**What is the Macmillan eHNA?**

The eHNA, or electronic Holistic Needs Assessment, is a service funded by Macmillan that provides a web based means of providing holistic needs assessments (HNA). It is one of the many tools Macmillan has developed to support the Recovery Package.

The Recovery Package enables people living with cancer to take a more active role in their care by giving them the right information and support at the right time, as well as the tools and confidence to manage their health.

It identifies and addresses their changing needs, whether physical, emotional, practical or financial, at any point from diagnosis onwards. We’ve made tools and guides to support professionals to deliver this, improving communication between healthcare settings and the community.

Further information about the Recovery Package, and all our supporting tools, can be found [here](#).

**Who can use it?**

The eHNA covers the whole cancer pathway and although most of its use is still in hospital settings, it is not limited to this. For instance, it could be used within primary care as part of the cancer care review, or within the community teams and navigator roles which are a single point of contact for patients, families and primary care professionals through their treatment pathway. We have recently expanded the list of diagnoses to include other long-term conditions, to make it easier for palliative care and hospice teams to use it as well.

**How can an organisation sign up to use the eHNA?**

Organisations interested in using eHNA should first contact their local Macmillan Quality Lead (QL) or Partnership Manager (PM). The QL or PM will work with the organisation to discuss implementation of eHNA. The organisation will then need to register interest and sign a Macmillan Cancer Service Provider Agreement. This can be obtained through our website [https://signup.mycareplan.co.uk](https://signup.mycareplan.co.uk). An agreement will automatically be produced as part of the registration process, and ready to download immediately. This agreement includes information on data protection and governance and will need to be signed by someone with relevant authority.
Once the online registration has been completed, the organisation will need to download the agreement and print and sign two copies. It is important that both copies have original signatures. These signed agreements should be sent by recorded post to: eHNA Team, Macmillan Cancer Support, 89 Albert Embankment, London SE1 7UQ. We will countersign both copies and return one to the organisation for their records.

The diagram below shows the process of signing up to use eHNA

What about information governance and data protection?
The agreement covers the organisation’s use of the eHNA tools, as well as providing information and assurance on information governance and data protection compliance. The eHNA team are happy to answer any more detailed queries that arise from this. It is essential that the information governance team in each organisation is satisfied with the assurances that we give, and we have found that involving them in looking through the agreement at an early stage avoids many issues and misunderstandings later in implementation.

We are aware of the changes required to implement the General Data Protection Regulation (GDPR) in 2018 and will be updating or issuing change notices on all agreements in due course.

Questions about information governance and data protection should be directed to eHNA@macmillan.org.uk.
Getting started and training
Once the agreement has been signed and agreed by both parties, the eHNA team will send the lead person an email with instructions on how to get started. It will cover testing, provide access to the eHNA assessment and care planning pages, as well as setting up teams and users. The eHNA team can help troubleshoot any issues that may arise.

Training on how to use the eHNA is usually via webinar and we also provide a step by step user guide, meaning that most teams do not need to wait for a training day to be arranged before starting. The webinar is also available as a pre-recorded video for sites where webinars are not supported. We can also offer face to face training – but please note this is only on how to use the electronic HNA.

For training on performing holistic needs assessments and care planning, it is advisable to contact your Macmillan Learning and Development Manager or review LearnZone (www.learnzone.org.uk/recoverypackage), which has more information on this process.

Will there be costs incurred when signing up to the system?
It is free to sign up and use the eHNA assessment and My Care Plan website. Macmillan Cancer Support funds the licensing costs in order for a trust or organisation to use the tools. This will be effective until June 2021. A decision to continue beyond this date will be made in late 2019.

Will organisations need to purchase any equipment?
As the eHNA questionnaire and care planning are web based, they can be accessed on any electronic device with internet access. Individual organisations and teams will need to consider if existing equipment is suitable or if new hardware will need to be purchased. Please contact your Macmillan Partnership Manager, or Quality Lead, if you are considering making a Grant Application.

Can patients complete an assessment on their own?
Yes, the assessment can also be completed by the individual at home on a PC, laptop, tablet or smartphone. This could reduce the amount of equipment needed and provide opportunities for care planning to be delivered remotely.

Who do I contact if I have any further questions?
Email: eHNA@macmillan.org.uk, Tel: 0207 840 4771
Post to: eHNA Team,
Macmillan Cancer Support,
89 Albert Embankment,
London, SE1 7UQ.