UCLH-Macmillan partnership perceptions and accomplishments

The story so far

20,500

visits to the Macmillan Support and Information Service in 2015.

90%

of the partnership stakeholders believe that patient care is UCLH's top priority.*

820

staff members have attended the Schwartz Center Rounds® which provide an opportunity for staff to reflect on the emotional aspect of their work.

60

Clinical Nurse Specialists participate in the UCLH cancer Clinical Nurse Specialist forum that emphasises the value of their role.

11

Macmillan One-to-One Support Workers aspire to improve quality of care, patient experience and outcomes in a more cost-effective way.

58%

of the partnership stakeholders think that quality of care has improved over the past 2 years.*

846

staff members have attended the Sage and Thyme® training that teaches staff the core skills of dealing with people in distress and empowers patients.

65

The Macmillan Volunteering Service currently engages 65 volunteers across 19 different roles.

91%

of the partnership stakeholders think the importance placed on patient care has increased over the past 2 years.*

97%

of the partnership stakeholders believe that patient experience is a priority or important.*

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University College London Hospitals NHS
NHS Foundation Trust

* This was a finding from an online survey of 88 UCLH staff members involved in the delivery of cancer services conducted between December 2014 and January 2015. The survey formed part of RAND Europe's independent evaluation report into the UCLH-Macmillan Partnership.