

WE TAKE ACTION

Cancer Voices Conference

Hilton London Gatwick Hotel

WE ARE
MACMILLAN.
CANCER SUPPORT

Programme

Friday 9 October

12.00pm	Registration and lunch Visit our desk to register, pick up a delegate pack and meet with other conference attendees. A cold buffet will be available on arrival in the hotel restaurant.	Ascot Foyer
1.00pm	Welcome <i>Jenny Walton, Event chair</i>	Ascot Suite
	Opening address <i>Jamie Dundas, Macmillan's Chairman</i>	Ascot Suite
1.30pm	We Take Action Hear personal stories from Macmillan Cancer Voices.	Ascot Suite
2.15pm	Break Enjoy some refreshments and take the opportunity to visit the marketplace and mingle with fellow attendees.	Ascot Foyer
2.45pm	Workshop sessions 1	Various rooms
4.15pm	Close of day - Free time	Ascot Foyer
4.15-5pm	Welcome group	Goodwood
6.00pm	Drinks reception	Ascot Foyer
7.00pm	Dinner	Ascot Suite

Saturday 10 October

9.00am Registration Ascot Foyer

9.30am **Welcome to day two** Ascot Suite
Help shape Macmillan's future
Juliet Bouverie, Director of Corporate Development and Gráinne Kavanagh, Head of Strategy Implementation
Help Macmillan evolve. Listen to our future plans for the organisation and then tell us how we could improve on our ideas. It's your chance to help shape Macmillan's future.

10.30am **Comfort break** Ascot Foyer
Enjoy some refreshments, take the opportunity to visit the marketplace and mingle with fellow attendees.

10.45am **Workshop sessions 2** Various Rooms

12.15pm **Lunch** Restaurant
Another opportunity to network and visit the marketplace.

1.15pm **Workshop sessions 3** Various rooms

2.45pm **Close** Ascot Suite

3.00pm **Refreshments available** Ascot Foyer

Workshop choices

You will be able to attend three of the workshops below over the two day event.

1. We take action to make changes

Michelle Rowley, Campaigns Manager and Carol Gibbons, User Support and Involvement Projects Manager
People affected by cancer are a force for change at Macmillan and have been taking part in campaigns, speaking to the media, or drawing on their experience to help us improve services. We will be exploring more ways that you can take action to make a difference. This is an opportunity to tell us what training or support we can offer to help you confidently and effectively take action to make changes.

2. We take action to support each other

People affected by cancer are experts by experience, so they're the best people to offer support to one another when getting involved. We will look at how Cancer Voices are supporting others to get involved and have their say – empowering people through facilitating activities, and offering emotional support. Tell us what training, support or opportunities you would like us to offer you to enable you to help others.

3. Macmillan Quality Environment Mark – Raising the roof

Nicola Cook, Macmillan Project Manager for the Macmillan Quality Environment Mark and Senior Macmillan Development Manager, North West and Jean Taylor, Associate Fellow, The Office for Public Management

Macmillan is working with the Department of Health to establish the first cancer kitemark for cancer facilities. This exciting quality mark will be launched in January 2010 and over 400 people affected by cancer have already been involved in its development. This workshop will share how good cancer facilities can make treatment more effective. You will also be able to find out more about the quality mark and to discuss how this mark may be rolled out in your local area.

4. Overcoming barriers to financial support

Neal Southwick, Financial Support Programme Manager and Stephen Dubbins, Macmillan Development Manager

What are the barriers that some people affected by cancer can face when trying to access financial support? Find out what new services Macmillan are developing with input from people affected by cancer, to help you identify what support is available and how to get it. We'll also be exploring other ways Macmillan can help more people access financial support.

5. Looking back on our campaigns - successes so far!

Cerys Roberts, Campaigns Officer and Claire Williams, Assistant Campaigns Officer

Many of our campaigns are shaped by issues that people affected by cancer have raised and the successes are a result of working together to combat these issues. Learn about our campaign successes so far, such as the Sexual Relationships campaign that was discussed at last year's conference. Hear why this campaign was a success and how you can get involved in future campaigns.

6. Inclusion: challenging inequalities in cancer care

Hana Ibrahim, Equality and Human Rights Project Manager and Khadija Abbasi, Equality and Human Rights Officer

This year we launched a new initiative called Inclusion to address the challenge of tackling inequalities in cancer care so that we can support everyone affected by cancer. At Macmillan we recognise that inequalities affect everyone so come to this workshop to hear about our plans and the pilot projects we are setting up. Discuss with us the actions you think we could take to help us identify and fight specific inequalities facing people affected by cancer.

7. What's happening with... Daily Living?

Charlotte Argyle, Carers Support Manager and Barbara-Anne Walker, Daily Living Programme Manager

It's vital that people affected by cancer get the services and support they need to carry on with their daily lives. Hear about the many ways you can help Macmillan influence how social care services are provided, such as joining Steering Groups to develop social care services at Macmillan and other organisations, influencing the people who plan and fund services or getting involved with local advisory groups working on key issues such as end of life care and the needs of patients and carers.

8. Development of a patient out of hours toolkit

Tasia Malinowski, Primary Care and Community Programme Manager and Stephanie Peart, Healthcare Project Officer

We all expect the very best care; no matter where and no matter when. But outside of working hours, delivering the highest standard of emergency care hasn't always been possible. Macmillan's new Out-of-Hours toolkit is designed to change this by sharing good practice and boosting the quality of care during this potentially problematic period for both cancer and palliative care patients. This workshop would involve looking at developing a 'patient empowerment' section that could form part of the existing toolkit. This would be a one-page guide on 'need to know' information that GPs could give to vulnerable patients regarding care during out of hours periods.

9. Update on the Survivorship programme

Stephen Hindle, Cancer Survivorship Programme Lead and Steven Wibberley, Cancer Survivorship Programme Executive

In this session you will hear about all the work of the Survivorship programme from the past year. We'll also be asking for your input, as well as exploring how you can get involved with delivering the programme in 2010 to support more people living with and beyond cancer.

10. Introducing Macmillan's self management toolkit

Suma Surendranath, Self Management Learning Programmes Development Manager

Learn about Macmillan's self management toolkit, a set of short mini-workshops covering areas such as relaxation, exercise, healthy eating, communication and sex and body image. These sessions are intended to develop personal confidence and the skills to address the day-to-day issues of living with and beyond cancer. They combine theoretical information, case studies and interactive discussions. Help us identify ways that people affected by cancer could get involved in developing the toolkit and promoting its use across the UK.

11. Communication skills for support

Maxine Klein, Learning Programmes Manager

"I always thought that I was a good listener; I realise now that I was not really listening at all" a past workshop participant told us. In this workshop you will get hints and tips to develop your communications skills to support other people affected by cancer. Whether that is through befriending, buddying or simply listening and responding, we'll show you the best communication methods to use for you and the person you're supporting.

12. Let us help you tell your story

Nazira Visram, Cancer Voices Trainer

Whether you are telling your story in a meeting or to health professionals, we'll show you techniques to getting the right messages across in the best way. You'll learn how to identify which parts of your story are relevant to specific audiences and events. This workshop includes practical advice on planning speeches, talking to different audiences and delivering your presentation clearly and assertively.

13. Networking: Meet Cancer Voices and learn about Macmillan in your area

Who's who? This informal and relaxed session is a chance to meet other Cancer Voices and Macmillan team members in your area to share your experiences and knowledge. Through fun and interactive methods we'll also look at who is doing what across the country.

14. Networking: My achievements as a Cancer Voice

What have you done lately to make you feel proud? This networking session is for experienced Cancer Voices – we'd like you to tell us what you have achieved and help to develop a Cancer Voices Curriculum Vitae.



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