

## Sue Smith

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Plymouth Hospitals NHS Trust.  
Cancer Services Manager, The Mustard Tree  
Macmillan Centre, Derriford Hospital, Plymouth.

Sue's vision and hard work have created a 'Flagship' Centre, with some 60 staff and volunteers, which attracts over 12,000 attendees annually.

She has also made significant contributions to the improvement of supportive care at national and regional levels. In 2001 she secured Macmillan funds for 2.5 posts. Rapid expansion of services from the Centre soon followed and she obtained additional Macmillan funding in 2005; appointed new staff, expanded existing provision and developed and introduced new services. She also established 3 Outreach Centres to meet the needs of people in West

Devon and East Cornwall. Since 2005 she has procured some £4.5 million to improve services at the Centre.

### **National and regional influence**

Sue has influenced the development of supportive care and 'Survivorship' at national and regional levels and she has provided advice, on service improvement, to other providers in the UK, Australia and Lithuania.

Sue knew that the active support of stakeholders was essential to the development and sustainability of services. Her professional and personal credentials helped her to engage senior clinicians in the identification of needs and in service improvements. Their feeling of involvement helped clinicians to endorse services and to refer patients accordingly; they came to regard supportive care as the natural partner of clinical care; Sue's work on information was praised by the National Cancer Action Team.

### **Sue's impact**

In Plymouth, she transformed the Mustard Tree Macmillan Centre into a 'Flagship' resource for people affected by cancer, providing hundreds of patients and carers per month with a range of services that would otherwise have been unavailable. These services also enable the Trust to comply with cancer standards on information and psychological support. Sue has led the development of three outreach centres which provide supportive care to patients and carers who could not travel to Plymouth.

Sue developed a comprehensive holistic Survivorship pathway which is used nationally. The pathway clarifies the complexity of survivorship needs and provides practitioners with a blueprint for service improvement country-wide. Her training programme for supportive care volunteers was adopted nationally; it helps to provide better quality care at the point of delivery. She was directly involved in a project

which produced a manual, on cancer information for patients with learning disabilities, which was distributed nationally.

If you have any questions about Sue's case study please email Macmillan development manager Jacqui Hodge [JHodge@macmillan.org.uk](mailto:JHodge@macmillan.org.uk).