they very much had.

We listened to our participants feedback and we will ensure to check all sessions material are appropriate. We did edit some of the content where it felt too simple for our audience. (Our attendees said our content was helpful but that they had had previous experiences at healthcare workshops where they had felt patronised). We also identified and provided extra information particularly around diet and sexuality where specific requests were made.

We had adapted the environment from comments from our first session the previous year and we had an informal layout without desks and this worked well. We also adapted the Mindfulness exercise to not just use raisins but to use polished stones for our head and neck patients who felt this was more suitable. We were also mindful about refreshment breaks for these attendees.. We will consider trying to add a little more movement, particularly in the Fatigue session, maybe some chair-based exercise at the end. We also requested a special chair for one person who had back problems and we needed to conduct a fire risk assessment with the WMO staff for one person who had mobility limitations as some sessions were held on the first floor.

With regards to holding the course in the local community (rather than hospital or clinic site) participants overwhelmingly said this is better but if no funding available then a clinic setting would be better than no course or even a hospital setting better than none. One participant made the point that we are not hosting this course as “medical” practitioners and so the focus is better for moving forward when held in a community venue. Temptation in a hospital setting may be to talk about condition ailments, pain etc and have a different focus. One said the community environment took her out of her comfort zone in terms of finding the place, looking at what else is around for her in the community and she felt this was beneficial.

We have since sought and successfully obtained funding from Macmillan for 2 more courses to be held in 2024 and we will look into any suggested free venues for further courses in the future.

## MCISS Service User Feedback

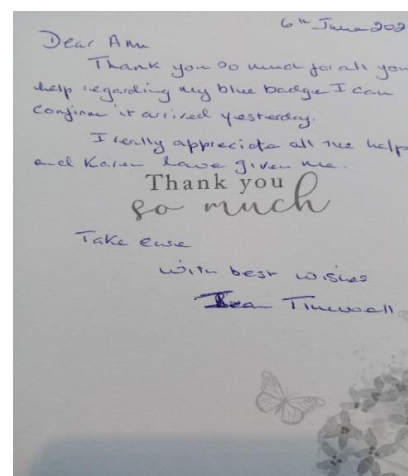
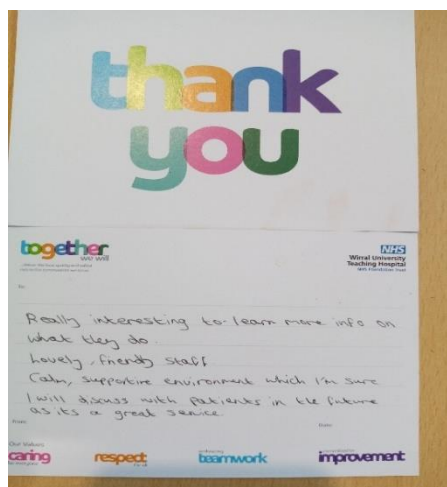
### WUTH Cancer Patient Experience Survey April 2023 to March 2024 (MCISS)

This shows 288 (69%) of people asked were aware of the centre and 130 (31%) were not. Of the 288 who knew about the centre, only 131 rated how useful it was when asked to rate the usefulness of the centre on a scale of 1 to 10, with 10 being excellent. Of these 131 patients, 118 (90%) scored the centre 8 or above out of 10, with 97 (74%) scoring 10. Only 6 (5%) scored the centre 5 or below.

Some other ways MCISS captures service user feedback is via a Visitors Book, reintroduced post Covid, plus feedback cards in the MCISS postbox and thank you cards sent in by visitors.

NAME	DATE	COMMENT
Celine + Lesley Kells	22/8/23	Many, many thanks Anne and Sam for your kindness and reassurance. We feel much better after talking to you.
John + Wendy Kead	25/9/23	Rose is truly amazing. Her guidance for my brother may have just turned his life around. Bless you Rose.
Jan + Jan Venner	7-9-23	Thank you Anne so very much for your help + reassurance + support. XXXX
Deb JACKSON	5/10/23	Great listener + good practical advice. Got a plan to help me set new goals and focus on me. Thank you Debs.

NAME	DATE	COMMENT
CATHERINE SPOWELL	21/11	DEB AND I WERE SO PLEASED AND THANK YOU SO MUCH FOR THE INFO AND REASSURANCE. (Rose)
Sharyn Stone (Hornsea)	11/3/24	Thank you for being there for a friend. So the the advice that was needed and helped me. Thank you so much for being there! Thank you so much for being there! Thank you so much for being there!
Liane Edwell	9-3-24	Very helpful + supportive. (Rose + friend)
Phil Embley	17/4/24	Very helpful + supportive.
ARCHIE DEARMOT	25/9/24	VERY HELPFUL INFORMATION AND SUPPORT FROM ROSE



## 6. Service Plans

### Service Actions Review 2022-23

These were the actions from the last MCISS Annual Report 2022-23 as follows:

- To progress the recruitment of a Band 4 Macmillan Information Assistant for 20 hours per week to fill the existing vacancy **completed**
- To work with teams from the Division, Estates and Macmillan Cancer Support to progress the relocation of the Macmillan Pod to a suitable location in APH in accordance with the needs of the Trust refurbishment and to continue to deliver a quality service for people affected by cancer from the new location **delayed by Trust**
- Relaunch and promotion of the MCISS following the relocation. **Delayed as above**
- Work with Macmillan Cancer Support on the Personalised Care Project to support colleagues as part of the integrated approach to supporting patients across Wirral **tbc**
- Collaborate with Macmillan Cancer Support and CAB Wirral to enhance provision and offer of benefits support locally for our patients and families in Wirral **established and ongoing**
- Repeat service WUTH MCISS user survey in Quarter 4 of 2023 and aim to broaden audience captured to include more patients and families and carers **not done, insufficient resource staff sickness and leaving**
- Produce quality promotional and educational videos on the WUTH MCISS service and Cancer Related Fatigue to continue to support outreach and HWB clinics and events. **Partial completed. MCISS done. CRF outstanding**
- To launch supervision sessions for the CSWs by the Macmillan Information Advisor for one hour per month. **completed launch and ongoing**
- To support half study day at WUTH cancer services Oct 23 with a MCISS stall. **completed**

### Service Actions - Forward Plan 2024 - 2025

- Personalised Care - To work with Macmillan Cancer Support on the Personalised Care Project to support colleagues as part of the integrated approach to supporting patients across Wirral
- HOPE programmes - Secure funding/venues for HOPE programmes
- Update WUTH WUTH internet/intranet Cancer Pages MCISS sections across 3 sites
- Outreach / Ongoing service promotion
- Pod move and launch - To work with teams from the Division, Estates and Macmillan Cancer Support to progress the relocation of the Macmillan Pod to a suitable location in APH in accordance with the needs of the Trust refurbishment and to continue to deliver a quality service for people affected by cancer from the new location
- Relaunch and promotion of the MCISS following the relocation.
- Recruitment of Band 4 - To progress the recruitment of a Band 4 Macmillan Information Assistant for 20 hours per week to fill the existing vacancy.

