

The Macmillan Professionals
Excellence Awards 2015



**WE ARE
MACMILLAN.
CANCER SUPPORT**

**EXCELLENCE
DESERVES
RECOGNITION**

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WELCOME

Do you know a Macmillan professional or team who have gone above and beyond to help people affected by cancer? By nominating them for a Macmillan Professionals Excellence Award, you can give them the recognition they deserve.

In this guide, you'll find everything you need to know about the different award categories and how to submit a nomination. What's more, you can also read about last year's winners to see just how high the bar has been set.

All of our winners will receive recognition in the health and social care community, as well as from their peers and the public. The services and organisations they work for will also be highlighted as examples of good practice.

So if you'd like to show someone just how much they're appreciated, please look through this guide to see how to nominate. Together, we can give our thanks to those Macmillan professionals whose work is nothing short of exceptional.

MACMILLAN PROFESSIONALS EXCELLENCE AWARDS 2015

Our awards are all about celebrating exceptional Macmillan professionals. People who have made a significant difference to the lives of those affected by cancer through their effort and leadership.

We'll also select up to three fellows from the people who receive individual awards. We'll then invite all the award winners, along with representatives from their organisations, to a high-profile awards ceremony on Thursday 5 November 2015.

The prizes are £150 plus an award for each individual winner, and £500 and a plaque for each winning team. Macmillan fellows will be able to access a £10,000 grant. Additionally, the awards will enable the winners to raise the profile of their work and celebrate it on a nationwide scale.



Our awards are presented in four categories:

- Service Improvement Excellence (individual award)
- Innovation Excellence (individual award)
- Integration Excellence (individual award)
- Team Excellence (team award – the team must include at least one Macmillan professional).

Up to three awards will be given in each category.

Service Improvement Excellence Award (Individual)

In this category, we look for someone who's made tangible improvements to the services offered to people affected by cancer.

The individual will need to have exceeded their role's requirements and be able to demonstrate the change in the services provided, as well as how this has benefitted people affected by cancer.

Possible evidence may include:

- improved quality of service
- reduced cost of delivery
- increased efficiency and effectiveness
- sustained change
- reduced waiting times
- improved outcomes for people affected by cancer
- improved experiences for people affected by cancer
- improved quality of care
- improved person-centred care.



Marie Pollock, Macmillan Advanced Nurse Practitioner, NHS Greater Glasgow and Clyde 2014 Service Improvement Excellence winner

Marie has established a new Acute Oncology Assessment Unit and a 24-hour cancer treatment helpline in the second largest cancer centre in the UK. She's also trained and supported a team of nurse practitioners to deliver both services.

Marie's also worked with a range of clinical and non-clinical staff to improve unscheduled care for patients with cancer, to help them get rapid access to support.



Integration Excellence Award (Individual)

This category rewards someone who has developed integrated services to improve the experiences and outcomes of people affected by cancer.

This will have improved the coordination of services for people affected by cancer. For example, the nominee may have improved the way people work together or the way services are designed across sectors.

They'll have worked in partnership with a range of stakeholder groups, including other organisations and people affected by cancer.

Possible evidence may include service integration:

- across acute, community or primary care
- across health and social care
- involving people affected by cancer
- involving other sectors, for example academic, business or voluntary
- at local, regional and national levels
- with other long-term conditions.



Emyr Jones, Macmillan Palliative Care Pharmacist, Aneurin Bevan University Health Board **2014 Integration Excellence winner**

Emyr was the first primary care-based Macmillan Palliative Care Pharmacist to be appointed in Wales.

He's made integration of community pharmacy into cancer services a priority. More community pharmacies now stock an agreed list of palliative drugs, ensuring wider availability of medication.

What's more, thanks to Emyr, a streamlined medication discharge process has resulted in patients returning home sooner.

Innovation Excellence Award (Individual)

This category focuses on novelty and innovation in service or product development; delivery; improvement and redesign in a geographic area; service; or organisation. We're looking for examples of new approaches to planning and delivering services or products.

The approach will have demonstrated best practice and had a positive impact on:

- quality – improved standard of provided service or product
- productivity – the service or product is more efficient and effective
- outcomes – service or product provides better outcomes for people affected by cancer
- experience of care – service or product has improved the quality of care and more effectively meets the diverse needs of people affected by cancer.

Where possible, you'll need to demonstrate how the service or product:

- challenges custom and practice
- is truly innovative and developmental, pushing boundaries in service delivery and improvement
- is evidence based, and can be shown to be based on research and or experience
- has been developed with other stakeholders, and can be shown to have had an impact on other services or products
- has been improved or redesigned.



Meg Kirby, Founder of LegaCare Ltd (UK) 2014 Innovation Excellence winner

Meg has created a pioneering legal charity called LegaCare that provides peace of mind for people diagnosed with cancer. Being a qualified solicitor with personal experience of cancer, she discovered far too many people affected by cancer were not getting the legal support and advice they needed.

To change this, she consulted with local health trusts, Macmillan and people affected by cancer to understand just what was needed to take back control. Since starting LegaCare, more than 1,000 people have benefited from her legal support.



Team Excellence Award

In this category, the focus is on high-performing teams. We look for those who've developed their roles, relationships and processes to create high-quality and efficient service delivery for the benefit of people affected by cancer.

The team should demonstrate how they have exceeded the requirements of their roles, and how this has improved outcomes for people affected by cancer.

A team can be any group of people who work together to provide a service and must include at least one Macmillan professional. The team could be multidisciplinary or all work in the same discipline, and must include a mixed skill set.

The team should:

- have a team leader and at least three other team members
- demonstrate how they work together effectively
- work effectively across teams and boundaries
- demonstrate team development that optimises the team's impact and effectiveness.



The Transforming Cancer Follow-up Team, Northern Ireland Cancer Network/Public Health Agency 2014 Team Excellence winner

The Transforming Cancer Follow-up Team have radically transformed breast cancer follow-up across Northern Ireland by implementing self-directed aftercare pathways. Their adoption and roll out of the Macmillan Recovery Package has been applied to 45% of patients post breast cancer treatment.

All these improvements have created a foundation of greater patient empowerment and patient-centred care.



We select up to three Macmillan fellows from the individual award winners. We give fellowships to professionals who have set the highest standards in their area of work. Fellows gain access to exceptional learning and development opportunities and also contribute strategically to Macmillan programmes of work.

Macmillan provides:

- **A fellowship grant**

Fellows receive £10,000 each towards significant career and professional development that will benefit their organisation and people affected by cancer.

The grant can be used for:

- developing their leadership skills
- developing their knowledge and skills in their specialist area
- carrying out research in their field of interest.

Fellows provide:

- **Engagement with Macmillan**

Fellows continue to provide expertise and leadership related to their relevant area for up to three days (or equivalent) a year.

- **Publication**

Fellows may write articles for publication, for example in Mac Voice or academic journals.

- **Sharing expertise**

Fellows will present at the annual Macmillan Professionals Event, as well as wider learning and development forums.

How are fellows selected?

Individual award winners who have been a Macmillan professional for more than three years are eligible for a fellowship.

We ask the Macmillan development managers of eligible winners to complete a fellowship application form. Winners will then be invited for a short interview.

The decision to award the fellowship is based on the interview and a winner's plans for how to use the grant.



Anna-Marie Stevens, Macmillan Nurse Consultant Palliative Care, Royal Marsden NHS Trust.
Macmillan Fellow 2013

Anna-Marie established the new Hospital2Home service, which improves palliative care in the community. Thanks to her hard work, more people can spend their final moments at home, in keeping with their wishes and those of their families. Due to its success, Hospital2Home is now a fully funded mainline service, having initially been set up as a pilot.



Gill Scott, Macmillan Prison Project Lead for Palliative and End of Life Care, County Durham and Darlington Foundation Trust.
Macmillan Fellow 2012

Gill's work with stakeholders including prison discipline staff, prisoner groups, Care UK and other local organisations has helped improve standards for offenders and their loved ones. She led the Macmillan Accredited Prisons Standards (MAPS) project, which outlines 29 standards for end of life and palliative care in prisons and is recognised nationally as a best practice tool.



Melanie Thomas, Lead Macmillan Lymphoedema Physiotherapy Specialist, Abertawe Bro Morgannwg University Health Board.
Macmillan Fellow 2012

In 2000, Melanie was appointed as the first Macmillan Lymphoedema Specialist in Wales. She authored the Wales Lymphoedema Strategy and is the All Wales Lymphoedema Lead for the Welsh Assembly Government. Melanie has also secured £1 million recurring funding for lymphoedema services in Wales.



Henry Garnett Award

Henry Garnett Awards recognise the exceptional contribution inspirational professionals make in directly working with Macmillan beyond their core professional roles.

For example, by promoting and supporting Macmillan through media efforts, fundraising, policy development or educating across networks.

The professional must:

- have worked beyond their core role to promote and support Macmillan, over a period of at least four days in a year
- act as an ambassador for Macmillan and raise our profile within their community
- inspire and support their peers and colleagues
- be recognised by other stakeholders as an inspirational person, particularly by people affected by cancer and partner organisations.

Awards are presented locally by Service Development teams.



**Sarah Mitchell, Macmillan GP Facilitator,
Bellevue Medical Centre**
2014 Henry Garnett Award winner

Sarah received a Henry Garnett award in 2014 for her remarkable commitment, imagination, energy and vision. She has used her role within Macmillan to influence the development of palliative care services across Birmingham. She has been elected Chairman of the West Midlands Paediatric Palliative Care Network and is organising its first conference.

Thanks to her Macmillan's at the forefront of cancer care in Birmingham. She's also run a half marathon and promoted the involvement of Macmillan GPs in a training evening donating the fees to Macmillan.

OUR PANEL

Our judging panel continues to represent regions and areas of expertise right across the UK and consists of:

Alison Walters
Cancer Voice

Grainne Kavanagh
Head of Professional
Engagement, Macmillan
Cancer Support

Heather Monteverde
General Manager
in Northern Ireland,
Macmillan Cancer Support

Helen Hume
Cancer Voice

Jacqui Graves
Head of Health and Social Care,
Macmillan Cancer Support

Jan Bolton
Macmillan Social Care
Coordinator

Jane Cummings
Macmillan Trustee
and Awards Chair

Melanie Thomas
Lead Macmillan Lymphoedema
Physiotherapy Specialist

Nicole Dobbin
Senior Marketing Manager
- Professionals Engagement,
Macmillan Cancer Support

Dr Rosie Loftus
Chief Medical Officer,
Macmillan Cancer Support

Tony Banach
Learning and Development
Manager for Macmillan
Professionals, Macmillan
Cancer Support

RULES FOR NOMINATING

In this section, you'll find some useful information which you should read thoroughly before starting your nomination.

Who can nominate?

Nominations can be submitted by Macmillan staff and managers or peers in organisations that employ or work in partnership with Macmillan professionals.

Who can I nominate?

You can nominate any health or social care Macmillan professional, regardless of seniority, qualifications or role. Nominees must have been a Macmillan professional for at least one year.

When can I nominate?

Nominations open on 2 February 2015 and close at midnight on 31 March 2015.

What are the nomination rules?

- A nominee can only win one individual award in a year.
- A nominee can win an individual award and a team award in the same or consecutive years. The awards must be for different work.
- A nominee who wins an individual award can't be nominated for that category in future years.
- An individual award winner can be nominated for another individual award category five years after winning their original individual award.
- A team member who has previously won a team award can be nominated again for a team award, however they must be in a different team.
- Henry Garnett Award nominations are independent from Excellence Award nominations.

How many nominations can I submit?

You can make a maximum of two Excellence Award nominations. There is no limit on the number of Henry Garnett Award nominations you can make.

Can I nominate the same professional for more than one Excellence award?

You can nominate someone for one individual award, and the team they work in for a team award (as long as the nominations do not refer to the same work).

Can I nominate my team for a Team Excellence award?

A professional can nominate their own team, as long as the team has at least one Macmillan professional and the nomination abides by the rules stated.

How will award winners' work be publicised?

To promote winners' success and share good practice in the wider cancer workforce, we'll publicise winners' achievements in a variety of ways. For example, we'll write joint press releases with their employing organisations and release articles in Mac Voice and the Macmillan professionals' e-bulletin (Mac Mail). We will also take winners' photos and film short interview videos in their workplaces and use these across various online channels.

HOW TO NOMINATE

How do I nominate for the awards?

To start your nomination, go to macmillan.org.uk/nominatenow and click on the online nomination link. The nomination deadline is midnight on 31 March 2015.

Can I get feedback on my nomination before I submit it?

You can choose to ask for feedback from a colleague or your nominee's Macmillan Development Manager. The Macmillan Development Manager may forward your nomination onto another member of the Macmillan Service Development team who is better placed to provide feedback. To find the Macmillan Development Manager of your nominee, email your nominee's name, job title and employing organisation to professionalsawards@macmillan.org.uk

When will I hear if my nomination has been successful?

You will receive feedback via email and post by 27 July 2015.

Who decides which nominations are successful?

Please go to page 15 to see who sits on the awards panel.

When will the awards be presented?

We'll invite successful nominees and their nominators to attend our awards ceremony on 5 November 2015.

MACMILLAN PROFESSIONALS EXCELLENCE AWARDS 2014



2014 Award winners with host Mark Foster



TOP 10 TIPS FOR NOMINATING

- 1** Ensure you read the Rules for nominating and How to nominate sections on pages 14 to 16 in this booklet.
- 2** Read the nomination questions to establish what evidence you'll need to support the nomination. You can save your work as you go, so you can return to it and add more information if needed.
- 3** To see an example of a well written nomination, go to [macmillan.org.uk/nominatenow](https://www.macmillan.org.uk/nominatenow)

- 4 Start your nomination early. It will take a minimum of four hours to complete.
- 5 If you request feedback on your nomination from a colleague or your nominee's Macmillan Development Manager, ensure you give them ample time to respond before the nomination deadline.
- 6 Provide evidence of how the professional or team are going above and beyond – state the statistics and results.
- 7 Address outputs and outcomes separately. Outputs are the products, services or facilities that result from the activities of the nominee or team. Outcomes are the changes, benefits, learning or other effects that happen as a result of the output.
- 8 Use bullet points. To avoid repetition in your answers, you can refer to the text in other sections.
- 9 Avoid buzzwords and spell out acronyms on first use.
- 10 Spellcheck your nomination.

**Who can I contact for more information?
Please email professionalsawards@macmillan.org.uk**

As a professional or manager working in healthcare or social care, you know cancer doesn't just affect people physically. It can affect everything – their relationships, finances, work. And you and your colleagues may feel like there aren't enough hours in the day to spend as long as you'd like with them, or to answer all their questions.

That's where we come in. We want to work with you to help you provide the best treatment and care, to as many people as possible. So as well as providing opportunities to develop and learn, we're here to provide extra support to all the people with cancer you help, and their loved ones too.

Whether it's offering benefits advice, guidance on returning to work, or help with making plans for their future care, we can help you give them the support they need to feel more in control of their lives. Right from the moment they're diagnosed, through treatment and beyond.

Visit [macmillan.org.uk/professionals](https://www.macmillan.org.uk/professionals) to find out more about how we can support you, your colleagues and the people you help. And please let the people you support know they can contact us free on **0808 808 00 00** (Monday to Friday, 8am–9pm) if they need additional support.