Cancer Information and Support Services

Analysis of CISS data returns 1st July to 31st September 2012

01 July – 31 September 2012

WE ARE MACMILLAN. CANCER SUPPORT

Contents

Headlines

This report provides a break down of the activity data which has been submitted by Macmillan Cancer Information & Support Services for the **third quarter of 2012** (July – September 2012).

To date activity data has been submitted by **64 services out of a total of 171 open services across the UK (37% of services) for quarter three.** This report provides a breakdown of the data submitted, and analysis across a range of measures.

• Overall we estimate that there were **92,348** enquiries to Macmillan Cancer Information & Support Services in the third quarter of 2012. This is based on the actual data submitted by 64 services, and estimated numbers for the remainder.

• Based on the data submitted throughout the first three quarters of 2012, we estimate that there were **267, 842** enquiries between the beginning of January, and the end of September 2012.

• In the same period the Macmillan Support Line received a total of 50,154 enquiries (35, 789 of these were existing callers and 2,968 were made anonymously)

Why do we collect your data?

To support your service!

• Activity data shows who is being reached by your service

• Activity data can be analysed to provide detailed information about the types of enquiries being supported through your service, which helps to ensure that your team have access to the rights information and support so that they can provide an excellent service to people affected by cancer

• Activity data provides key evidence to help identify gaps, and therefore opportunities to develop and improve your service

• We are starting to receive requests from our fundraising team for data in relation to individual services. They have used the data to support local fundraising, e.g. In the past few months we have provided reports for two services in London which have received funds from trusts. Their data helped to demonstrate the impact of their services, and therefore supported the fundraising activity.

What else can Macmillan do with your data?

• We are continually looking at what else we can do to ensure that the hugely valuable services that you offer are recognised, funded and importantly sustained.

•If we can collate robust evidence across the UK, we can use this to continue to campaign for better access to Cancer Information and Support for people affected by cancer.

•Evidence helps us to explain to partner organisations why they should be supporting your services, and helping you to develop and improve them.

•We can develop targeted information resources if your data demonstrates that there is a gap in the information that is available.

•We can work to identify learning and development opportunities, both for your own personal development and to help you with providing the best service possible in your local area.

Analysis by Gender

Results from quarter three continue to show that there are more visits to Macmillan Cancer Information & Support Services from women, with only 37% of visits being recorded from men. A similar trend can be seen in the data from the Macmillan Support Line, with 30.9% of enquiries made by men & 69.0% enquiries made by women.

Using the service data which has been submitted as 'raw data' (thank you to those that have been able to do this!) we have been able to do some more detailed analysis of this data, which you will see on the next page.
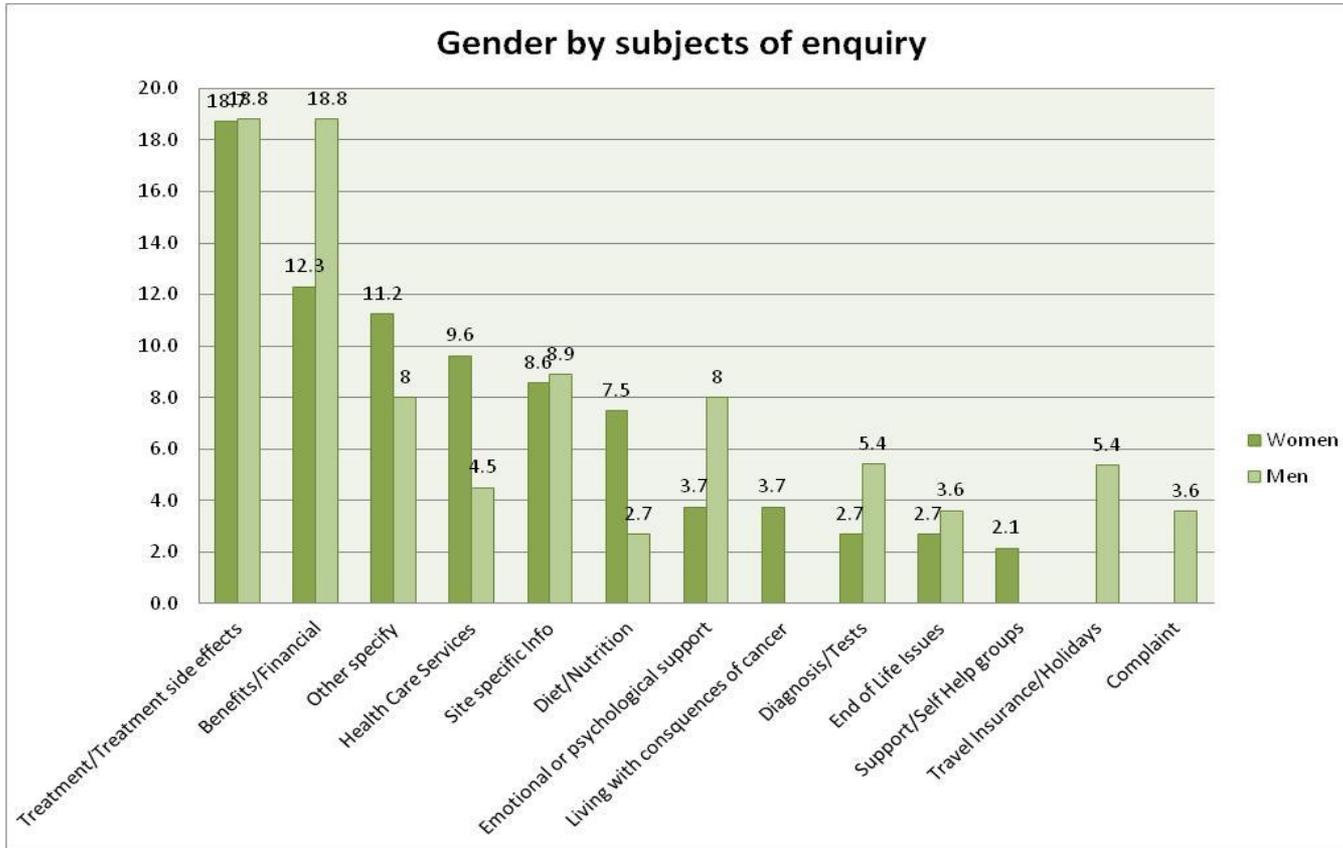
Please note that the activity figures throughout this report provide a breakdown of the number of visits to services, some of these visits will be repeat visits so this does not equate to the number of unique visitors.

	Women	Men
MSL	69%	30%
CISS	63%	37%

Gender by subject of enquiry

Why do people visit information and support services?


Gender by subjects of enquiry

On the **Macmillan Support Line:** 31% of the enquiries made are about treatment 22% are welfare right enquires and 12.4% of enquiries are about practical support

This analysis has been completed using **only** data from those services that have been able to provide 'raw' data, i.e. detailed information for each visit rather than collated figures.
This suggests that there are differences in the types of enquiries you receive from men and women, with a larger proportion men seeking information around benefits and financial issues, and more women seeking information about diet and nutrition. We will be looking into this further over the next few quarters to see if there is a consistent pattern.

Who is the enquiry for?

This shows a very similar pattern to previous quarters, about 39% of enquiries during this period were from cancer patients, 26% of enquiries came from carers and 12% were from health or social care professionals.
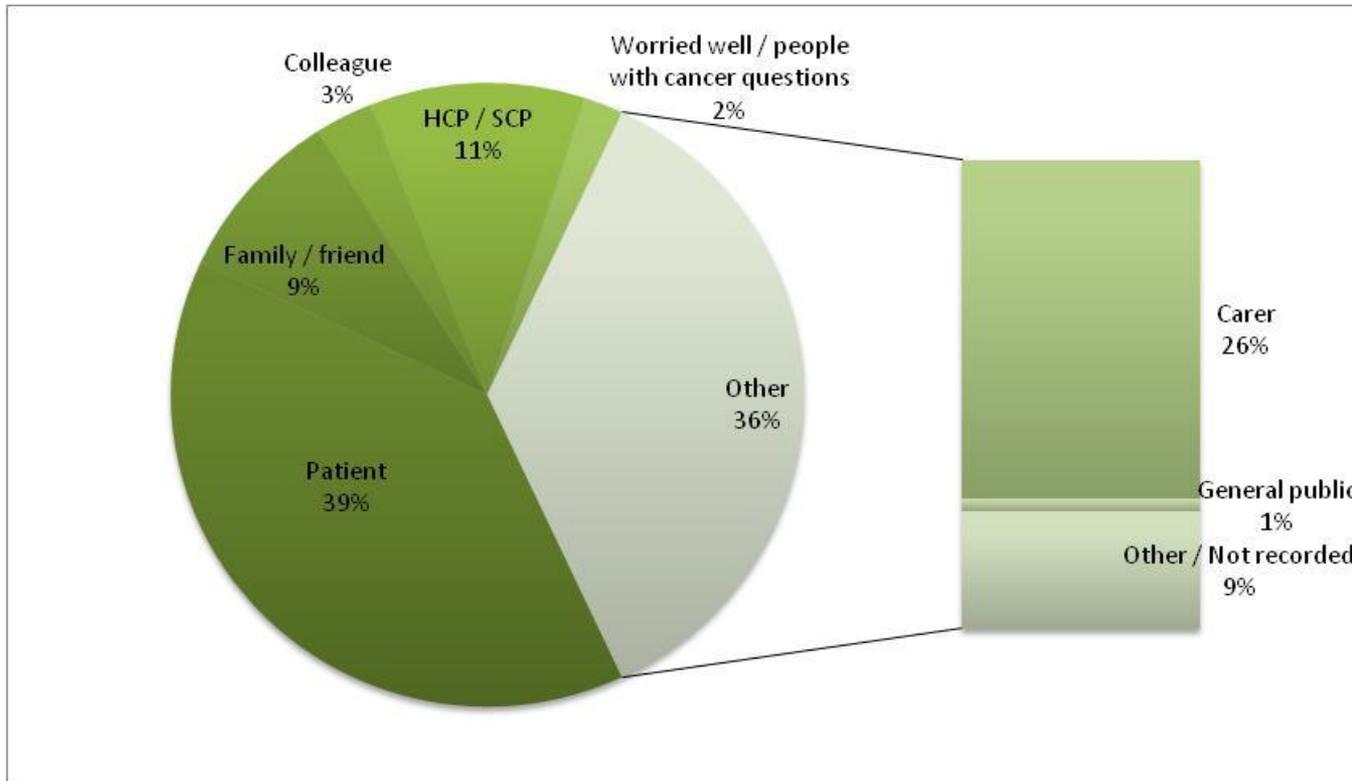

With more 'raw' data we have noted that there are still some inconsistencies in the way that services are recording this data. Some services are still capturing 'carer' within the 'family/friend' category, which does make it harder to produce completely accurate data. Please see our data collection form on be.Macmillan if you are not sure of the data categories that we need, or contact us to discuss.

Are there gender differences in the different groups of visitors?
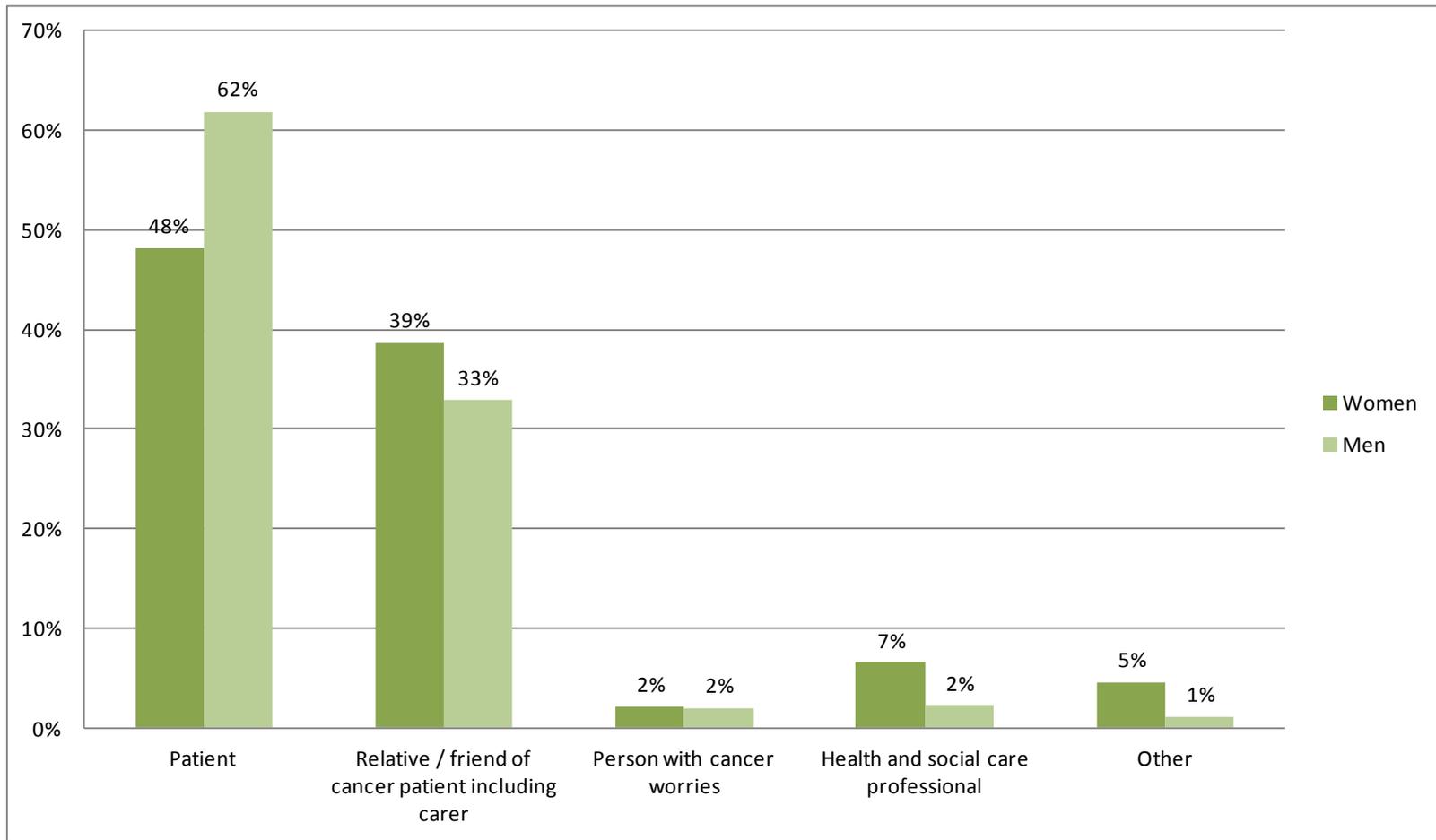
This analysis breaks down each category of visitors by gender, and suggests that there are some differences between the groups. Male visitors over this period were more likely to be cancer patients (62% of male visitors), whereas less than half of female visitors were cancer patients. There were larger numbers of female visitors who were either relatives or friends of a cancer patient, or health and social care professionals.

Where was the contact made?
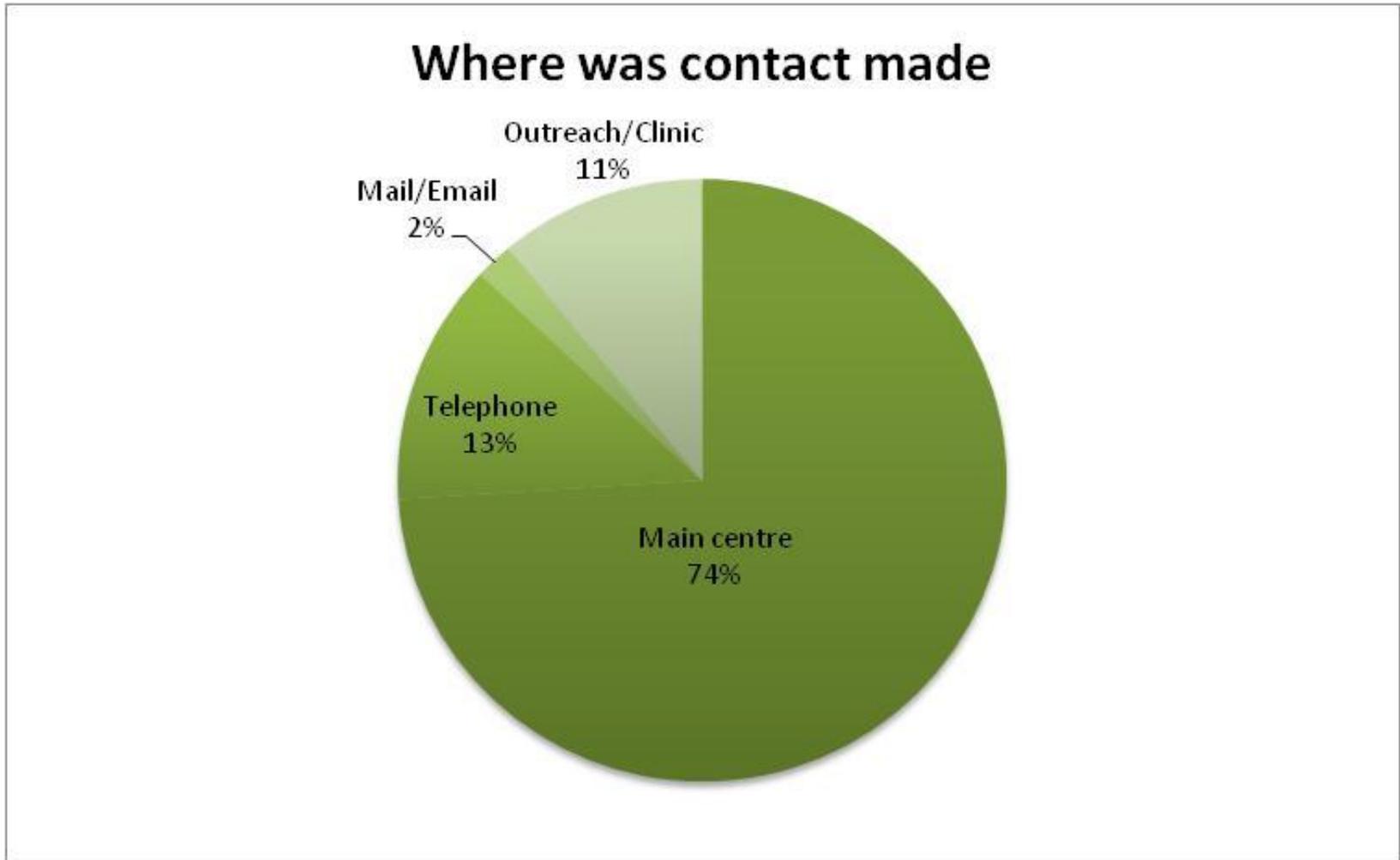
Most enquiries are received in information & support centres, however a significant minority (in total over a quarter of all enquiries) take place either during outreach sessions, clinics or events, or come in through telephone or email systems.

Cancer Network 1: Profile of data

For the first time we are providing some analysis for specific cancer network areas, so that we can start to identify whether the UK-wide data demonstrates similar patterns. Eventually we aim to offer this for all cancer networks, and we will be able to offer you data about your own local area, but we will need to receive consistent data returns across all services in the network in order for that to be helpful to you. The following analysis breaks down the enquiries of two cancer networks areas & then offers a comparison of their data. The cancer networks were chosen for comparison because they contained similar sizes & types of information & support services.
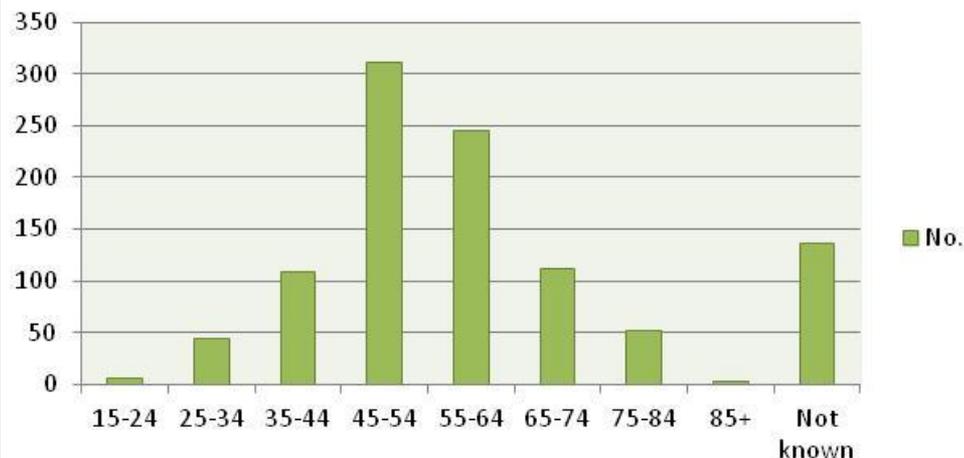
Gender - Cancer Network 1
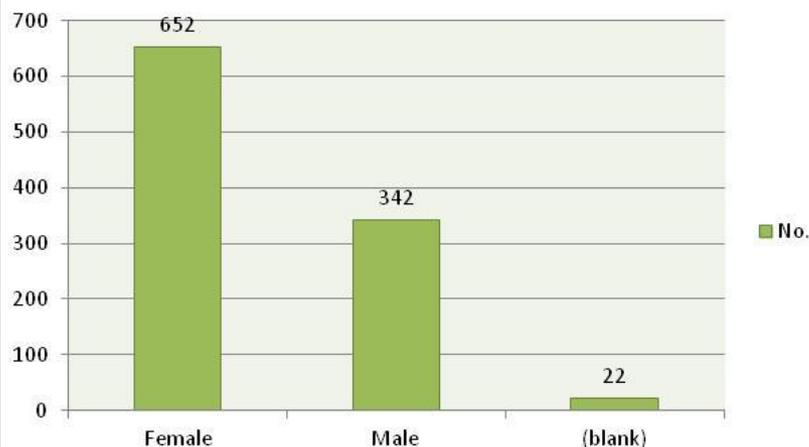
Gender	No.
Female	652
Male	342
(blank)	22
Grand Total	**1016**

Profiling of data of cancer network 1. A total of 1016 enquiries were seen in this network over the third quarter 2011.
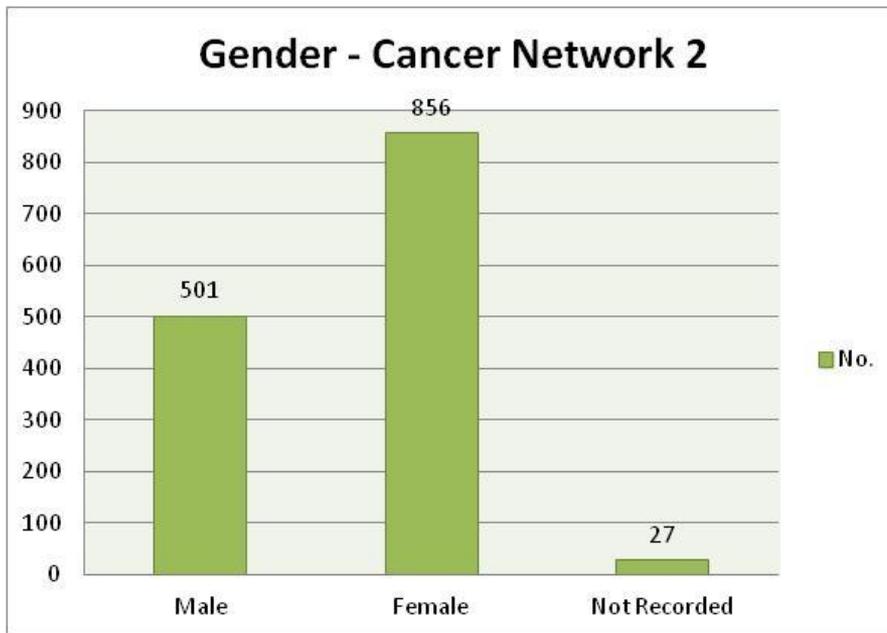
In line with the overall analysis, it can be seen that in cancer network 1 information & support services were visited by fewer men (36%) than women (64%). Similarly, the largest group of enquirers came from people in the 45 -64 years age group, which is consistent with the UK analysis.

Age - Cancer Network 1

Cancer Network 2: Profile of data

Cancer Network 1 & Cancer Network 2 are similar in that they contain the same number of information services in similar settings. However, there are some inconsistencies in some categories of the data collected across the two networks which has meant that it has not been possible to analyse across all of the data fields.

Gender - Cancer Network 2

Profiling of data of cancer network 2. A total of 1384 enquiries were seen in this network over the third quarter 2011.

In line with the overall analysis, it can be seen that the enquiries to cancer network 2 information services were visited by fewer men (36%) than women (64%).
Cancer Network 2 have not submitted data in relation to the age group of their enquirers.

Cancer Network 1 vs. Cancer Network 2 comparison - Gender
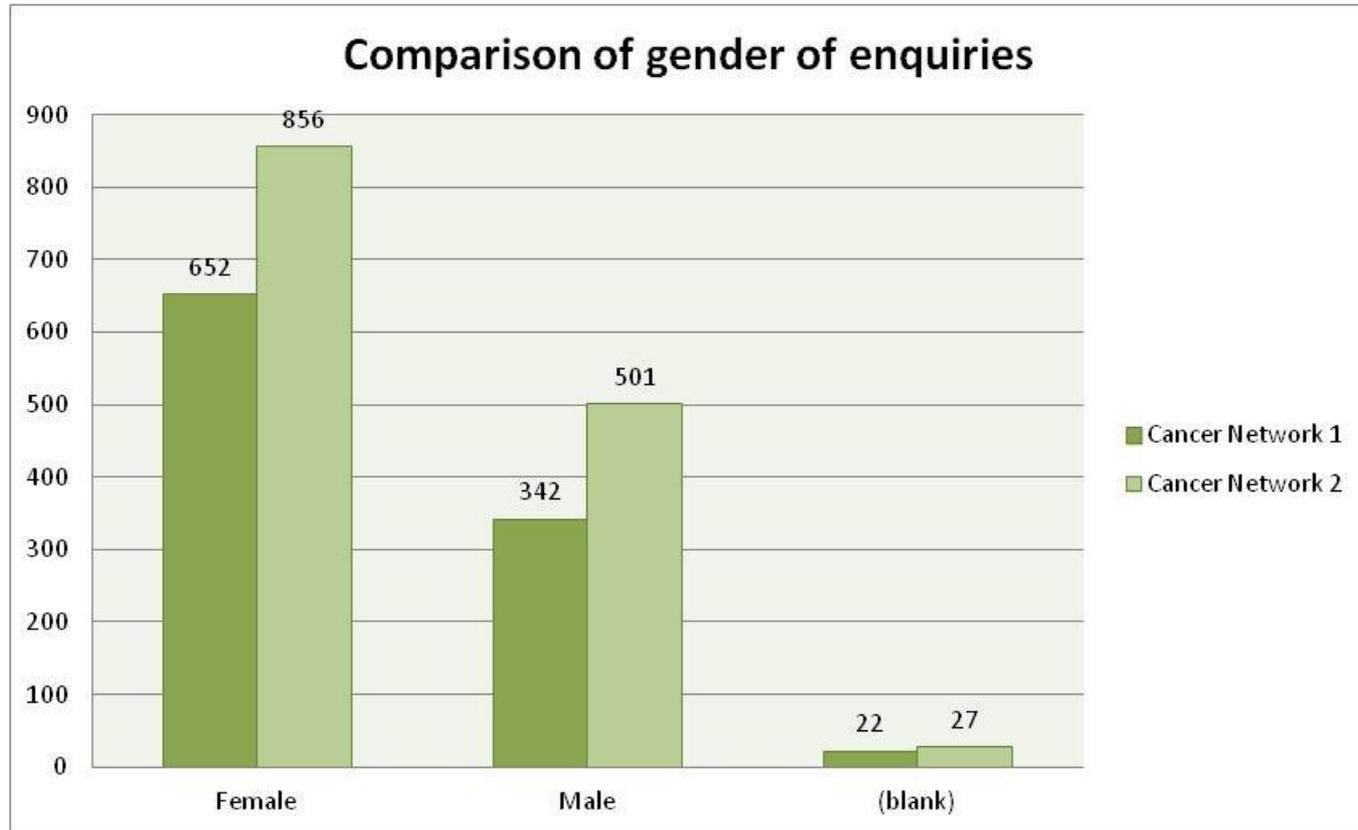
Across the cancer networks it can be seen that the proportion of enquiries made by men and women is very similar, and this is consistent with the proportions that we see across the UK.
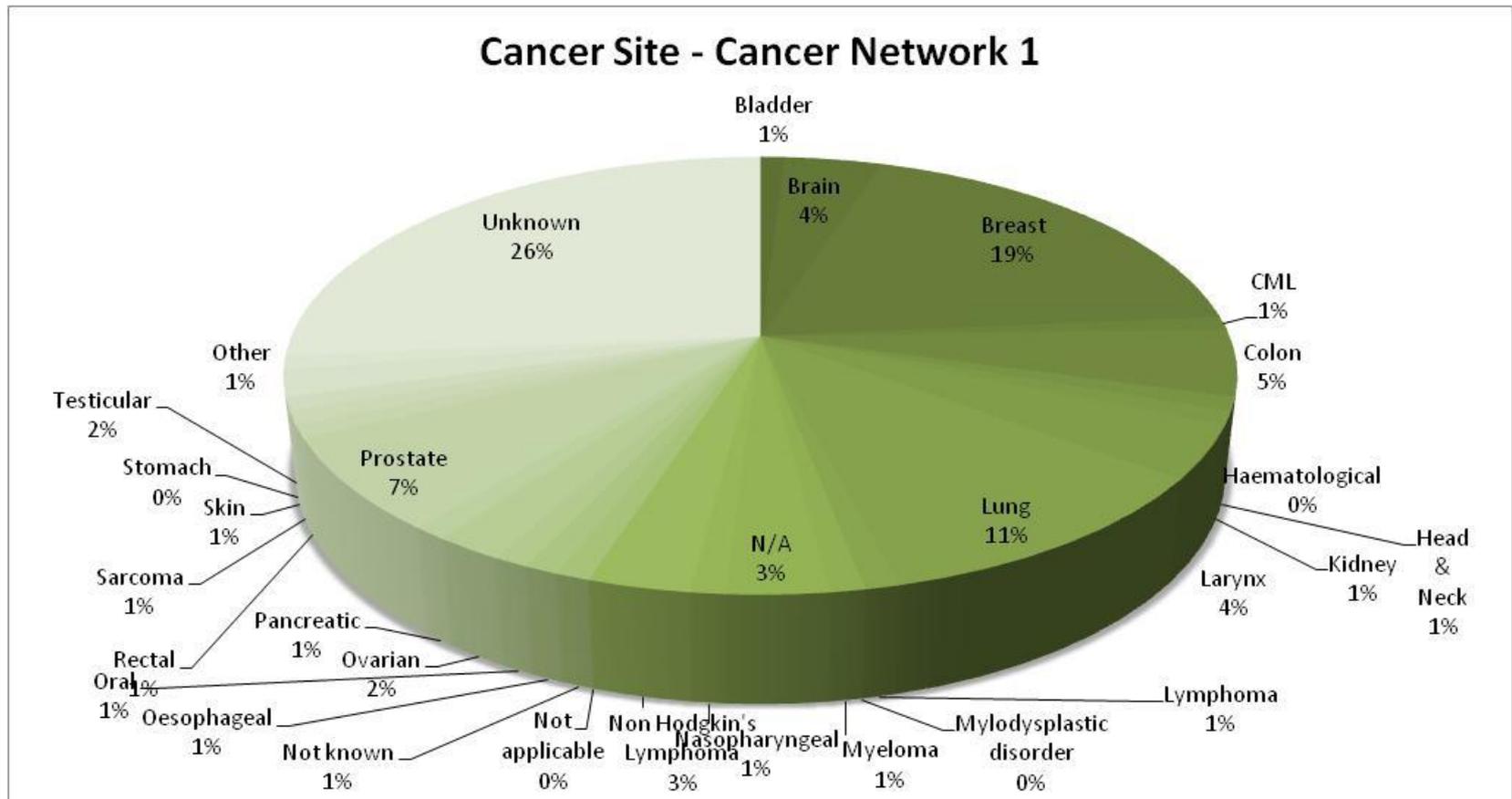
Cancer Network 1 vs. Cancer Network 2 comparison: who visits services?

Comparison of status of enquiries
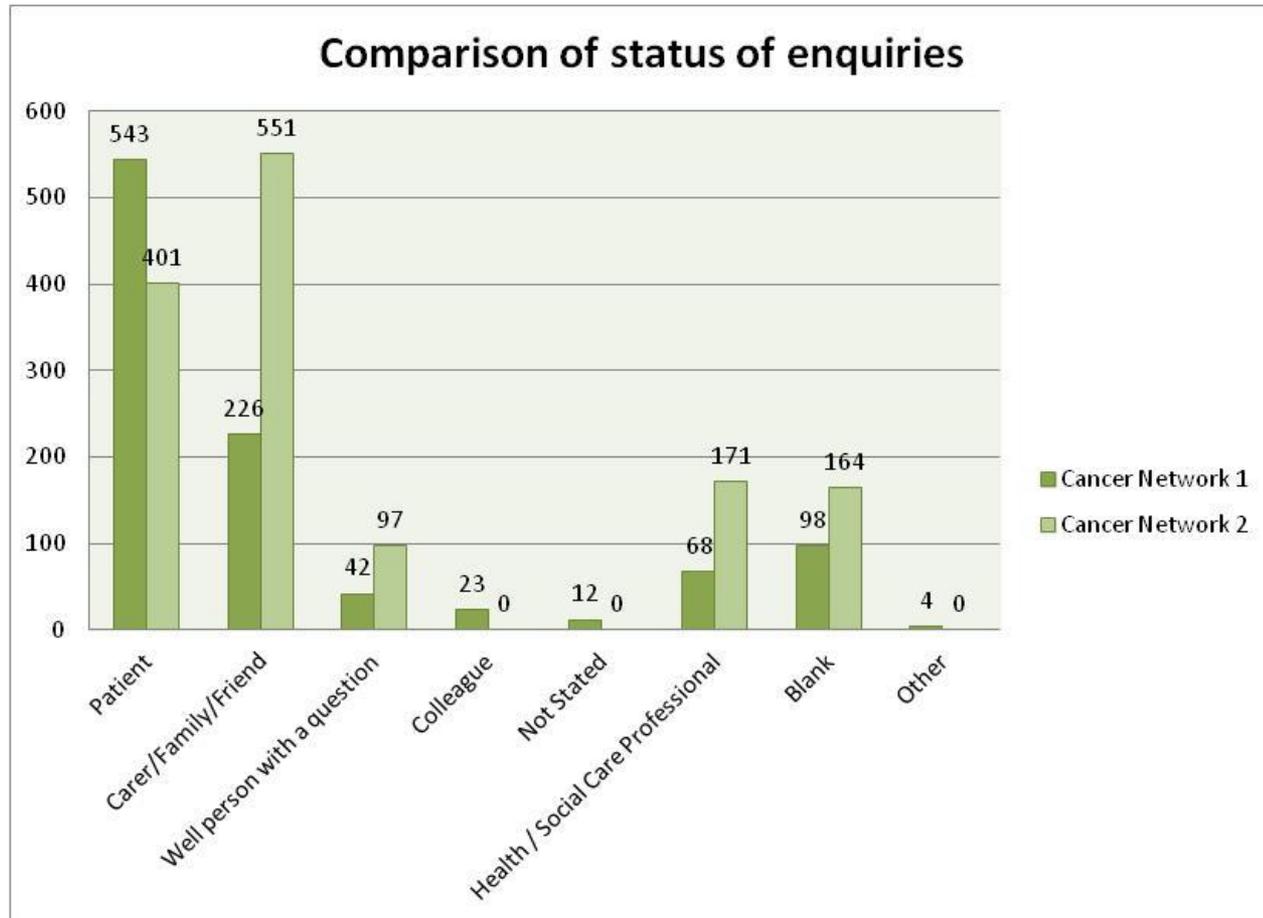
This chart compares the numbers of enquiries received across the different groups in the two cancer networks. This shows some differences which might affect the services offered or the resources stocked in services. For example, the chart shows that in cancer network 1 there were a higher proportion of enquiries from cancer patients, whereas in cancer network 2 more enquiries were made by people who have been recorded as carers, family or friends.

Cancer Network 1: Cancer site

Breast cancer represents 19% of enquiries made to information services. Lung cancer represents 11% of enquiries followed by prostate cancer making up 7% of enquiries.

Cancer Site - Cancer Network 1

Cancer Network 2: Cancer site

14% of enquiries to information centers in cancer network 2 were breast cancer related. 12% of the enquiries were lung cancer related.

Cancer Site - Cancer Network 2
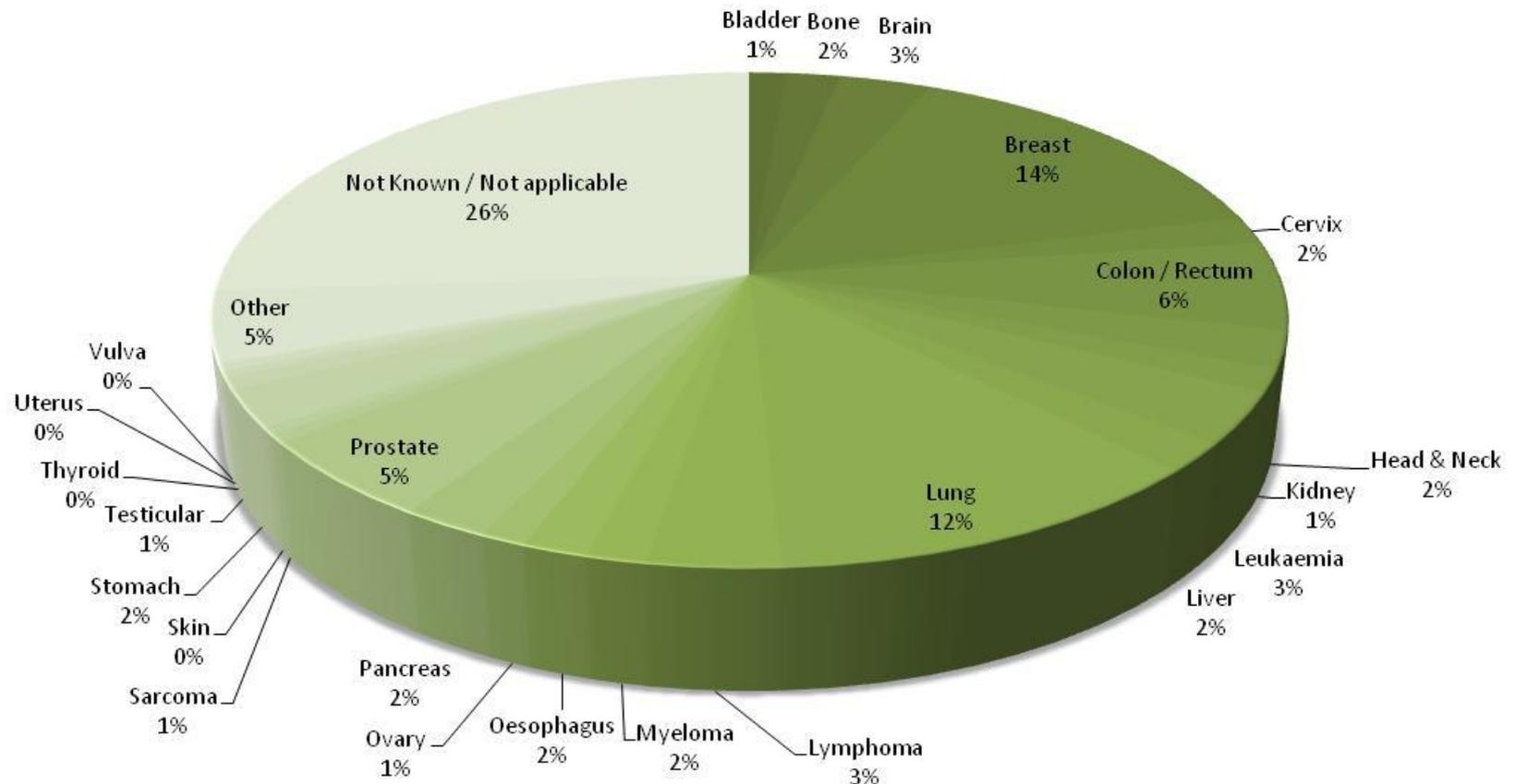
Cancer Network 1 vs 10 most commonly diagnosed cancers in England

Cancer Network 1

Ten most common cancers diagnosed in England (rate per 100,000)

	Cancer Network	NI	UK
Breast	111.37	110.43	123.63
Prostate	91.46	99.4	100.54
Lung	41.08	49.7	50.43
Colorectal	39.39	53	46.68
Skin	8.83	13.58	15.7
Non Hodgkin's			
Lymphoma	14.21	14.96	15.22
Bladder	10.94	10.43	12.49
Leukaemia	9.11	8.99	10.17
Oesophagus	7.57	9.58	10.09
Pancreas	8.94	9.82	9.51

Primary Cancer site	% Cancer Network 1
Breast	19
Lung	11
Prostate	7
Colon	5
Brain	4
Larynx	4
Non Hodgkin's Lymphoma	3
Ovarian	2
Testicular	2

The primary cancer sites enquired about in the information services in cancer network 1 are representative of the cancer diagnoses in the that part of the UK. The table above and to the left represents the national diagnosis data and the table on the right reflects the 'top' cancers diagnosed in this cancer network. Please note however that 27% data returns for this data field were left blank or not recorded.

Thank you

As we approach the end of the year, on behalf of the Information & Support Team – **Thank you to everyone who has submitted data during 2012.** As you know we will be collating figures for the whole of 2012 at the beginning of January, and we will update figures from the first three quarters of the year for inclusion, so if you haven't managed to submit all of your data it is still possible to 'catch up'! End of year figures need to be submitted by the 14th January 2013, and will be included in the Macmillan annual report.

It is clear that the value of the analysis is much higher with better data returns, especially with data being returned in its 'raw' form. We do have the opportunity to provide you with some rich data if all services are able to submit their data, so if you are having problems with it please do get in touch and we will do our best to support you.

From Q3 data returns some services are still providing 'snapshot' totals, sometimes in a word document, sometimes in an excel spreadsheet, providing us with collated totals. We are not able to do any complex analysis using this data, so we do really need services to provide the original 'raw' data.

If you aren't sure how to submit your data, are having problems with it, or simply have questions about what we will do with it, please do not hesitate to get in touch. We can also explain how to submit data from other collation systems as long as you collect the Macmillan dataset.

For more information, or if you have any questions please contact: cissinfo@macmillan.org.uk