



Macmillan Cancer Information and Support Service (MCISS)

Annual Report 2023









MACMILLAN CANCER SUPPORT



With strength

We are courageous. We are determined. We give it all we've got.

We put the needs of people living with cancer first, which takes real strength. We're not expecting any one person to be unbreakable - we all have a part to play and together we are stronger.

It's about being accountable for our actions and using our courage and determination to achieve the best possible result. This calls for everyone to speak up and sometimes make difficult decisions. We don't do what's easy. We do what will make the biggest difference.



With heart

We are genuine. We are compassionate. We see the whole you.

We have big hearts at Macmillan, but this doesn't make us soft. We want Macmillan to be a place where everyone can be their true self and feel that their voice is valued; never ignored or undermined.

We take the time to really listen and commit to an open and honest response, even when the answer isn't what the other person wants to hear. We'll always speak the truth, not with arrogance or cruelty, but with compassion and mutual respect.



With ambition

We are experts. We are innovators. We strive to be better.

We still share Douglas Macmillan's ambition to 'stand for betterness'.

We develop our knowledge and skills, learning from the diverse perspectives, ideas and experience of others. Progress relies on change and we're bold enough to try new approaches, because calculated risks can lead to great things.

Success is celebrated and if we fail, we learn from it and try again. We take pride in what we do and are committed to doing it as best we can.

MCISS Highlights of the Year

A total of 5240 MCISS interactions showing a 36% increase in contacts from 2022, with a continued increase in first time users accessing health and wellbeing information and support.





The official opening of the redeveloped Macmillan Centre at Furness General Hospital FGH and the return of face-to-face appointments and drop-in support benefiting the local population of Barrow in Furness and surrounding area.

The launch of Look Good Feel Better skincare and makeup workshops helping to support individuals managing the physical effects of their cancer treatment.





The launch of Citizen's Advice Macmillan welfare clinics hosted at the Macmillan Centre at Royal Lancaster Infirmary enabling increased access to quality support and information through collaborative partnership working.

The continuation of the HOPE course, helping support individuals to move forward following their cancer treatment and the recruitment of new MCISS volunteers inspired to support the service following HOPE attendance.



The Macmillan Cancer Information and Support Service (MCISS) at University Hospitals Morecambe Bay NHS Foundation Trust (UHMBT) has continued to build upon its strong foundations and a review of 2023, presented in this Annual Report, highlights ongoing service development and achievements to be celebrated.

With an expanded team of staff and volunteers, the opening of the redeveloped Macmillan Centre at Furness General Hospital (FGH), the launch of Look Good Feel Better (LGFB) workshops, the continued delivery of the 'HOPE' course and collaborative working initiatives, the Macmillan Information and Support Service continues with its aim to improve the quality of life for people affected by cancer across North Lancashire and South Cumbria.



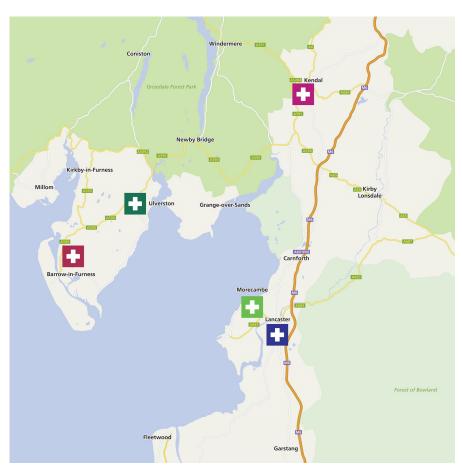




As it is increasingly likely that everyone will feel the impact of cancer in their lifetime, whether that be through facing a diagnosis themself or because a loved one or friend is affected, the service provided by MCISS has never been more needed. Throughout 2023 the dedicated MCISS team have provided supported access to information offering, emotional, financial and practical guidance to anyone affected by cancer and have worked closely with the clinical teams providing holistic and personalised care.

Serving the large geographical area and dispersed population across Morecambe Bay presents challenges but the reach of the service has increased, and 2023 saw the highest number of interactions within a 12-month period since it was developed back in 2018.

The team have shown their ability to provide compassionate care in line with the Trust's vision and values and proudly work as professionals in partnership with Macmillan, showing the principles of strength, heart and ambition within their daily work.



In 2023 the MCISS team, managed by Lorraine Jones and Sallie Robinson with invaluable support from MCISS assistant Joanne Gardner, welcomed the addition of new colleague Judith Brassington to assist the service at FGH Macmillan centre.













Working as part of the wider Patient Experience team at UHMBT the expanded team have continued to deliver an information and support service in partnership with Macmillan. The team have received leadership support from Barry Rigg, Head of Patient Experience, and benefit from the guidance and input of the Lancashire and South Cumbria Macmillan Partnership Manager, Jeremy Such and Partnership Quality Lead, John Gorman who acknowledge MCISS achievements and support onward service development.

The MCISS Steering Group has continued to meet and report quarterly and in 2023 welcomed input from a service user at the Trust who has kindly agreed to attend future meetings. The Team recognise and appreciates the importance of the patient voice being represented.

Delivering excellent care relies on achieving a positive service user experience. To measure success in attaining this, MCISS have actively sought to listen to the experience of patients, their

families, colleagues and wider service users.

MCISS have continued to work closely with
Clinical Nurse Specialists (CNS) and Cancer
Support Workers (CSW) welcoming the
invitation to participate in the CNS and CSW
forums which have taken place throughout the
year. These essential meetings allow for
networking and provide a platform to remind the
teams of the offer of support available from
MCISS to support them with their roles and the

benefits for patients. Earlier in the year MCISS provided some short-term support with completion of holistic needs assessments (HNA) and care plans for breast cancer

'MCISS team are always on hand to support our Breast Cancer patients. Especially brilliant with all things financial and benefit advice.

They are invaluable support, and I would be lost without them in my role as a Cancer Support Worker.' Breast CSW

'I would just like to pass on my gratitude to the Macmillan team for the support I receive as a cancer support worker. I am fairly new in post so sometimes I am unsure as to where to direct people. Macmillan are always there to give me advice and support. They have an abundance of booklets which I give out to patients too. We would be lost without this team and the service they provide.' Haematology CSW

The Macmillan team always acknowledge me with any questions or referrals within 1 day.

Nothing is ever to much trouble for this amazing friendly team. When I first started the Macmillan team helped me personally settle into the HNA role.' Lung CSW

'Thank you very much for your time and guidance re HNA's. I really appreciate it.' Breast CNS

patients who were referred at the point of diagnosis. Lorraine Jones and Sallie Robinson have continued to meet with CNS's and CSW's from various tumour groups to offer guidance with HNA completion and support clinical supervision. Feedback from the clinical teams regarding MCISS has been favourable and gratefully received.

Engagement with the teams and the embedded nature of the MCISS service at UHMBT is something that the team have worked hard to establish. MCISS feel fortunate to have good working relationships with the cancer teams and appreciate the reciprocal support. The teams recognise the value in getting MCISS involved at the earliest opportunity with many more referrals being received at the point of diagnosis. The Trust's Macmillan Lead Cancer Nurse Fiona Macdonald and Macmillan Personalised Care in Cancer Project Manager Helen Miller continue to champion the work of MCISS, and their input and support has undoubtedly helped to see a continued increase each quarter in referrals from across the clinical teams.



2023	January – March 2023	April – June 2023	July – September 2023	October - December 2023
Total number of contacts with the Service	1132	1279	1339	1488
Number of CNS Referrals	377	401	410	501

MCISS have shown a continued commitment to working collaboratively and 2023 saw increased partnership working with Macmillan Citizens Advice. Whilst Citizens Advice has always linked closely with MCISS at UHMBT accepting direct referrals from the team, the high number of referrals from MCISS supported their business case for a Macmillan Welfare Advisor for North Lancashire leading to the appointment of Phil McGrath. Phil has held regular face to face finance clinics with booked appointments from MCISS referrals at the Royal Lancaster Infirmary RLI Macmillan Centre as well as having availability to capture footfall. MCISS had the pleasure of being invited to the official launch of the Citizens Advice Macmillan Project.

The collaboration with MCISS has proved beneficial and has been warmly welcomed by those accessing the service, enabling patients with a cancer diagnosis and their families to ensure they are receiving the support they are entitled to.





Quarterly feedback obtained throughout 2023 from service users has been helpful in gauging their experience. The good survey response rate which at its highest was 32.5%, has allowed for helpful analysis of what the service does well and areas for development.



The success in sending out the survey as a direct link to the service user's mobile rather than as a QR code request on paper documentation has shown that people are willing to feedback if it is made more accessible for them to do so.

Future surveys will consider altering questions for any specific feedback needed to ensure that service continues to question how things are done, check needs are being met and seeking further clarity on where improvements can be made. The team are proud of their achievements with the feedback received and are encouraged in knowing they are getting things right, whilst having an appreciation that there is always a need to keep reflecting and responding.

A memorable piece of feedback provided to the MCISS team from a Macmillan Cancer Support North West Relationship Fundraising Manager is highlighted below.

"I just wanted to share a lovely story with you to make you feel all warm and fluffy on a cold dark Tuesday afternoon. One of my monthly jobs is to ring people who have pledged to leave a gift in their will to Macmillan and to thank them for doing something so generous. I just spoke to a lovely lady in Lancaster and she said that her reason for leaving a gift was that she has seen the amazing work that Macmillan does and she mentioned your team in particular. The difference you make and the influence you have is so much bigger than you'll ever know \square Thank you for everything you do." MCISS feedback received October 2023.

Making people aware of the support available to people affected by cancer and increasing the visibility of the MCISS service has remained a priority. A pop-up event hosted jointly by MCISS and Cancer Services comprising of an information stand in the canteen corridor at RLI enabled some useful networking with staff and the public. Capturing the lunchtime footfall, Lorraine Jones, Sallie Robinson, Fiona Macdonald and Helen Miller raised awareness of the magnificent work going on within cancer at UHMBT and have plans to replicate at WGH and FGH. The team distributed literature and flyers with useful links to further information available on the Trust website including the updated MCISS web page and video and Cancer Services web pages. The event also provided an opportunity to promote the Cancer Health and Wellbeing Event that is being collaboratively planned.



Whilst 2023 presented numerous MCISS achievements, the official opening of the redeveloped Macmillan Information Centre at Furness General Hospital FGH was a real highlight, attended by UHMBT staff, members of the Macmillan Partnership team, Trust volunteers, service users and fundraisers.

The Centre, a generous joint venture between The Bay Hospitals Charity and Macmillan, was opened by a service user with a traditional ribbon cutting procedure and attendees were welcomed into the Centre to see the beautiful environment, incorporating a quiet room and office space with the attractive feature wall and a welcoming information room.





MACMILLAN CANCER SUPPORT









In the role of MCISS Assistant, Judith Brassington has been based at the Macmillan Centre at FGH supported by an increased team of dedicated MCISS volunteers. This has enabled the provision of face-to-face appointments and drop in all within an environment where people can talk in confidence, access a wealth of literature, resources and support. Judith has helped promote the Service by representing MCISS at the Trust Annual Members Meeting and has met with members of a local breast cancer support group in Barrow in Furness to promote HOPE and Look Good Feel Better as well as welcoming inspirational fundraisers to the Centre enabling their introduction to the work of the Macmillan Information and Support Service.

Similarly great work and a welcoming environment with comprehensive access to information in a range of different formats and languages including 'easy read' continues at the RLI Macmillan Centre in Lancaster, located at the entrance to Medical Unit 1. The team have continued to work with a range of communication methods including face to face, telephone, video call and email, facilitating preference and doing whatever it takes to help support service users. Earlier in the year the front door to the Centre was given a refresh and painted a distinctive Macmillan green which has helped increase visibility and raise awareness of the Service as people enter the hospital.

The long-awaited return of oncology to Lancaster and the opening of the new Oncology and Haematology unit has been welcomed and it is envisaged that many more people will pass the Macmillan Centre and call in, benefiting from the free information and support the MCISS team provide.











Opportunities for continuous professional development have been embraced throughout the year and MCISS team members have been supported to attend relevant training events and courses through the regional Cancer Alliance to help them upskill and assist them in their roles.

The team have continued to meet with the MCISS Community of Practice from across the North West, keeping up to date and sharing service ideas to promote best practice.

A highlight of the year for Sallie Robinson and Judith Brassington was their attendance at the Macmillan Professionals Conference in Glasgow, where they had the opportunity to network with over 500 delegates from across the UK, attending seminars and gaining knowledge and insight to support service development.

The Macmillan Professionals Excellence Awards were inspirational and showcased the amazing work that is going on to help improve the lives of the 3 million people living with cancer in the UK currently, which is predicted to rise to 4 million people by 2030.





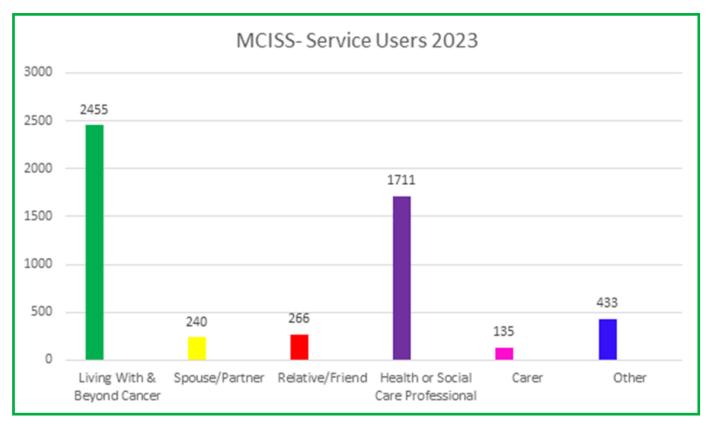


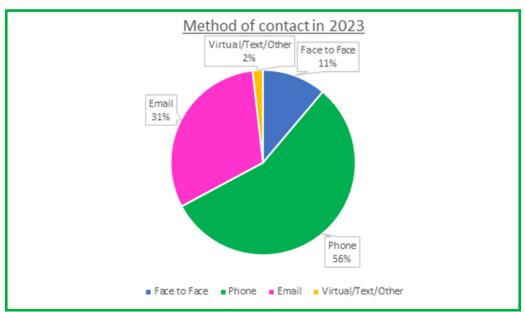
Over the course of the year the dedicated MCISS team at UHMBT have helped and supported many people across Morecambe Bay and beyond. The team have been enabled to achieve this with the dedicated assistance of established as well as newly recruited volunteers who always show kindness, compassion and care in their interactions. Volunteers will continue to form a key component of service delivery and their hard work and commitment is so appreciated.

Collectively our MCISS volunteers have generously given over 500 hours of their time in 2023 to help the Service.

They have been instrumental in helping support the increase in face-to-face contacts at the Macmillan centres at the RLI and at FGH.

There has been a 36% increase in overall MCISS contacts from 2022 and the Service continues to expand its scope with a 34% increase in first time users in 2023.





The team are passionate about making a difference, ensuring equity in access to quality information and support and are motivated to ensure the best experience for service users. Delivery of the HOPE (Helping to



Overcome Problems Effectively) course has continued to bring benefits for attendees and is something that Lorraine Jones and Joanne Gardner have worked hard to facilitate and secure accreditation.

They have run the HOPE course in Ulverston and Barrow in 2023 and more recently in Lancaster. Both male and female participants have benefited from the six-week self-management programme where they have been supported to utilise strategies to rediscover strengths and become more motivated to move forward following on from their cancer treatment.

Potential recruits for the HOPE course have been identified post treatment through supported self-management education workshops with the intention for HOPE to run three times a year across North Lancashire and South Cumbria with 12 participants per course, totalling 36

attendees over a year.

The numbers recruited to HOPE in 2023 have unfortunately been much lower than the target which is disappointing given the time invested in planning and facilitating the courses.

However, it is important to acknowledge that for those who have attended the course it has been very impactful, significant and indeed life changing and as such can be heralded a success to be celebrated and applauded.

Quotes received from participants show the impact of HOPE and highlights a need for its continuation.













Fatique management

management

Identify personal strengths











diaries

setbacks

Challenging unhelpful beliefs

Healthy eating

Physical activity

"I have enjoyed the support of working in a group environment and being able to share and listen to similar experiences. This has given me the confidence by making me feel less isolated and more hopeful about the future.

I have more energy and incentive to get out of bed and go for walks or complete goals that I set for myself. Having more confidence to meet people in public and being punctual are skills that I have gained through attending this course.

The course also includes sessions on healthy eating and coping with body image which are both essential for improving post cancer recovery confidence levels".

> "Discussing problems that we all have. Brilliant! Getting my experience off my chest and finding out not on my own. Talking helps. Putting your mind at rest. Putting things in the right place in your mind. Never before have I discussed my health and feelings. Getting good advice and guidance is priceless.'

Whilst the format and delivery of the HOPE course is under review nationally and any changes will be implemented locally as per course requirements, the Team remain acutely aware that they need to work further to promote HOPE and ensure sufficient recruitment to support its future viability.



A significant achievement in 2023 was the long-anticipated launch of Look Good Feel Better (LGFB) skincare and makeup workshops, supporting people to address the changes with appearance that often come with treatment, which had been previously paused from roll out due to the Coronavirus pandemic.

MCISS Assistant Joanne Gardner has led on this project since the start and has worked hard to make this a reality. To date, two LGFB workshops have taken place in Barrow with plans for future delivery in other locations dependant on demand. Working closely with the LGFB charity, MCISS has helped facilitate a hybrid approach where a beautician arranged by LGFB leads a beauty and skincare workshop online whilst MCISS hosts and supports a gathered group of participants who are undergoing or have recently undergone cancer treatment.

Attendees are helped and supported to manage the side effects of treatment and are provided with a bag of cosmetics and makeup to assist them in 'looking good' 'feeling better' with a focus on improved confidence and self-esteem.

Feedback from participants has been incredibly positive highlighting how the sessions have allowed them to regain a sense of identity, shifting the focus away from the challenges of their clinical treatment.





"Very informative and now feel much better being bald and applying makeup. Excellent service from Macmillan ladies and LGFB virtual lady. Thank You!" LGFB Workshop Participant.

As a Trust based service the small MCISS team have made a big impact in 2023 and want to continue to widen their outreach and connections whilst acknowledging their capacity and limitations. Faced with the challenging health care climate and with infinite demand on finite resources the team will continue to build upon their achievements and successes in order to meet the increasing numbers of people accessing support from the Service.

MCISS want to continue to provide an accessible service, championing the personalised care agenda and offering support to anyone affected by cancer across North Lancashire and South Cumbria.

MCISS appreciate that everyone's experience of cancer is different and recognise the need to strive and offer wide ranging support and listen to feedback.

Looking forward to the future MCISS will utilise the Macmillan Partnership Quality Tool and examine ways to build resilience to further develop and secure the future of this essential service.











NHS Foundation Trust

Our Purpose

Our purpose is to deliver compassionate care and the best possible results for the people of Morecambe Bay.

Our Vision

66 99

Creating a great place to be cared for and a great place to work

Our Values

ompassionate

Respectful and



Open, honest and transparent



We will:

- Be kind and caring to each other; our patients and families and our partners
- Consider the feelings of others
- · Work together to deliver safe care and a safe working environment
- Be proud of the role we do and how this contributes to patient

www.uhmb.nhs.uk

We wil:

- Show respect to and for everyone
- Act professionally at all times
- Communicate effectively - listen to others and seek darity when needed
- · Value each other and the contribution of everyone

We will:

- Go beyond traditional boundaries; being positively receptive to change and improvement
- Work with colleagues and system partners to improve services for our patients, families and carers
- Support each other to listen, learn and develop
- · Collaborate with and empower each other

We will:

- · Seek out feedback and act on it
- Take personal responsibility and accountability for our own actions
- · Not be afraid to be challenged
- Ensure consistency and fairness in our approach

@UHMBT (1)









University Hospitals of Morecambe Bay NHS Foundation Trust

Westmorland General Hospital Burton Road, Kendal, LA9 7RG

Telephone: 01539 716 698

Email: TrustHQ@mbht.nhs.uk

Twitter: twitter.com/UHMBT

Facebook: Facebook.com/UHMBT

Website: www.uhmb.nhs.uk

Please do not hesitate to contact us should you require this document in an alternative format.

The information in this report is correct to the best of our knowledge as of March 2024.

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