

**WE ARE
MACMILLAN.
CANCER SUPPORT**

EXCELLENCE DESERVES RECOGNITION



The Macmillan Excellence Awards 2016

Your guide to the categories and how to nominate

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WELCOME

Day in and day out, Macmillan professionals and their teams work tirelessly to support people affected by cancer. Each one of them is doing an extraordinary job that they should be proud of, and the Macmillan Excellence Awards are our way of saying thank you. If you know a Macmillan professional or team, why not celebrate their outstanding contribution with a nomination?

2016 marks the fifth year of our Awards, and this guide explains everything you need to know about them, from the different award categories to how to submit your nomination. It also shines a light on the inspiring achievements of last year's winners, demonstrating the level of commitment required to win.

A Macmillan Excellence Award nomination brings many benefits. Not only will nominees discover how much they're appreciated, but winners will also receive recognition among their professional community, their peers and the public. What's more, the services and organisations they work for will be highlighted as examples of good practice too.

So, read on and find out how to let a Macmillan professional know what an enormous impact they are making with their hard work and dedication. Together, we can give our thanks to those whose work is nothing short of exceptional.

MACMILLAN EXCELLENCE AWARDS 2016

Our awards are all about celebrating 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 individuals who receive an award. We'll then invite all the award winners, along with representatives from their organisations, to a high-profile awards ceremony on Thursday 17 November 2016.

The prizes are £150 plus an award for each individual winner, and £500 and a plaque for a 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 three categories:**

- Service Improvement Excellence
- Innovation Excellence
- Integration Excellence

**Up to four awards will be given
in each category.**

Service Improvement Excellence Award

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

The individual or team 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 benefited 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 experience for people affected by cancer
- improved quality of care
- improved person centred care



Shez Holmes, Macmillan Neuro-oncology Clinical Nurse Specialist, Northampton General Hospital 2015 Service Improvement Excellence award winner

Shez has brought about significant improvements in the care and support of brain tumour patients in Northampton through outstanding collaboration with the multiple services involved. Her achievements include setting up nurse-led initiatives that respond to the changing needs of patients and their families. This involves nurse-led clinics and nurse-led telephone support, of which 80% of calls come from family members and carers who are worried about their loved ones.

Furthermore, through her hard work, Shez has built excellent partnerships with key services to enable patients to live as well as they can for as long as they can, and has helped to reduce hospital stays from a maximum of six months to just six weeks.



Innovation Excellence Award

This category focuses on novelty and innovation in service or product development, delivery, improvement and redesign in a geographical 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 – the standard of the service/product provided has improved
- productivity – the service/product is more efficient and effective
- outcomes – the service/product provides better outcomes for people affected by cancer than before
- experience of care – the service/product has improved the quality of care and more effectively meets the diverse needs of people affected by cancer

Where possible, demonstrate how the service/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 sound research and/or experience
- has been developed with other stakeholders, and can be shown to have had an impact on how other services/products are provided
- has been improved or redesigned



Dr Neil Smith, Macmillan GP, NHS East Lancashire and NHS Blackburn with Darwen Clinical Commissioning Groups
2015 Integration Excellence award winner

This project, spearheaded by Neil, has a simple message: 'Think cancer'. It's had a huge impact on cancer care across 89 practices, covering more than 400 GPs and 540,000 patients. Through awareness events and partnerships with the two Clinical Commissioning Groups and other organisations, the project has ensured that all 89 practices now have a lead cancer GP and practice nurse. As a result, more than 800 new patient reviews have been completed – 72% of them using the Macmillan template.

Neil has also worked with acute services to improve the cancer pathway and has supported people with cancer to produce patient information, helping to increase the screening uptake.

Integration Excellence Award

This category rewards professionals and teams who have 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 nominees 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



Tanya Humphreys, Former Macmillan Senior Project Manager, Bolton Hospice **2015 Integration Excellence award winner**

Tanya demonstrated enormous skill, vision and determination to develop a service based on genuine collaboration and meaningful user involvement.

By partnering with the Clinical Commissioning Group, local hospices, Healthwatch and public health, Tanya has developed an information and support service that really puts its users at its heart; a service that is listening to the local community and doing all it can to meet its needs.

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.
- demonstrate team development that optimises the team's impact and effectiveness.

Awards are presented locally by Service Development teams.



Helen Tyler, Macmillan Therapy Services Manager, Velindre Cancer Centre, Cardiff

Helen is an ambassador for Macmillan at cancer meetings and events in the National Assembly of Wales. She has addressed the Cross-Party Group for cancer and also supports Macmillan's influencing and policy work around the Welsh government's Cancer Delivery Plan, putting the needs of patients at the centre of discussions. She's a valued and reliable media spokeswoman, going above and beyond the remit of her role to promote events such as the World's Biggest Coffee Morning. As a Welsh speaker, she greatly enhances Macmillan's presence at key Welsh events such as the National Eisteddfod. Helen also volunteers as Velindre's representative on the Wales Africa project, advising on cancer rehabilitation in developing countries.



Macmillan Fellowship

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's programmes of work.

Macmillan provides:

- **A fellowship grant**

Each fellow can access up to £10,000 for their professional development and to 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.

Ongoing guidance and support with the fellowship would be provided to the fellow once they have been appointed.

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 Conference, 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.



Macmillan Fellow

**Professor Rosemary Richardson,
Macmillan Nutrition Volunteer
Project Lead, NHS Greater
Glasgow and Clyde
2015 Innovation Excellence
award winner**

Rosemary was selected as a Macmillan Fellow for her outstanding achievements. Rosemary plans to continue embedding her dietitian service and expand its influence beyond the Beatson Cancer Centre.



Macmillan Fellow

**Dr Gerry Millar MBE, Macmillan
GP Facilitator, Southern Health
and Social Care Trust
2015 Innovation Excellence
award winner**

Gerry was selected as a Macmillan Fellow for his exceptional achievements. Gerry is keen to facilitate the roll out of several of his successful projects across the other health and social care trusts in Northern Ireland.

OUR PANEL

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

Tony Banach

Learning and Development Manager for Macmillan Professionals, Macmillan Cancer Support

Jan Bolton

Macmillan Social Care Coordinator

Jane Cummings

Macmillan Trustee and Awards Chair

Nicole Dobbin

Senior Marketing Manager – Professionals Engagement, Macmillan Cancer Support

Jacqui Graves

Head of Health and Social Care, Macmillan Cancer Support

Helen Hume

Cancer Voice

Grainne Kavanagh

Head of Professional Engagement, Macmillan Cancer Support

Dr Rosie Loftus

Chief Medical Officer, Macmillan Cancer Support

Heather Monteverde

General Manager in Northern Ireland, Macmillan Cancer Support

Rosemary Richardson

Macmillan Nutrition Volunteer Project Lead, NHS Greater Glasgow and Clyde

Alison Walters

Cancer Voice

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 2016.

Will I get support on my nomination before I submit it?

Once you have entered the details of your nominee, you will be linked with your nominee's Macmillan Development Manager. The Macmillan Development Manager is best placed to provide support on gathering evidence and completing your nomination form.

To find the Macmillan Development Manager of your nominee before you start your nomination, 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 25 July 2016.

Who decides which nominations are successful?

Award winners will be chosen when a distinguished panel of experts meet for our judging day. The shortlist

will be invited to present their work to the panel allowing judges to ask additional questions and get to the heart of nominees' or teams' achievements and approach. Turn to page 12 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 Thursday 17 November 2016.

NOMINATION CRITERIA

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.

When can I nominate?

Nominations open on 2 February 2016 and close at midnight on 31 March 2016.

Who can I nominate?

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

What are the nomination rules?

- A nominee or team can win more than one award in the same or consecutive years. However, the nominations must be for different work.
- A nominee or team who win an award can't be nominated for that category in future years.
- An award winner or team can be nominated for another award category five years after winning their original award.



2015 Award winners

A detailed illustration of a quill pen with a dark, textured body and a lighter, feathered tip. The quill is positioned diagonally, with its tip resting inside a small, dark, cylindrical inkwell. The background is a plain, light beige color.

TIPS FOR NOMINATING

1 Start your nomination early. It will take a minimum of four hours to complete and we advise you work on it over a period of time so you can review your nomination.

2 To see an example of a well written nomination, go to **macmillan.org.uk/howtonominate** to read completed sample nominations for each award category. These will give you an idea of the level of information required for your nomination.

3 In your nomination ensure you provide evidence of how the professional or team are going above and beyond their role. Don't just refer to it – state the statistics and results

4 Make sure you address outputs and outcomes separately as they are different. Outputs are the products, services or facilities that result from the activities of the nominee/team, eg return of income. Outcomes are the changes, benefits, learning or other effects that happen as a result of the activities of the nominee, eg economic benefits to patients.

5 To ensure your nomination is clear use bullet points in your nomination answers. And to avoid repetition in your answers, refer to the text in another section.

6 Avoid buzzwords. And spell acronyms out first before using them in your nomination. Shortlisters and panel members do not have the time to search for answers, so make their job easier by supplying the information.

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.