



Macmillan Services in Glasgow Awareness Day

10:00 - 10:10	Welcome and introductions
10:10 – 10:25	Macmillan Cancer Information & Support (Macmillan @ Glasgow Libraries & Macmillan Information & Support Centre at the Beatson)
10:25 – 10:40	Improving the Cancer Journey / Macmillan Long Term Conditions
10:40 – 10:55	Move More
10:55 – 11:10	Macmillan Direct Services
11:10 – 11:25	Comfort Break
11:25 – 11:40	Macmillan Support Line Services
11:40 – 11:55	Macmillan Pharmacy Palliative Care Network
11:55 – 12:30	Macmillan Services in Glasgow Marketplace

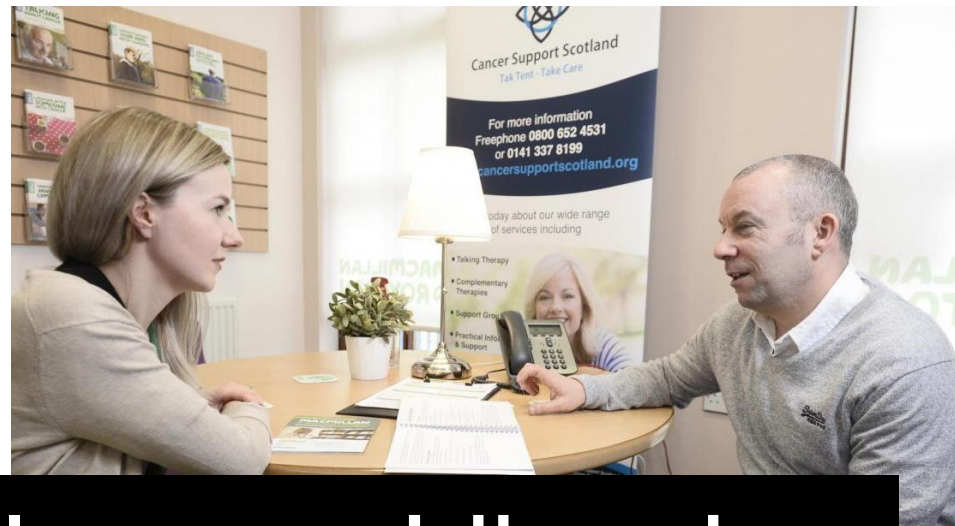
Join the conversation



Mitchell Library WiFi



#MacmillanInGlasgow

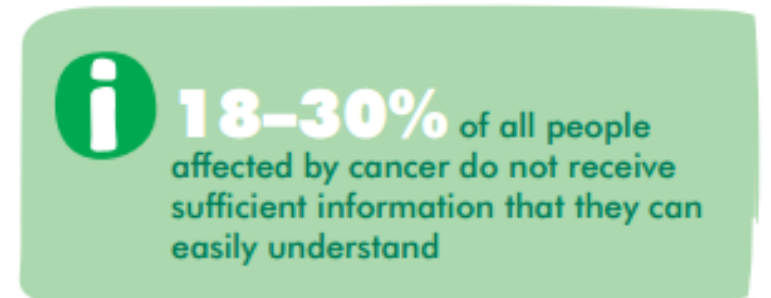
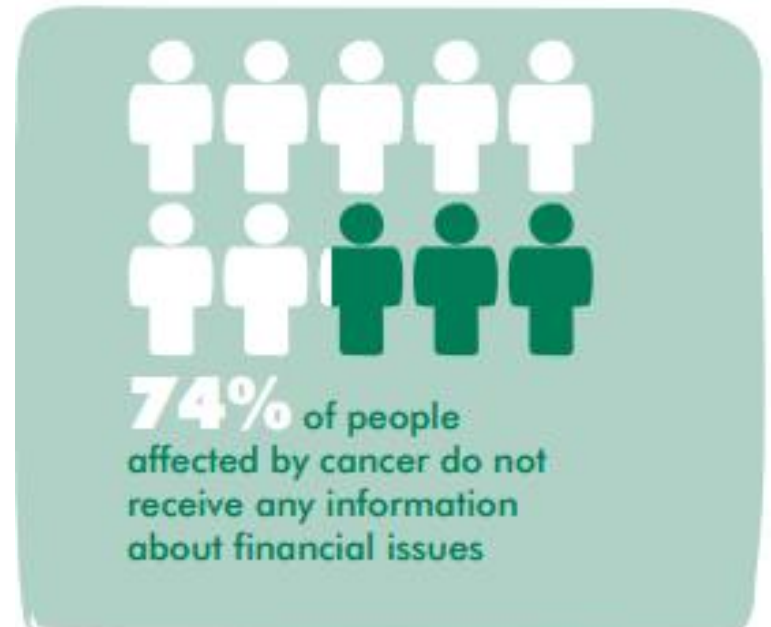


Macmillan @ Glasgow Libraries



The Need for Health Information

- 1 in 3 patients not given written information about the type of cancer they had.
- 1 in 5 patients who wanted it received no information regarding self help or support groups
- 1 in 4 patients who wanted it received no information regarding the impact of cancer on their day to day activities



Our Service Model

Tier 1

- Information Point (x17)
- Information Display (x23)

Tier 2

- Satellite drop in service (x11)
- Volunteer led drop in service
- Counselling (x3)

Tier 3

- Custom built Hubs (x5)
- Volunteer led drop in service
- Complementary Therapies & Counselling

Outreach

- Targeted community based approach
- Volunteer led in Health Centres and Hospitals as well as other targeted venues



Volunteer Programme

- **100 Macmillan Cancer Information and Support Volunteers**

- Accredited core training followed by ongoing support and regular learning and development opportunities

- **13 Lead Volunteers**

- This role is to provide an additional level of support to the volunteers within the services, facilitating inductions and mentoring new volunteers.

- **Macmillan Cancer Awareness Facilitator**

- We have recruited a volunteer with the relevant clinical and training experience/qualifications to deliver Cancer Awareness sessions to new volunteers.



Our Service Offer



Our Reach

More than half of those attending said one of their main reasons to visit was to have someone to talk to.

Someone to talk to



28% wanted information on what other services were available.

1,690 onward referrals since we introduced a formal process in 2014 including:

- 372 to Improving the Cancer Journey for HNAs
- 498 to local Macmillan funded benefits services

Since programme inception:

- There have been over 13,000 attendances.
- 1,300 complementary therapy sessions and over 2,000 counselling sessions in partnership with Cancer Support Scotland.



Cancer Support Scotland

Service User Feedback

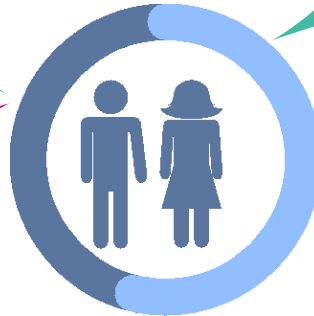
“Thank you so much for the extraordinary work that you do, I wouldn’t have been able to go on without the service”

*“Everything worked like **clockwork**, it may sound like a cliché but it really did make me feel like I wasn’t on my tod”*

*“The volunteers are amazing and started talking to me **as if they had known me forever**, it was **easy**.”*

*“The atmosphere in the library is **relaxed** and **friendly** as well as being **professional**; for me it was a **lifeline**”*

*“It is **easier to access** – less travel time and costs, friendly and smaller, feels homely”*



**WE ARE
MACMILLAN.
CANCER SUPPORT**

THE beatson
WEST OF SCOTLAND CANCER CENTRE

Macmillan Information & Support Centre

Beatson West of Scotland Cancer Centre

Tricia Tierney

Macmillan Information & Support Centre Manager

April 2018

Information & Support within the Beatson



2007 - Beatson WoS Cancer Centre opened with own Information & Support Service

Manager & NHS Volunteers

Over 27,000 contacts since opening

2018 - Beatson entrance refurbished with purpose built Macmillan Information & Support Centre included in designs

Manager & NHS Volunteers

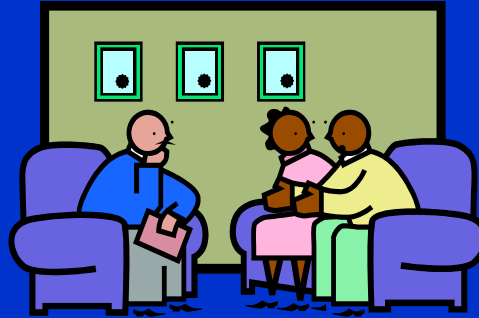
+

new partnership between NHS GG&C, Macmillan Cancer Support & Glasgow Life to provide additional Volunteers

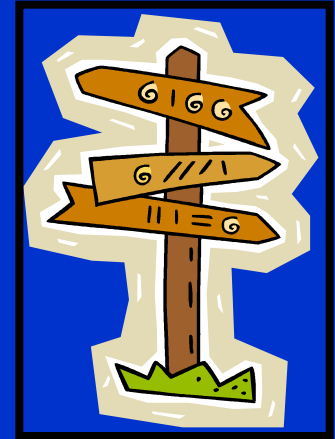
What We Offer



Information



Emotional Support



Signpost / Refer
to Services -
Local & National

Aids to Daily Living



Drop In Service

Monday - Friday

8.15am - 4.15pm

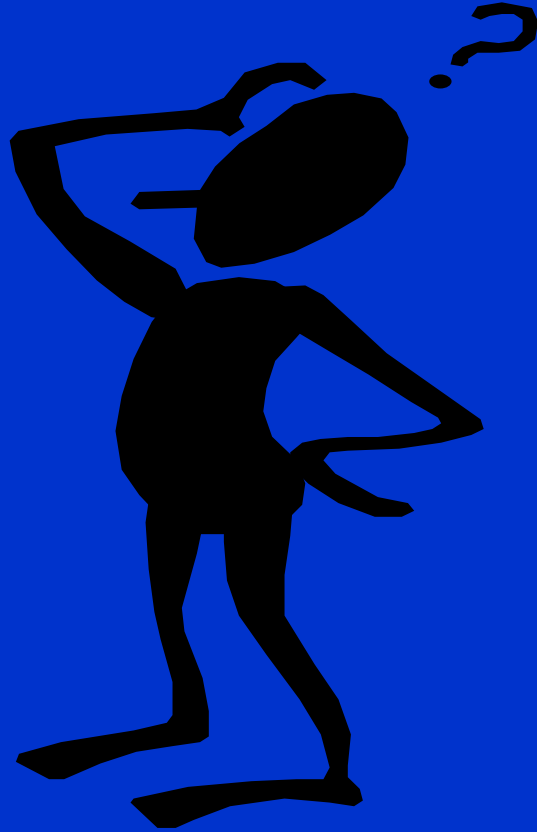
Beatson Services Available

- ❖ **Macmillan Information & Support Centre** 0141 301 7390
 - 2 x Benefits Teams - West Dunbartonshire / Glasgow City Council - 0141 301 7374
 - 1 x ICJ Holistic Needs Assessor - Improving Cancer Journey - 0141 287 7077
- ❖ **Information & Support Radiographer** - 0141 301 7427
- ❖ **Radiotherapy Advice Line** - 0141 301 7432 for non urgent calls
- ❖ **Cancer Treatment Helpline** - Beatson 0141 301 7990 8am - 8pm
National 0800 917 7711 8pm - 8am
(for patients within 6 weeks of treatment with urgent or severe symptoms)
- ❖ **CLIC Sargent Young Persons Social Worker** - 0141 301 7680

Beatson Services cont'd

- ❖ Healthcare Chaplaincy - 0141 211 3026
- ❖ Macmillan Information & Support Radiographer & Counsellor - 0141 301 7423
- ❖ Clinical Psychology Team - 0141 301 7377 / 7378
- ❖ Teenage Cancer Trust - x 2 Clinical Nurse Specialists
0141 301 7586 / 7616
- ❖ Specialist Health & Work Service - 0141 212 0505 } funded & supported by
Well Being Centre on 4th Floor - 0141 301 7667 } Beatson Cancer Charity

Any Questions?





TOGETHER WE'RE
IMPROVING YOUR
CANCER JOURNEY

Improving the Cancer Journey/Long Term Conditions

Kirsty Whiteside

20th April 2018

WE ARE
MACMILLAN.
CANCER SUPPORT

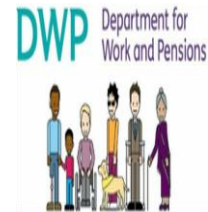


Glasgowlife™



What Is LTC?

'IT'S ABOUT
HELPING PEOPLE
TO LIVE
THEIR LIVES.'



What Is ICJ?



START. RECEIVES
CANCER DIAGNOSIS
ICJ INFORMED BY ISD

Needs Identified

Top concerns were about money, fatigue or getting about, but in all over 13,000 individual needs have been raised and addressed. Average level of concern is 7.15/10 at this stage

2



FINISH. DISCHARGED
FROM ICJ, NOW
KNOWING THEY CAN
RETURN ANY TIME.

Referred or signposted

Referred for help according to need. Majority of referrals were to Glasgow Council, Macmillan, Glasgow Life and NHS. Substantial proportion self manage at this stage. Average level of concern is now 3.85/10

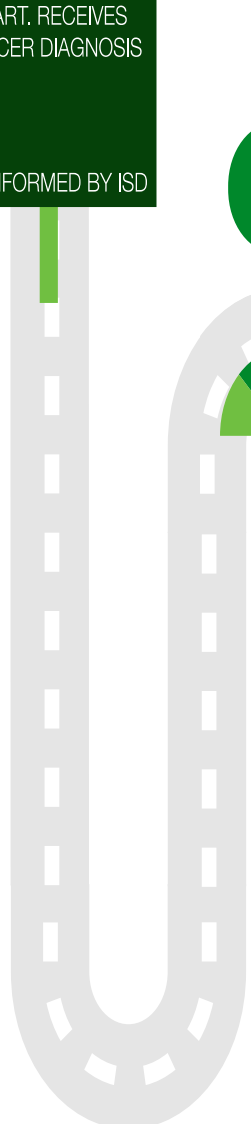
3



Receives letter from ICJ

Accepts offer of Holistic needs Assessment. Arranges to see ICJ worker at mutually agreeable venue. Usually patient home.

1





- ISD
- NHS
- Glasgow Life

- Social Work
- GP's
- Word of Mouth





TOGETHER WE'RE
IMPROVING YOUR
CANCER JOURNEY

ICJ Impact

- 4,030 referrals received
- 16,573 concerns identified using the HNA tool.
- £6.1 Million in financial gains

LTC Impact

- 24,256 Referrals Received
- £61 Million in financial gains

Housing Impact

- 325 Referrals received
 - 11 Homeless at point of referral
 - 29 Under Threat of Homelessness
 - 285 help to either stay in their home with reasonable adjustments or moved to more suitable accommodation

Nobody has lost their home since our Housing



TOGETHER WE'RE
IMPROVING YOUR
CANCER JOURNEY

ICJ/LTC Case





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CANCER JOURNEY

Referral Process



www.glasgow.gov.uk/longtermconditions

www.glasgow.gov.uk/improvingthecancerjourney



0141 287 7077



LTCandmacmillanService@Glasgow.gov.uk

ICJ@Glasgow.gov.uk



TOGETHER WE'RE
IMPROVING YOUR
CANCER JOURNEY

*Thank you.
Questions*

**WE ARE
MACMILLAN.
CANCER SUPPORT**

NHS
Greater Glasgow
and Clyde

 **beatson
cancer
charity**
DETERMINED TO BEAT CANCER



 **Wheatley
Group**


Glasgowlife™

cordia
INSPIRED TO SERVE

Move More Glasgow Offer



Diane Cunningham
Senior Sports Development Officer
Glasgow Sport

Background

2009 - Started as Active After Breast Cancer (ABC)

2012 - Secured funding from Macmillan and launched as Can Move, opening up to all cancer types.

2014 - Move More launched in Glasgow, extending activity offer to include walking, gardening and chi gung (gentle movement)

2017 – Move More embedded within Glasgow Sport mainstream physical activity offer to ensure long term sustainability.

Why be physically active?

“Keeping active throughout the cancer journey can preserve or improve physical function and psychological wellbeing, reducing the negative impact of some cancer related side-effects.

Regular physical activity also has a potential role in reducing risk of cancer recurrence and increasing survival.”

The importance of physical activity for people living with cancer – a concise evidence review. Macmillan Cancer Support

Shorter term benefits

- Reduced fatigue
- Fitness improved
- Muscular strength increased
- Improved weight management
- Quality of life improved
- Improved bone health
- Reduced need for healthcare

Activity Recommendations

- Its safe to exercise
 - Avoid being sedentary
 - Follow activity guidelines for general population:
 - **150 mins** of **moderate** aerobic PA per week and strength exercises on **2** or more days*
 - **OR**
 - **75 mins** of **vigorous** PA per week and strength exercises on 2 or more days*
- *Older adults aged 65 + should also work on balance

Physical activity offer

Vitality

- Group exercise & circuit classes (LTC's)
- 4 levels of class for varying abilities
- 56 sessions citywide led by level 4 cancer rehab trained instructors
- <https://youtu.be/IKOzCx3csTs>

Health walks

- Sociable, free & up to one hour long
- Delivered in local parks and communities
- Led by qualified walk leader volunteers
- 43 walks per week
- 2 walks are “Macmillan Friendly”

<https://youtu.be/hdgrUy0rYV4>

Revitalise

- Easy exercise for older adults
- Delivered in community & church halls
- Average age 70
- 25 classes per week
- 17 classes delivered by level 4 cancer rehab trained instructors
- All “Macmillan Friendly” by May 2018

Behaviour Change Support

Live Active exercise referral scheme

- 12 month 1:1 support from behaviour change specialist
- Consultations at 2 weeks, months 1, 3, 6 & 12
- Goal setting, physical activity prescribing, lifestyle behaviours (diet, smoking, alcohol)
- Free Glasgow Club membership 4 weeks **OR**
12 free Vitality sessions
- 8 FTE advisors working across 12 sites
- https://youtu.be/DFgDrul_IX4

Referring & Signposting

Clinical referral route

- Directly to Live Active Exercise referral scheme
- Complete paper Live Active referral form or refer via SCI Gateway
- Live Active advisors will then arrange first appointment and chat through best activity options
- Participant will be supported for 12 months

Non – clinical signposting route:

- Contact Glasgow Sport on **287 9882** or vitality@glasgowlife.org.uk with contact details of participant (if you have permission to share)

OR

- Provide contact details to participant directly
- Vitality team will contact participant to advise of options

QUESTIONS ? ?

**MACMILLAN
CANCER SUPPORT**

**VOLUNTEER
SERVICES
SCOTLAND
2018**



Avery Maynard
Volunteer Services Manager
April 2018

YEAR OF CHANGE

2018

- Evaluating current projects and services
- Improving the volunteer & service user Experience
- Building on success



EVALUATION

Service-user experience:

- ensure needs are met
- quality/duration

Volunteer experience:

- development opportunities
- inclusive and diverse

Service sustainability:

- ensure long-term sustainability
- volunteer led

Outcomes:

- Service gaps/ meet times of need?
- evidence supports recommendations





Practical & Emotional Support Volunteer Service

1:2:1, non-clinical volunteer support for individuals affected by cancer

Typically 12 week service, with an option to extend support length based on a needs reassessment with the client

Includes:

In-person or telephone befriending and companionship

Travel assistance to appointments

REVOLVE BOUTIQUES



Revolve is a social enterprise supported by the Lightburn Elderly Association Project
Reduce emissions & landfill waste created by textiles via upcycling
Engage & share the skills/knowledge of older persons with the community
Our partnership with Revolve supports a clothing swap scheme
Provide referred client with new/upcycled clothing at private “wardrobe makeover” appointment
They will be provided with a stylish set of clothing free of charge

3 locations: Cambuslang, Rutherglen, Hamilton

LOOK GOOD FEEL FABULOUS



Partnership with

**Kaoss Salon-Paisley
Pam & Co- Irvine**

- The salon team volunteers are passionate about helping those affected by cancer
- Highly trained professionals, specialise in wig cutting and care
- Provide clients with a Look Good, Feel Fabulous Service- client is provided a wig and care kit free of charge
- The salons have a stock available for a client to choose from
- Orders can be placed if stock is unavailable
- Referrals are made by contacting the salons directly



INFORMATION & SUPPORT SERVICE

Volunteers provide emotional support, information materials and signposting to clients

2 Drop ins (1 in development): Boots Irvine, Crosshouse and Boots Ayr (date tbd)

The information point located in Boots pharmacy in Irvine, is supported by the pharmacy team and has a full library of Macmillan information materials for clients to use and take-home.

The information point located in Crosshouse hospital is supported by their wellbeing team, and operates on Tuesdays between 10am-12pm (potentially changing to 11-1pm in the next quarter). Individuals seeking Macmillan advice can receive assistance and

MOVE MORE GARDENS



We support Move More in Glasgow by supporting the volunteers at the Community garden projects

The gardens are designed to help people to be active during and after treatment

Volunteers help service users to learn & engage in gardening activities and to learn new skills through workshops like wicker weaving

As the gardens are part of the Move More program, referrals are made to their main program

PRACTICAL

**SUPPORT
LINE
SERVICES**

FINANCIAL

CLINICAL

0808 808 00 00

EMOTIONAL



GLASGOW



SHIPLEY



LONDON

IN 2017

**SUPPORT LINE
SERVICES ANSWERED**

156,236 CALLS

AND 5961 EMAILS

MACMILLAN SUPPORT LINE

CANCER INFORMATION AND SUPPORT TEAM

CANCER INFORMATION &
SUPPORT OFFICERS 41

TEAM LEADERS 9

PROJECT LEAD 1

SERVICE MANAGER 1

STAFF 52

VOLUNTEERS 15

WHAT DO THEY DO?

NEEDS ASSESSMENT PRACTICAL INFORMATION
SETTING UP RECORDS

SUPPORT WITH EMOTIONS TRIAGING QUERIES

....AND MUCH MORE

MACMILLAN SUPPORT LINE

CANCER INFORMATION NURSE SPECIALISTS

NURSES	28
DIGITAL NURSE	1
SENIOR NURSES	5
SERVICE MANAGER	1

STAFF
34

TOP 5 ENQUIRIES

BREAST
COLORECTAL
DIGESTIVE
LUNG
PROSTATE

PROVIDE INFORMATION ON:

SYMPTOMS AND SIDE EFFECTS
UNDERSTANDING DIAGNOSIS
EXPLAIN MEDICAL JARGON

TESTS FOR CANCER
TREATMENT OPTIONS
END OF LIFE AND DYING

....AND MUCH MORE

MACMILLAN SUPPORT LINE

FINANCIAL SUPPORT

STAFF
80

WELFARE RIGHTS

ADVISORS	45
TEAM LEADERS	8
TECHNICAL LEAD	1
SERVICE MANAGER	1

FINANCIAL GUIDANCE

GUIDES	19
TEAM LEADERS	3
TECHNICAL LEADS	2
SERVICE MANAGER	1

ENERGY ADVICE

ADVISORS	4
TEAM LEADER	1

FINANCIAL GUIDANCE



MORTGAGES

INSURANCE

PENSIONS

ESTATE AND
FINANCIAL PLANNING

WELFARE RIGHTS

A woman's hands are shown holding a pen over a document. The image is overlaid with four horizontal brushstroke-style boxes containing text. The top box is green and contains the title 'WELFARE RIGHTS'. The second box is orange and contains 'INCOME MAXIMISATION'. The third box is light green and contains 'BENEFIT ENTITLEMENT'. The fourth box is dark green and contains 'SPECIALIST ADVICE'. The bottom box is bright green and contains 'GRANTS, LOANS & COMPENSATION SCHEMES'. The background shows a woman's hands, a pen, and a document with some text visible.

INCOME MAXIMISATION

BENEFIT ENTITLEMENT

SPECIALIST ADVICE

GRANTS, LOANS &
COMPENSATION SCHEMES

ENERGY ADVICE

npower

NPOWER'S MACMILLAN FUND

npower

**HEALTH THROUGH
WARMTH PROGRAMME**

GRANTS & FUNDING

Boiler Schemes, Charis Grants,
British Gas

**ENERGY COMPANY
OBLIGATION (ECO)**



We cannot advise on different tariffs or
changing fuel provider or energy efficiency
advice

PARTNERSHIPS

In association with

**WE ARE
MACMILLAN.
CANCER SUPPORT**



On your side

EMPLOYMENT CONCERNS



HELEN'S STORY

Helen was diagnosed with terminal breast cancer, which had spread to her liver and bones. She is married with adult children. Helen was distressed because her income had reduced and she was struggling with her mortgage payments. She contacted Macmillan after she was declined a terminal illness claim on her life insurance policy because of disputed medical evidence.

Elsa, one of the Financial Guides at Macmillan, dealt with her insurance company, and because of her intervention they overturned the decision. The insurance company agreed to pay the full amount of £38,000. Helen was supported in reducing her mortgage payment during the claims process and used the lump sum to pay her mortgage off. Elsa was also able to provide Helen with guidance on her options for ill-health retirement. This helped Helen claim her pension early. Elsa referred Helen to Macmillan's Welfare Rights Team. They completed a benefit check and increased her weekly income by £63.45. Additionally, after receiving Elsa's support, Helen decided to complain to the insurance company about the way the claim was handled. The insurance company admitted wrong-doing and offered £500 compensation. Helen hasn't accepted this and is continuing the complaint.

"If it wasn't for Elsa's support I wouldn't have had the confidence to do this".

Macmillan Pharmacy Service

Macmillan Services, Glasgow
Awareness Day
April 2017

Alex McMillan

Macmillan Pharmacy Service

- ❖ Macmillan Pharmacist Facilitator Project (2009-2012)
 - ❖ Macmillan Cancer Support
 - ❖ Ground breaking project to improve standard & availability of palliative care services in the community (4 HSCPs)
- ❖ Macmillan Pharmacy Service (2013 – 2016)
 - ❖ Macmillan Cancer Support & NHSGGC
 - ❖ Expand the project throughout NHSGGC
- ❖ Community Pharmacy Palliative Care Network

Macmillan Pharmacy Service Aims

Help patients live and die well at home by improving the standard and availability of Palliative Care services from Community Pharmacy

- ❖ Supporting safer, effective and efficient provision of palliative care in the community
- ❖ Develop Palliative Care services available from all Community Pharmacies
- ❖ Increase professional awareness of enhanced services available from Network Pharmacies
- ❖ Develop training programme for support staff
- ❖ Develop Resources for Professionals & Patients

Macmillan Pharmacy Service Objectives

Quality improvement programme across GG&C which engaged community pharmacy and HSCP teams, focussing on 3 key work streams



Palliative Care Training

Training webinars (written & developed by pharmacists and technicians)

- ❖ Introduction to Palliative Care
- ❖ Network Pharmacies
- ❖ Managing Symptoms
- ❖ Signposting Patients to Macmillan Services

NES/University of Strathclyde

- ❖ Webinar development for GP administrative staff, social care staff, voluntary staff

Face to face training available for individuals or groups

Palliative Care Resources

Macmillan Pharmacy Service Resources

- ❖ Community Pharmacy Palliative Care Network Leaflet
- ❖ Prescribing aide: 'Get it right first time!'
- ❖ Good Practice Guide for Community Pharmacies delivering Pharmaceutical Services to Care Homes
- ❖ Palliative Care Signposting Tool for Patients & Carers
- ❖ Macmillan Incident Reporting
- ❖ Patient Information leaflet
- ❖ Nutrition booklet
- ❖ National Palliative Care Guidelines (+ website)

Community Pharmacy Palliative Care Network

75 Network pharmacies throughout NHSGGC

- ❖ NHSGGC Service Level Agreement
- ❖ Pharmacist induction and annual update training 
- ❖ Retain a stock of specialised palliative care medication 
- ❖ Coordinate a courier service for the transport of **urgent** palliative care prescriptions, medication or syringe pumps 
- ❖ Information and advice on palliative care medication to other pharmacists GPs and District Nurses 
- ❖ Provide an out-of-hours service (coordinated via GG&C out-of-hours service) for the supply of urgent palliative care medication 

Macmillan Pharmacy Service Achievements

Winners:

- ❖ Scottish Pharmacist Award for Innovation and Change in Pharmacy Practice 2015
- ❖ UK Macmillan Team Excellence award 2015

Finalists:

- ❖ Chemist and Druggist Award for Clinical Service of the Year 2016
- ❖ Scottish Health Care Awards for Innovation 2015
- ❖ Royal Pharmaceutical Society 'I love my Pharmacist Award' 2015
- ❖ Royal Pharmaceutical Society Leadership Award 2015
- ❖ Scottish Pharmacy Award for Innovation in Prescribing, Quality and Efficiency 2014

Macmillan Pharmacy Service - The Future

Business case to continue service (2017)

Community Pharmacy Palliative Care Network

Community Pharmacy Champions

Any Questions ?



alexandra.mcmillan@nhs.net

Thank You

Craig Menzies

Macmillan Programme Manager

Craig.menzies@glasgowlife.org.uk

0141 287 2906



www.glasgowlife.org.uk/macmillan



Macmillan@glasgowlibraries



@MacmillanGL

