

***Pinderfields
Macmillan Information centre report***



***Quarter 4
October-December 2015***

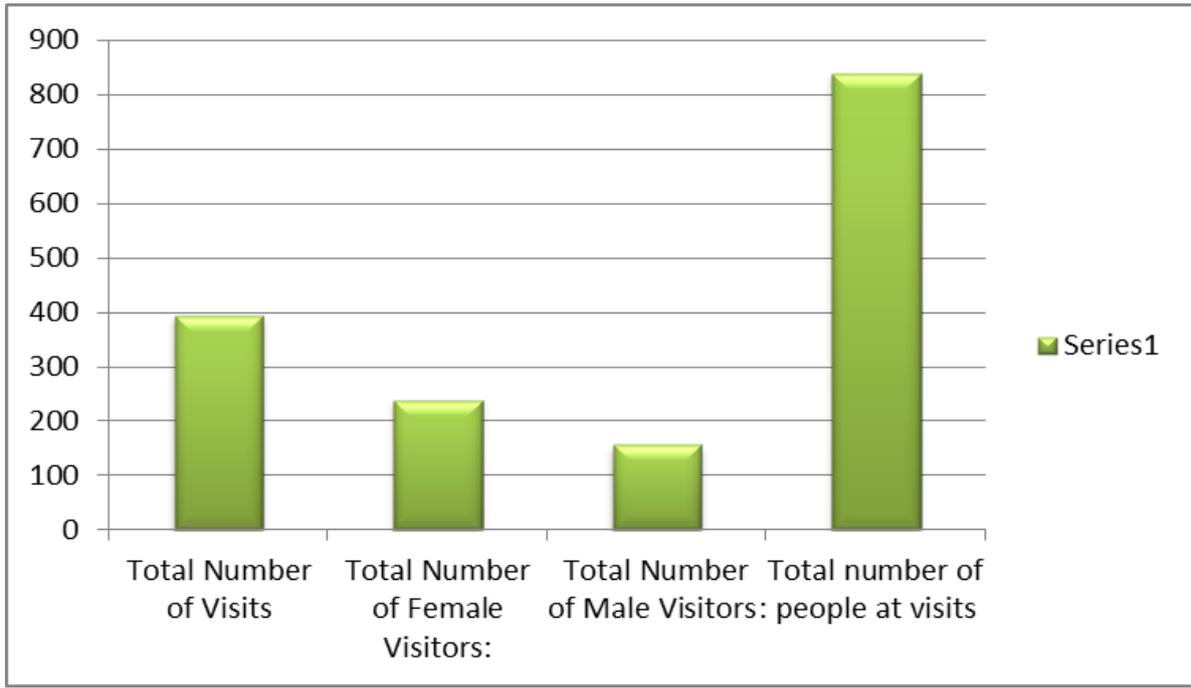
The Mid Yorkshire Hospitals NHS Trust provides care to the communities of Wakefield, Pontefract and North Kirklees, a population of over 550,000 people; the areas of South Leeds, North Yorkshire, Barnsley and Doncaster are also served by the Trust. Services are provided from the three hospital sites: Pinderfields Hospital; Dewsbury and District Hospital; and Pontefract Hospital.

The Trust, which is one of the largest providers of cancer care in the Yorkshire and Humber Strategic Clinical Network (YHSCN) recognises that cancer information for patients, relatives and carers is an essential element of care and will support services to make the patient/carer experience better.

Our Macmillan Cancer Information Centre provides a visible central point of access to support, information, advice and signposting not only for those patients (and their carers) who are on a cancer pathway, but to those undergoing investigation who have not yet had the opportunity to see a Clinical Nurse Specialist. It also provides support to patients living with and beyond cancer who may benefit from survivorship and self-help programmes of care, raise awareness and meet the information needs of the general public. The information centre builds upon the principles set by the NHS Cancer Reform Strategy in order to offer excellence in the delivery of service. It promotes lifestyle changes and cancer awareness in the local community to focus on prevention and early diagnosis.

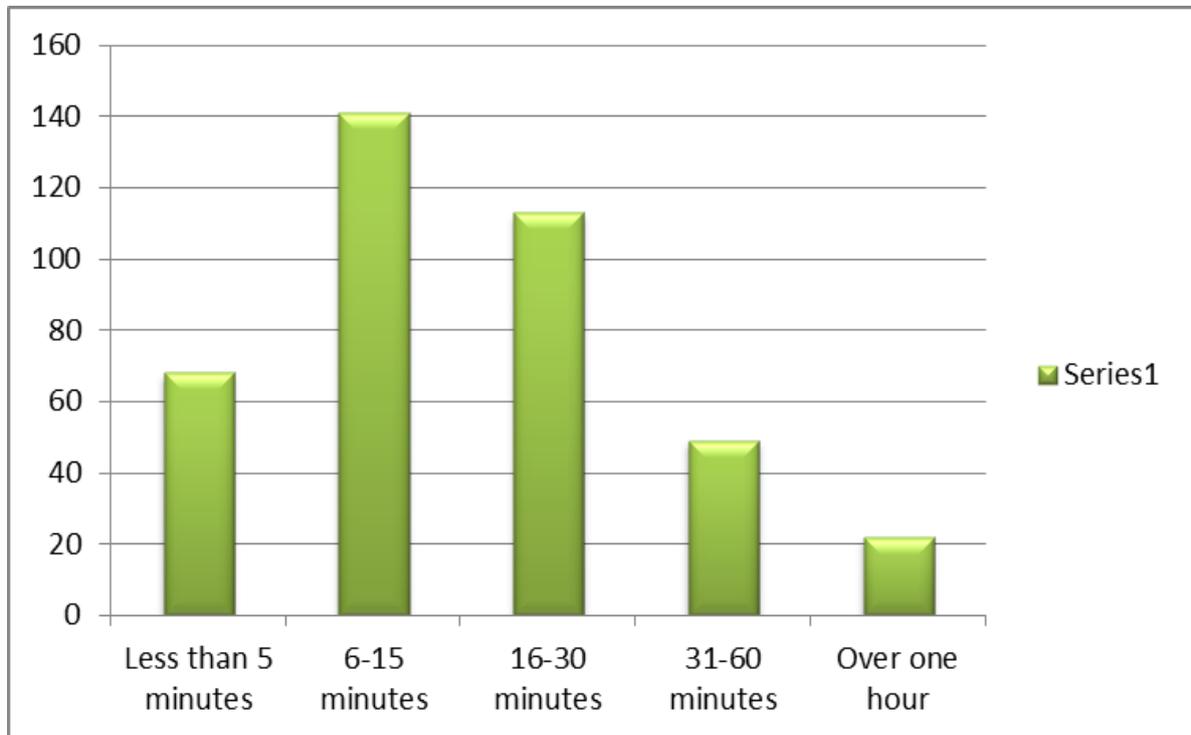
The following is a report on Macmillan service user data collected in October to December 2015. The report shows a high number of referrals were received directly from Cancer Nurse Specialists in the trust and that welfare rights was the most frequently requested support. Patients who are at the palliative care stage of the cancer are the most frequently support service users and more than 838 people attended visits to the centre for the 3 month period.

Total number of visits to the centre



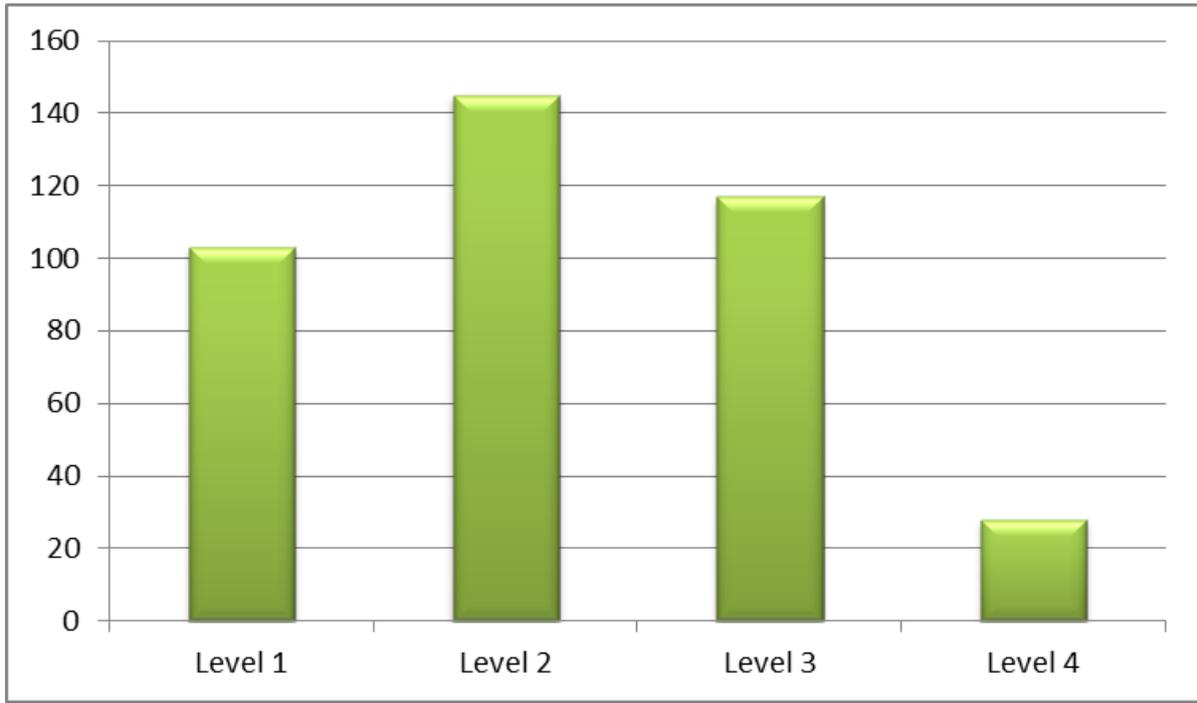
NB: 393 visits to the centre, 237 Females, 156 Males, 838 people attended the visits

Time spent with service users



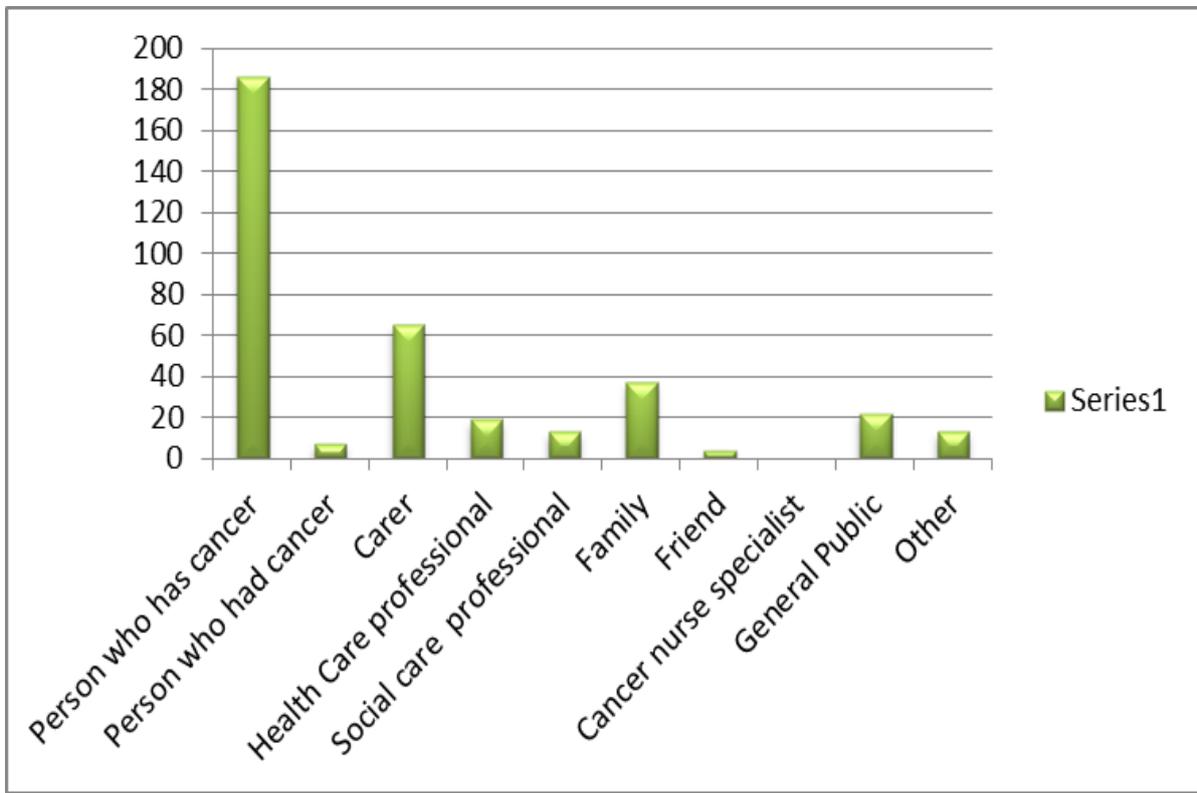
NB: average visit is 6-15 minutes

Level of intervention



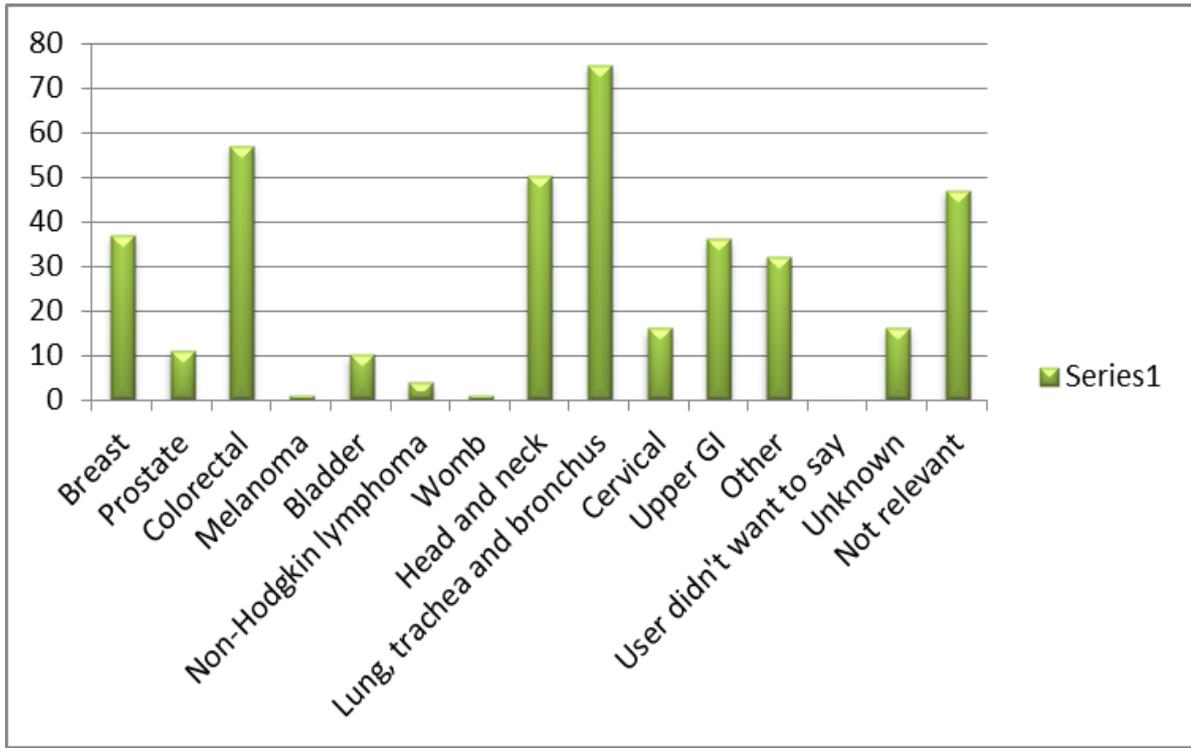
NB: See Appendix 1 for Levels of Intervention Criteria

Type of service user



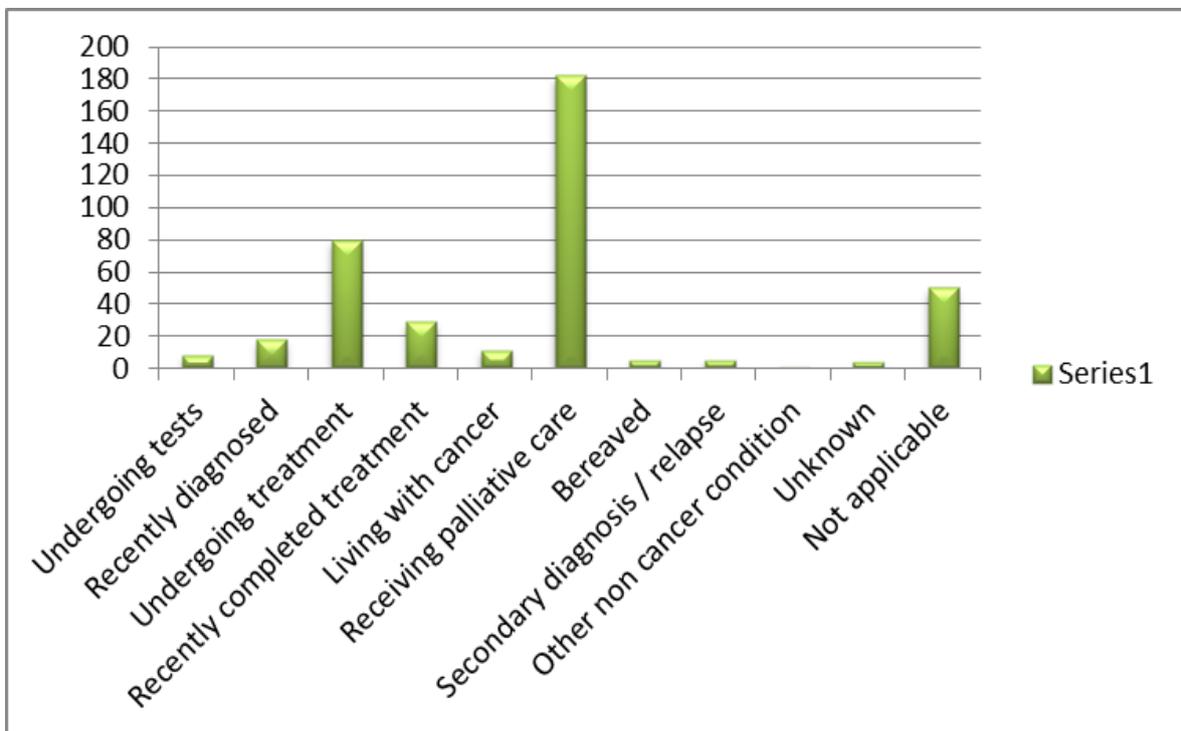
NB: 186 service users were patients who have cancer, 65 service users were carers of patients and 37 were family (difference from month before is the significant increase in the percentage of service users who have cancer)

Cancer site



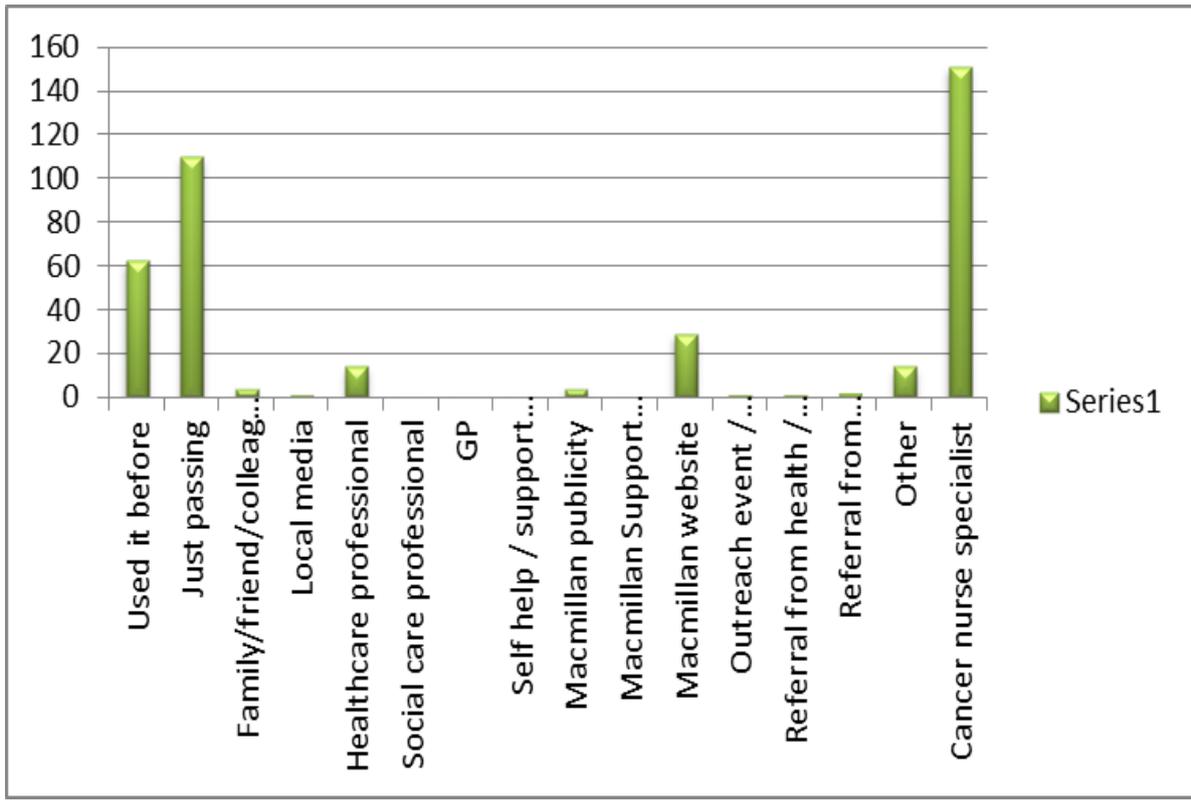
NB: Lung, Colorectal and Head & Neck are the highest (Upper GI collected from November so this may increase next quarter)

Stage of Pathway



NB: Receiving Palliative care and undergoing treatment are significantly higher than the other stages and this is similar to the previous quarter

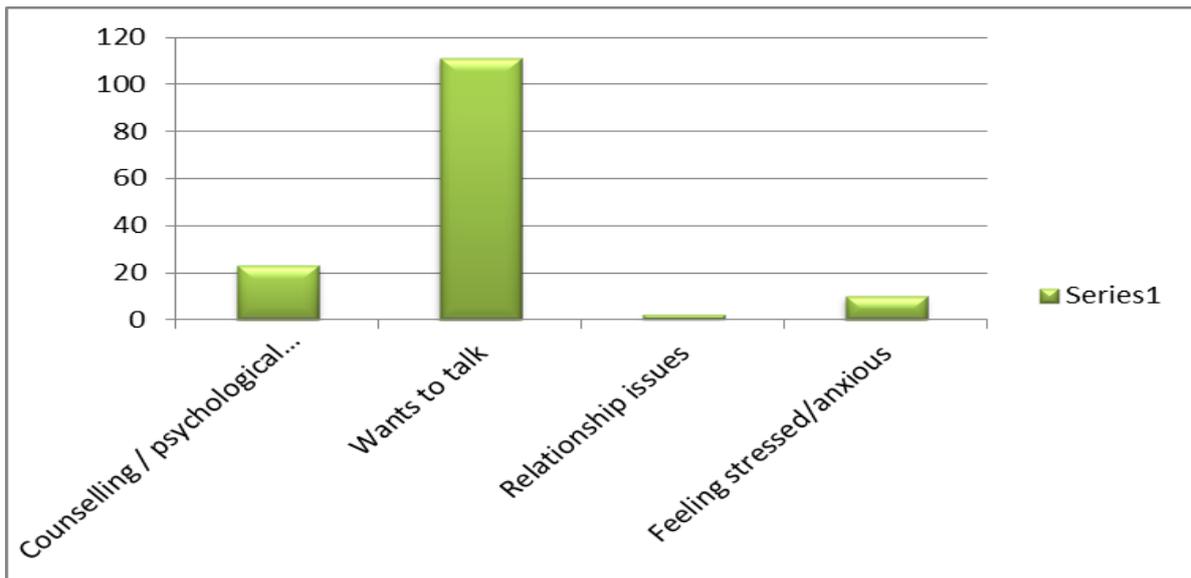
How heard about service



NB: Cancer Nurse Specialists referred 151 patients into the centre. The average time spent dealing with the CNS referrals is 30 minutes. This means the centre has on average spent 4530 minutes (75.5 hours) supporting these patients. The previous quarter showed 50 % more service users were just passing compared to Cancer Nurse Specialist.

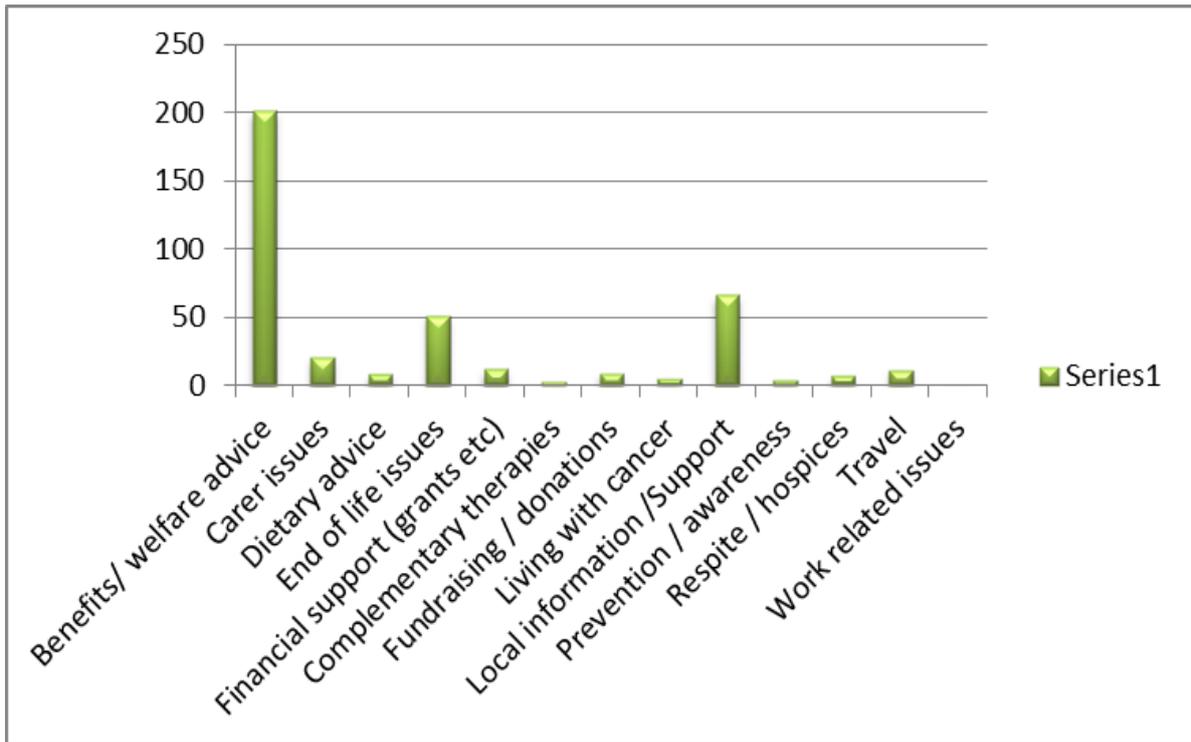
Type of support required

Emotional



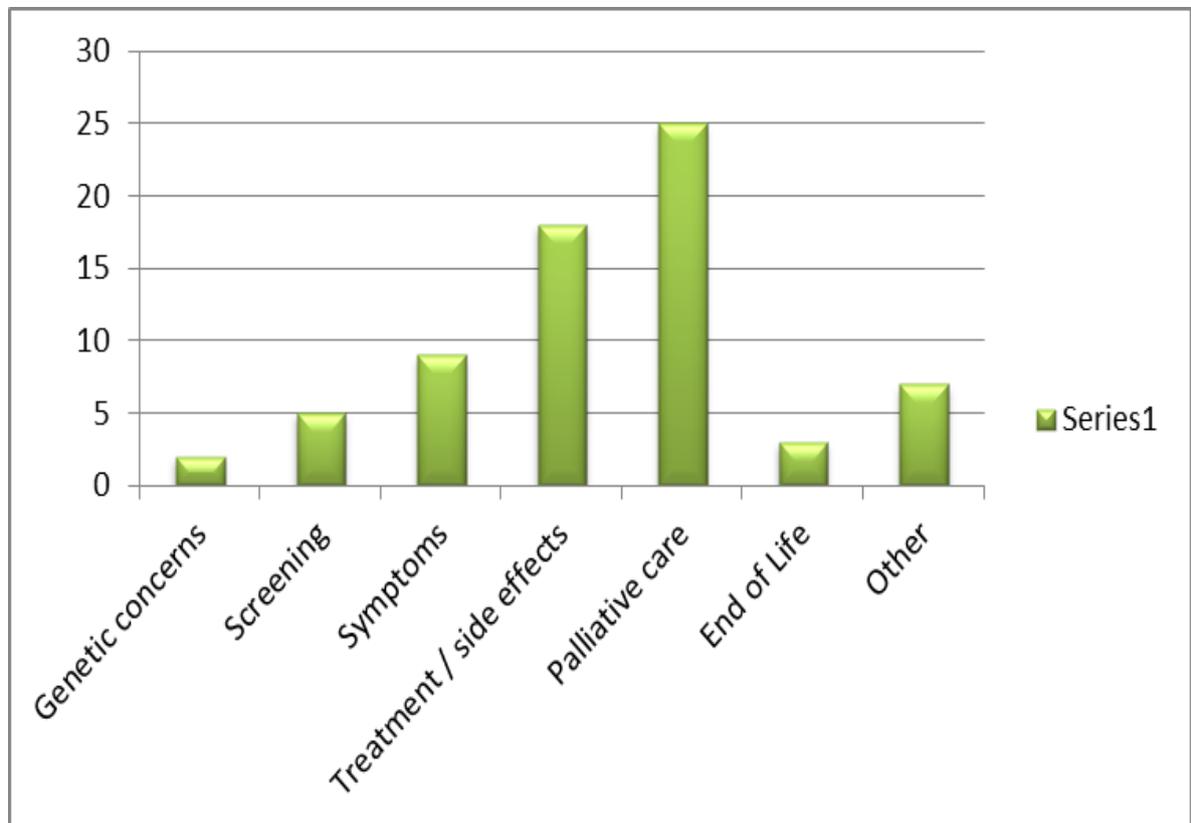
NB: service users used the centre as a place to come to talk about their issues and get support. 10 service users visiting the centre were extremely stressed and anxious about their situation.

Practical



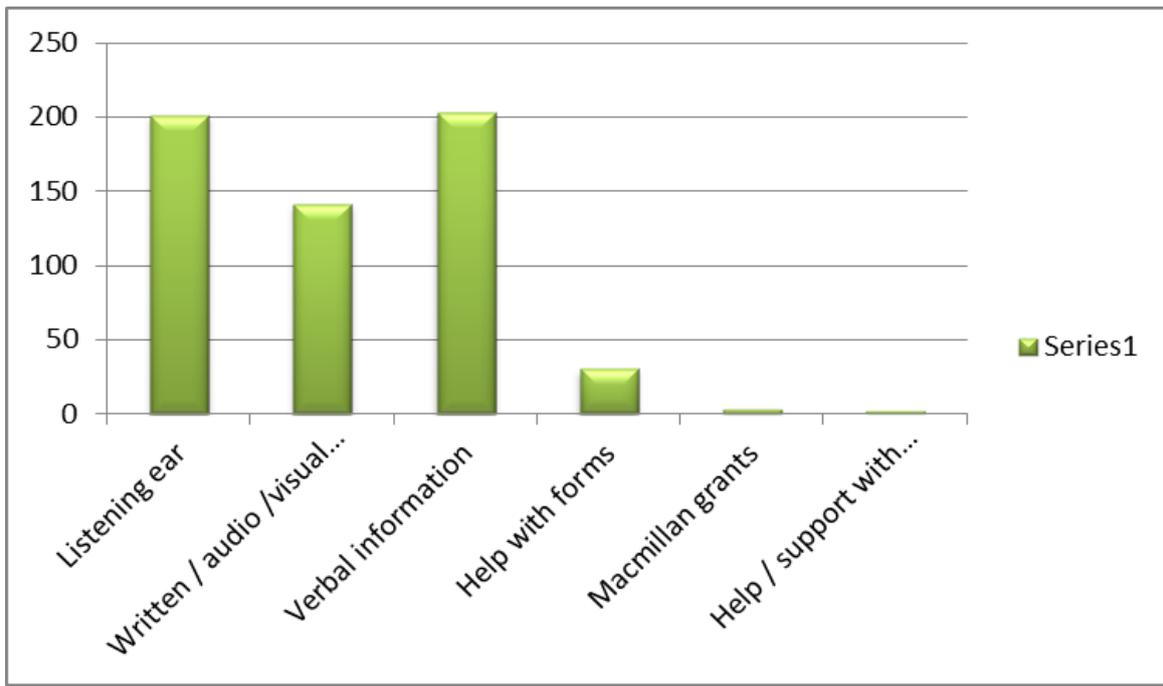
NB: 201 service users required information about benefits, 66 required local services information and 51 required practical information about End of Life. There has been a significant increase in the number of benefits advice compared to the month before.

Clinical



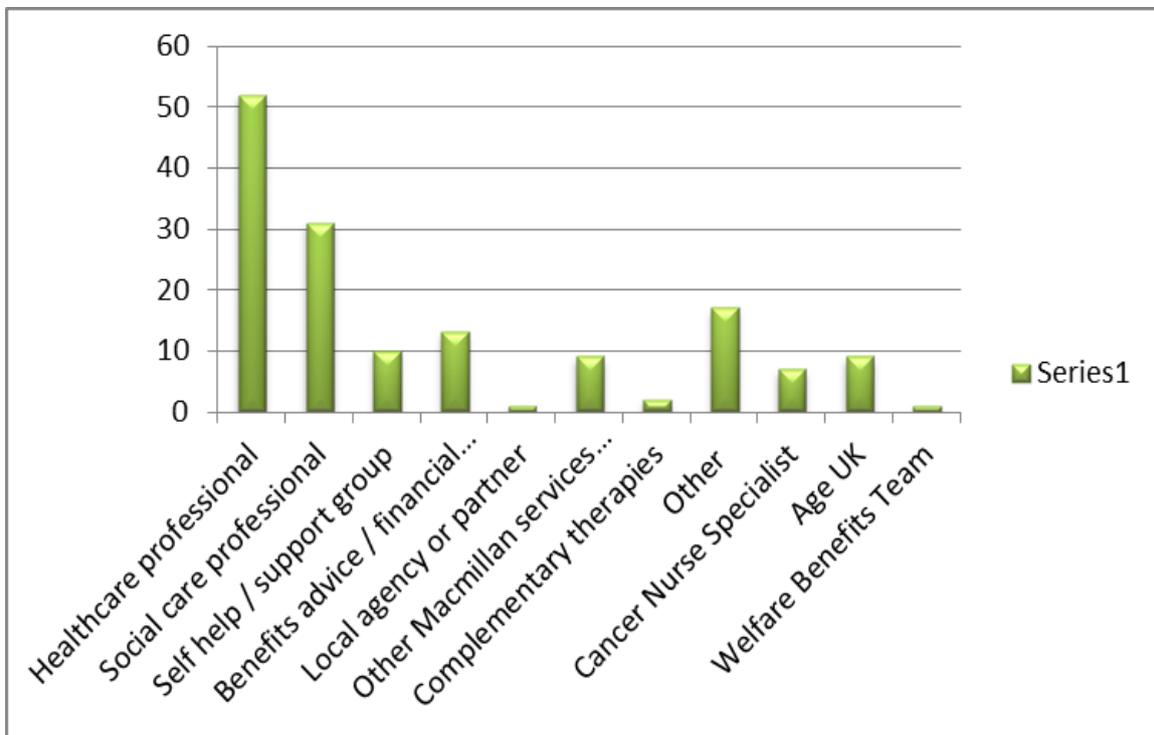
NB: Palliative care support was the most requested clinical support, for last quarter the most requested was treatment/side effects

Actions or outputs



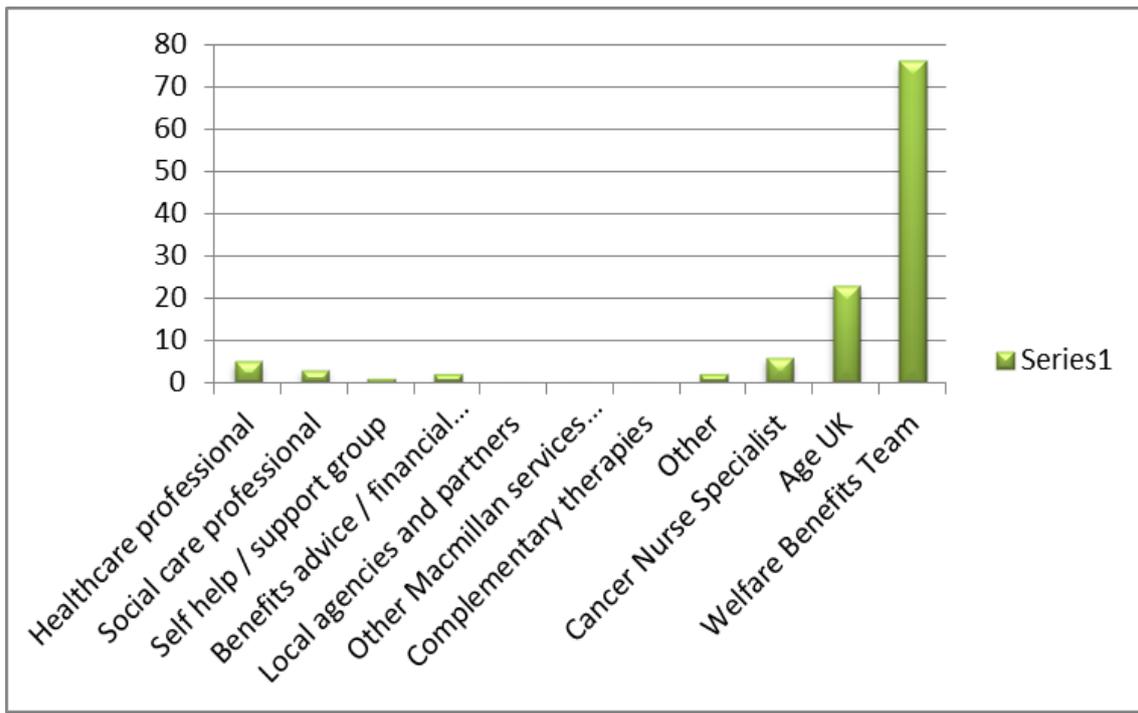
NB: 30 service users required help completing forms. This requires a minimum of 1 hour appointment so on average 30 hours were spent completing forms.

Signposts



NB: the centre provided 52 signposting back to Healthcare professionals for symptoms which ensured health wellbeing for patients. This is similar to the previous quarter.

Referrals

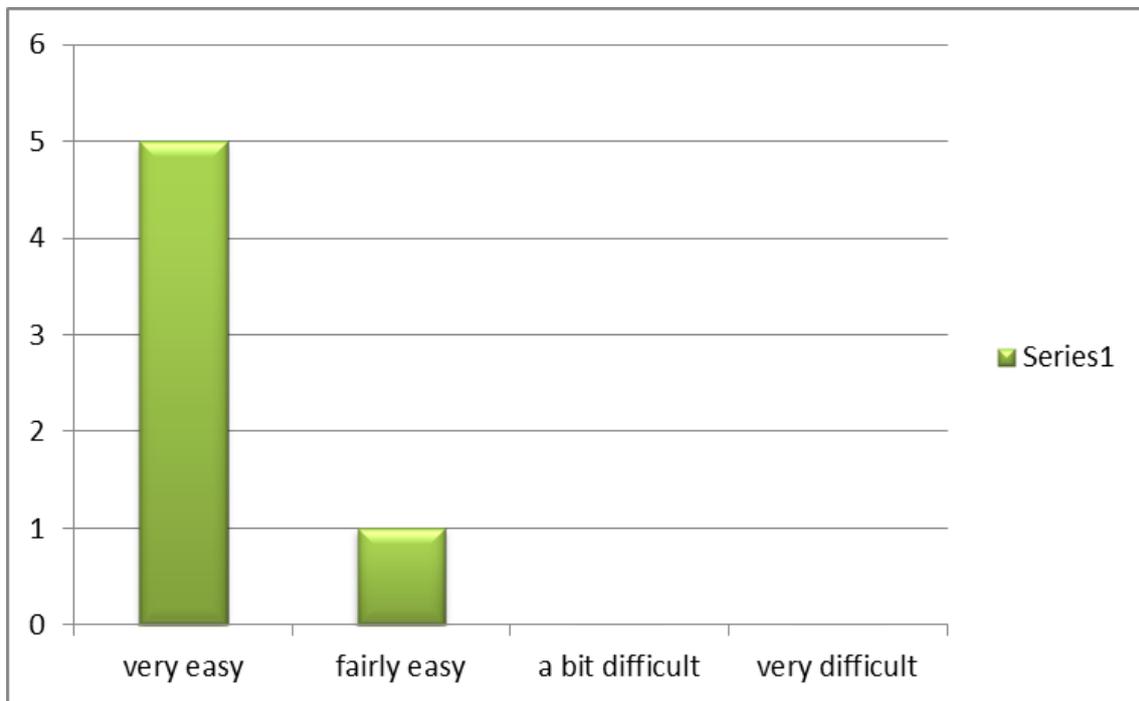


NB: 76 referrals were made to Welfare Benefits team to help complete forms. This amount added to the 30 patients who visited the centre for forms completing totals 106 patients who received help applying for benefits. The average benefit received is £82.30pw so the centre helped claim £453,637.60 in benefits for those patients for the year. There has been a significant rise in the number of referrals to Welfare benefits team compared to the previous quarter where Age UK had more.

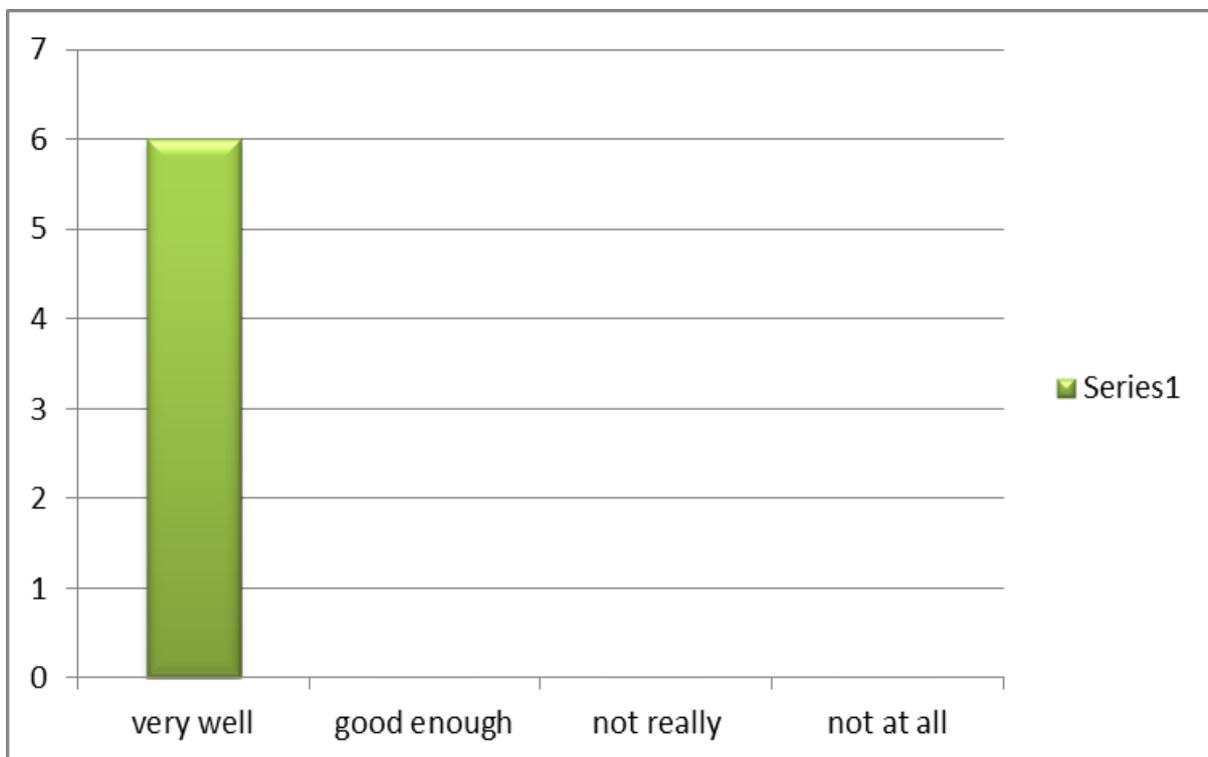
Service user satisfaction/Quality assurance

The following graphs were gathered over 1 week to provide a snap shot of satisfaction with the service.

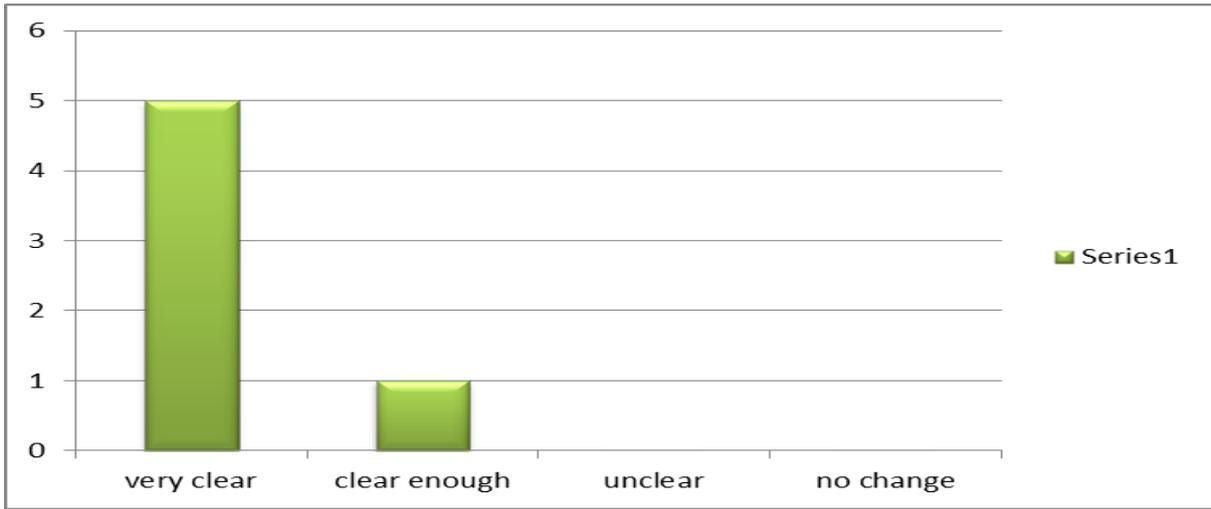
How easy was it to find out about the service?



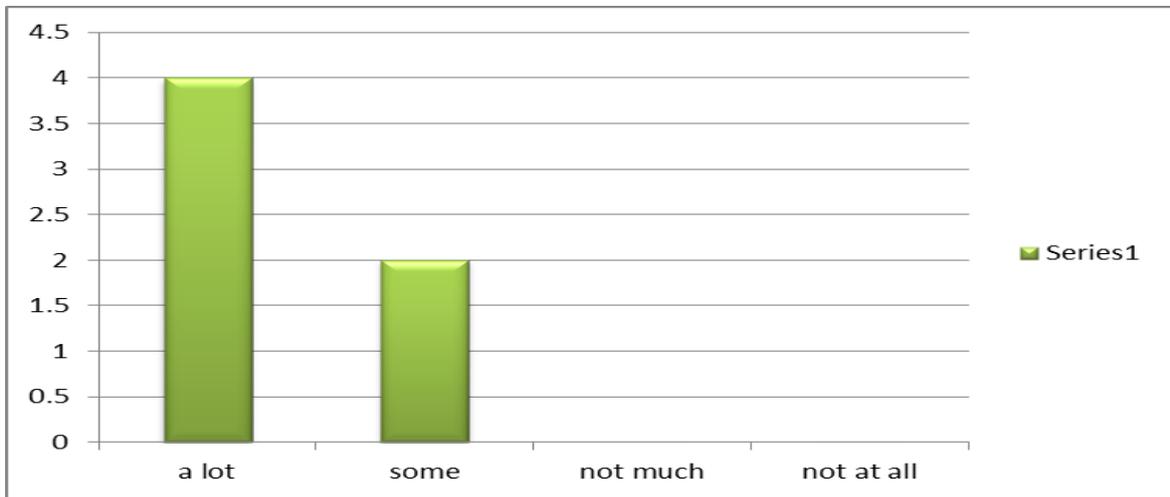
How well did the adviser understand how the health issues affect your life or the person you care for?



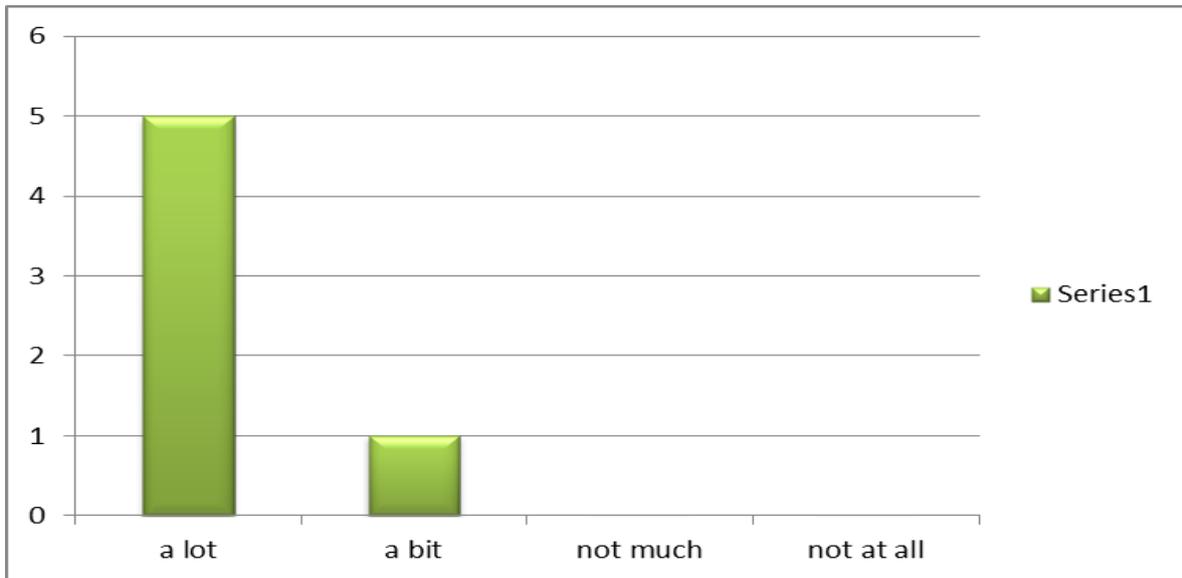
Following the advice that you received, how clear are you about what will happen next?



Do you feel more confident about being able to deal with your situation, or helping the person you care for?



Do you feel the centre helped reduce your stress/anxiety?



Overall how satisfied are you with the service that you have received?



Compliments received in writing at the centre

Just to say thanks to Kimberley Priestley for helping me to complete the attendance allowance and mobility badge forms. They came through really quickly, relieving some extra pressure. Thanks again Ken Ellams.

Superb service, thank you so much for your time.

Excellent service. The staff were extremely helpful and comforting, especially the blonde lady.

I found my 20 minute talk with Kim Priestley at Pinderfields over my Mum very helpful. She spoke through options and care with me, about how to look after her and what care there was. She also listened to my concerns over keeping the diagnosis from my Mum. I am very grateful for the support and information she gave me. She is a diamond to your organisation. Thank you.

Outreach events

Date of event	Name of event
2 nd October 2015	AGM Macmillan stand
7 th October 2015	Batley Macmillan Bus
9 th October 2015	Ossett Macmillan Bus
29 th October 2015	Middlestown Medical Centre stand
26 th October to 10 th November 2015	Poppy raffle promoted centre to 437 people who bought tickets.

Outreach for 2016

Drop in sessions are to be held every Thursday at Dewsbury hospital and every Friday at Pontefract hospital.

The centre is promoting cervical cancer month in January at the centre and displaying posters reminding people to attend their smear tests. The centre has developed a calendar of cancer awareness events for the year so it can promote and raise awareness.

Appendix 1: Macmillan Levels of Intervention Criteria

LEVEL 1

- Interaction of five minutes or less(face-to-face, telephone or email)
- Specific enquiry (likely to be single topic)
- Outcome will be answering enquiry verbally, provision of one or two items of information, or signposting
- Worker/volunteer takes no further action
- Further contact unlikely

LEVEL 2

- One to one interaction that involves discussion (face-to-face or telephone) to assess person's information needs
- Worker/volunteer provides verbal support as part of interaction to enable user to understand the information in order to be reassured, make a decision, or take action
- User requires information involving more than one topic
- Outcome will be formal referral or some other further action by the worker/volunteer following the visit
- 50% possibility of further support required at follow up stage

LEVEL 3

- One to one interaction that involves discussion (face-to-face, telephone) to assess person's information needs
- Worker/volunteer provides verbal support as part of interaction to enable user to understand the information in order to be reassured, make a decision, or take action
- User has complex or multiple issues that cross at least two information areas (e.g. cancer information and finance)
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- Outcome will involve at least one further action by the worker/volunteer other than or as well as referral
- More than 50% chance of further support required at follow up

LEVEL 4

- One to one interaction that involves discussion (face-to-face, telephone) to assess person's information needs
- Worker/volunteer provides verbal support as part of interaction to enable user to understand the information in order to be reassured, make a decision, or take action
- User has complex or multiple issues that cross at least two information areas including therapeutic or treatment decisions/actions
- Follow-up action by worker/volunteer is essential within one week
- At least one further action at follow up expected