

Macmillan Team



Team leader: Mhairi Donald.
Brighton and Sussex University Hospitals Trust.

The Macmillan team at the Brighton & Sussex University Hospitals comprises 30 individuals who consistently work to high standards demonstrating an effective and integrated approach to cancer care.

Key achievements include:

- Development of the holistic assessment, including distress thermometer, undertaken by a group of three team members who then have enabled the other team members to make use of this.
- Training provided by one team member to all to ensure that everyone undertakes psychological assessments at level two.
- Head and neck professionals produced the 'Yakity Yak' DVD on communication with people affected by cancer and staff, which is available on Learnzone, You Tube and used to educate in customer services.
- A new women's recovery group, a survivors cookery class, and a dynamic fashion show held for female patients with poor body image are examples of collaboration between several team members.
- New approaches to follow up and to reduce admissions are being tried and tested, including health & wellbeing clinics and enhanced recovery for relevant cancers.
- Gynaecology clinical nurse specialists (CNS) have developed a nurse led, patient initiated follow up, now being adopted by others.
- Information prescriptions dedicated champions to encourage roll out and use by all team members.
- Very successful treatment and care summary National Cancer Survivorship Initiative pilot in Lung multi disciplinary team, and learning shared.
- Innovative breast care event coordinated and held for patients, as part of the new pathway for follow up.
- Very successful 'Innovations in Oncology' conference held 2012; raising profile and educating professionals across Sussex, with 100% of attendees saying it met or exceeded their expectations.

- Professionals experienced in running patient support groups have encouraged others and shared experiences - so that now groups are in place for all tumour sites.

The team operates within a teaching hospital with strong research role. The team ensure that the cancer care profile is high within the Trust and that learning and development are integral in the Sussex Cancer Centre. Trust staff and students are influenced by the team through their active involvement in teaching undergraduates at medical school in cancer and holistic care. Effective cancer education programmes for ward and hospital staff are in place and contributions are shared amongst team members. The team organises an annual 'Innovations in Oncology' day which attracts cancer professionals from a wide area to learn of changes in treatment and developments in care.

Working collaboratively

Team members take an active role in activities and developments that have implications outside of their Trust, such as:

- the rehabilitation pathways for the Sussex Cancer Network
- lung and breast clinical nurse specialists tested new survivorship pathways and new ways of follow up and joint nurse/AHP clinics
- one team member chairs their site specific Network Tumour Group whilst others are active members, increasing influence outside of the Trust
- Carers Week coffee morning held with outside agencies
- Active role in the development of the 'Macmillan Sussex Support Centre' and constantly help to raise the profile of the project.

The Macmillan Team members work together to promote the needs of their patients and increase efficiency within the Trust by being responsive and preventing the need for consultant or other acute services.

Patients and families are engaged through effective 1-1 support as evidenced by the patient experience survey where the Trust came above national average on 'time spent with CNS about right' = 97% 'Understandable answers to important questions all/most of the time' = 93%.

This teams' ability to work as a cohesive and supportive team across numerous specialities, disciplines and locations, marks them out as exceptional and unique, excellent ambassadors for the Macmillan name, with a high likelihood of sustainable roles into the future.

If you have any questions about this team's case study please email Macmillan development manager Rebecca Hawkins RHawkins@macmillan.org.uk