

SOCIAL PRESCRIBING FOR CANCER PATIENTS

**A guide for Primary
Care Networks**

In partnership with



Personalised
Care Institute

MACMILLAN
CANCER SUPPORT

This resource has been developed in association with the Personalised Care Institute.

The Personalised Care Institute (PCI) is accountable for setting the standards for evidence-based training in personalised care in England and has developed the first ever personalised care curriculum.

The PCI is a collaborative organisation with more than forty partners from across health and care and works together with these partners to develop, accredit and deliver high quality personalised care training, aligned to the personalised care curriculum.

Via a dedicated virtual training hub the PCI offers health and care staff across all sectors to access the very latest in personalised care training and development.

For more information and to access the training hub, please visit www.personalisedcareinstitute.org.uk



Personalised
Care Institute

Contents

What is Social Prescribing?	4
Working together	5
Universal personalised care model	6
Social Prescribing in supporting people living with cancer	7
Unmet needs of people living with cancer and support available	11
Tools and Resources	14
Patient Resources	33
Appendix	35

What is Social Prescribing?

The five-year framework for GP contract reform published in 2019 emphasized the importance of multidisciplinary working to deliver personalised care to people within primary care. For the duration of the contract, Primary Care Networks will receive reimbursement funding for social prescribing link workers to support patients across the network. This commitment will enable social prescribers to become an integral part of the core general practice model across England, and is an essential way to ensure that people are able to access the support needed as and where suits them. Macmillan Cancer Support has developed this toolkit to provide Primary Care Networks and social prescribing link workers with information, tools and resources to support them in their role.

Social prescribing takes into account the multiple determinants contributing to a person's health including social, financial and environmental factors. Social prescribing programmes link and support people to access personal networks, as well as linking to practical and emotional support within communities and the voluntary sector. Social prescribers work with people to identify needs that are having a negative impact on their quality of life and to agree plans through direct practical support or, more often, signposting or referring to other professionals or services who are well placed to meet these needs.

The aim of social prescribing models is to help people live their lives as well as possible, with a focus on supporting them to take control of and to improve their health, wellbeing and social welfare. Individual needs vary which means some people may only need limited contact with the social prescriber however for others, more regular contact and review/follow up might be necessary.

Social Prescribing can:

Help people identify needs that are currently affecting their lives, as well as empowering them to identify potential issues and to work through solutions. Supporting self-management and the development of coping skills for people with long term conditions is an essential element of what social prescribing can achieve working with the medical professionals involved in a person's care.

As well as the benefits to the individual, there is evidence from the University of Westminster that supporting an individual through social prescribing can reduce GP attendances by an average of 28% and A+E attendances by an average of 24%, demonstrating statistically significant drops in referrals to hospital.

The below infographic from the Richmond Group demonstrates what they consider to be the five essential elements of social prescribing.

A transfer of resources



From the statutory sector to the voluntary, community and social enterprise (VCSE) sector, in parallel with these connections. This is essential for the sustainability of these approaches.

Community-building service development



With attention given to building on existing assets, generating social capital and creating local responses to unmet needs and goals.

A person-centred approach



With appropriate time given to conversations focused on how people want their lives to be, what strengths they have, and what goals they can work towards to live as independently as possible.

Connections



To personal and community networks as well as to practical and emotional support within communities and the voluntary sector.

Buy-in from referring professionals



With recognition that collaboration and communication across and within sectors is a necessity and may require additional link workers, which is a skilled role that must be appropriately paid.

Working together

These roles are more than signposting and actively support people to focus on what matters to them, what a good life looks like and help to build confidence and resilience to enable self-management as appropriate. These roles often support people to navigate care between professionals and to access support for their holistic needs. The individual and the social prescriber can co-produce a simple personalised care plan that outlines their needs and expectations, what they can do for themselves and what assets are available to them. This could be either in the community or through the networks they already have.

This involves:

- Conversations
- Assessment and Care Planning
- Navigation
- Support
- Information

Key principles of social prescribing and things to consider in implementation (BritainThinks (2017). *Social prescribing in Somerset: Research commissioned by the Richmond Group*)

- It is tailored to the individual
- There is a personal relationship at the centre of the service
- It offers support with emotional and social needs
- It enables people to make changes in their own lives
- It feels positive and solution-focused

It is not:

- an alternative to social work, social care or occupational therapy
- an alternative to properly funding and supporting these essential eligibility-based services or other health services including mental health provision
- a cheaper alternative to statutory services
- new

It is important to understand that community assets will need to be nurtured and invested in so that there are resources and support available to meet people's needs. Many successful schemes also either invest in, or work with others to build up community resources with continuous asset mapping being key to a programme's effectiveness. Some social prescribing roles also involve building and developing community resources.

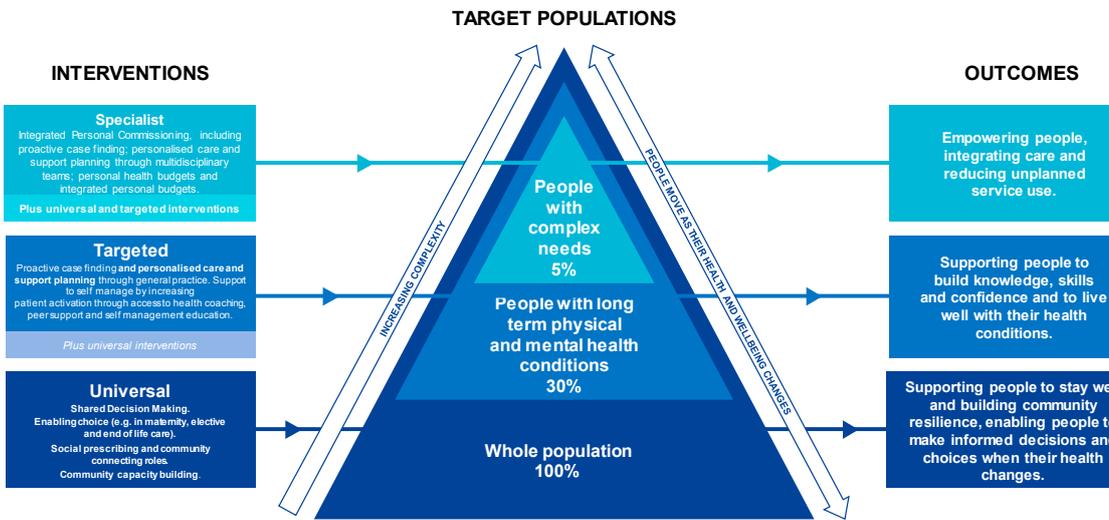
Universal personalised care model

Social prescribing should be offered at a population level and is only one part of personalised care. It should be thought about in the context of the whole operating model and how your Primary Care Network (PCN) will deliver on all aspects of personalised care.

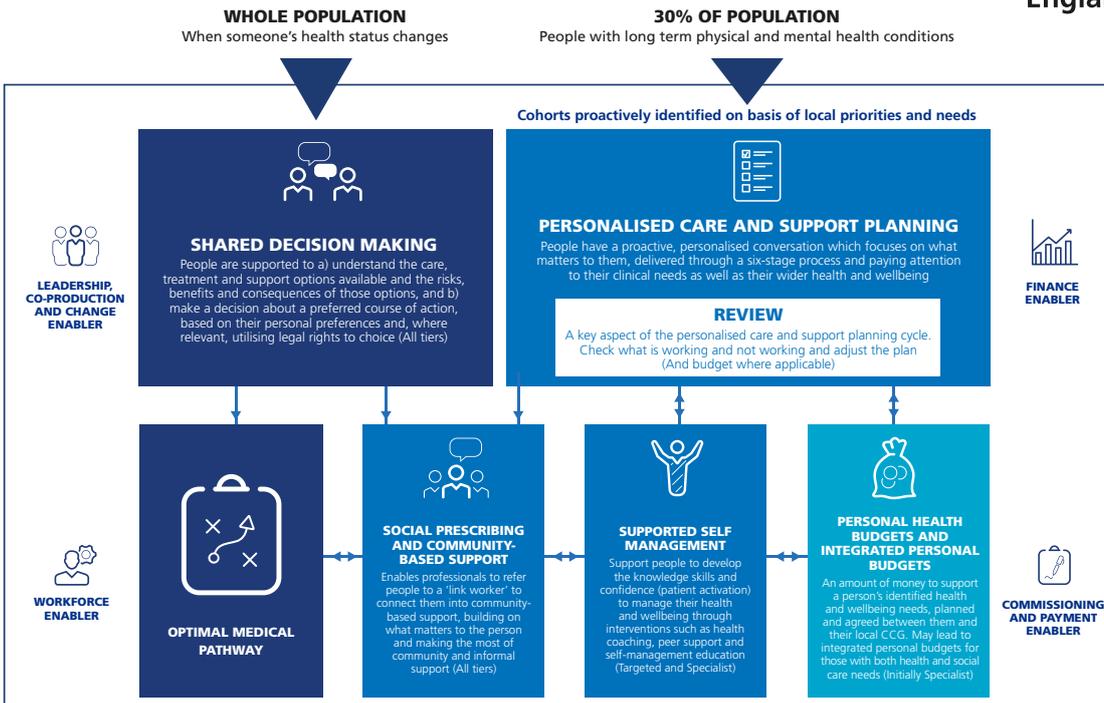
Below is the NHS England comprehensive model of personalised care which may be helpful when considering how a social prescribing service at network level fits with the wider health and social care system in your area.

Comprehensive Personalised Care Model

All age, whole population approach to Personalised Care



Personalised Care Operating Model

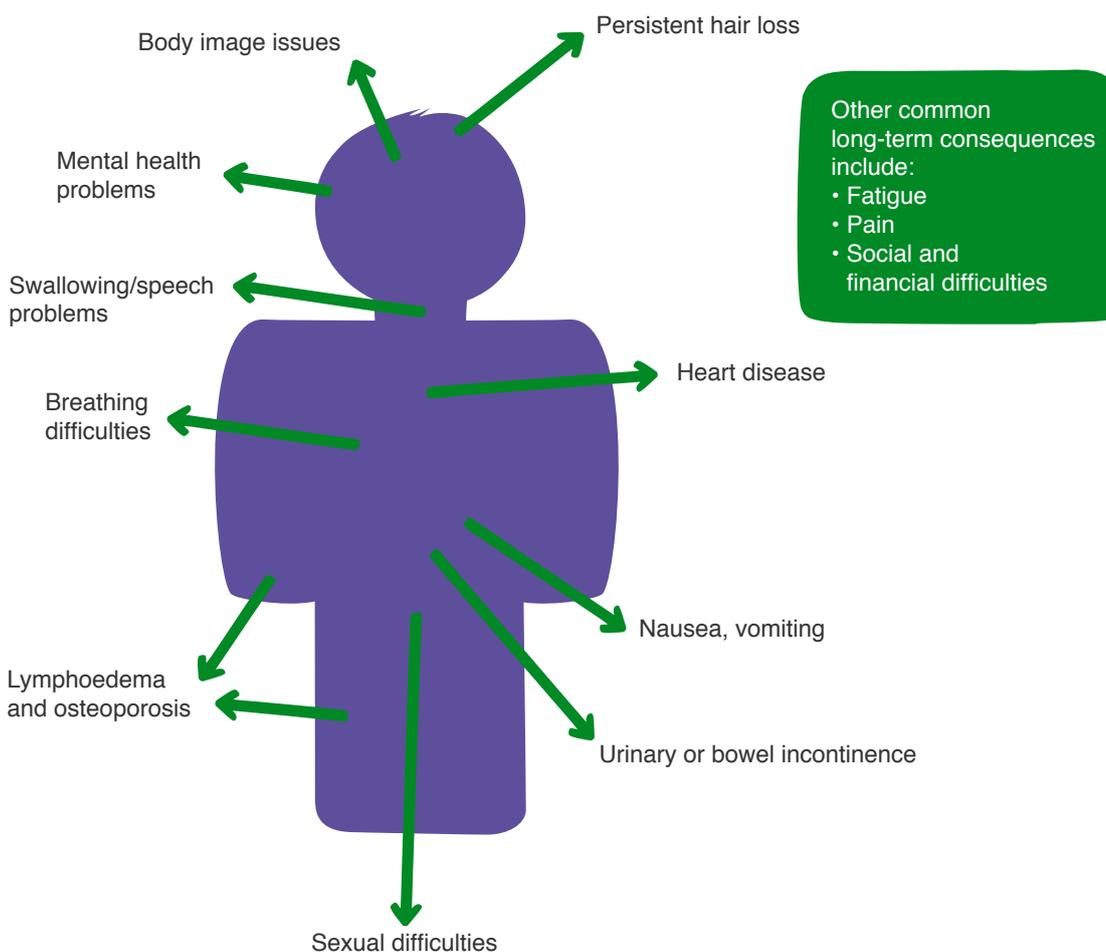


Social Prescribing in supporting people living with cancer

Macmillan Cancer Support recognises that Social Prescribing is an essential enabler to the delivery of integrated personalised care for people living with cancer. Our Macmillan GP community may be able to provide training at a local level to support social prescribers in delivering personalised care for people living with cancer. If this is something you would be interested in finding out more about please [email us](#).

Support for people living with cancer within the community is becoming ever more relevant as people are living longer following a diagnosis. This is leading to a shift in the perception and management of cancer which is increasingly being seen and treated as a long-term condition for a growing number of people. This shift coupled with the understanding that 70% of people living with cancer will also have another long-term condition strengthens the need for support within primary and community care.

People living with cancer have varied needs and cancer can affect all aspects of your life, from relationships to work or finance. Cancer can have a huge emotional impact on the individual and those around them.





At least **1 in 4** of those living with cancer – around **625,000 people** in the UK – face poor health or disability after treatment.¹



Over 70% need emotional support² – research shows that 2 in 5 people living with cancer are affected by depression, and 1 in 10 experience anxiety.³



4 in 5 people living with cancer experience a financial impact. The average is £570 a month.⁴

The Holistic Needs Assessment is an intervention used to identify what issues a person living with cancer might be facing at different points in their cancer experience. These needs may be physical, emotional, practical or financial. Offering a social prescribing service to people living with cancer can help to address these needs around the time of diagnosis, throughout treatment and also, essentially, when the active treatment period is over. This is a time where an individual's needs may change and structured follow up may stop.

Understanding what support and services are available locally is vital and appropriate asset mapping may be necessary either at network or CCG/Local Authority level to ensure details are thorough and up to date.

Macmillan cancer support has developed various services, tools and resources to support people living with cancer. Some of these offers are listed on [page 33](#) and can be utilised alongside locally available services and support.

¹ Macmillan Cancer Support. *Throwing light on the consequences of cancer and its treatment*. 2013 (1 in 4 people using estimated prevalence of 2.5 million)

² Macmillan Cancer Support. *Hidden at Home – The Social Care Need of People Living with Cancer*. 2015.

³ Pitman A, et al. *Depression and anxiety in patients with cancer*. BMJ 2018; 361:1415.

⁴ Macmillan Cancer Support. *No Small Change: Time to act on the financial impact of cancer*. 2012.

How could a Social Prescribing service provide support to people living with cancer? People living with cancer can experience a wide range of unmet needs, many of which may not require support from a clinician. To demonstrate this and the tremendous impact that a social prescriber can have when utilised fully we have included a case study below.

We would like to thank the team at Knowsley CCG and the individual affected for sharing this case study.

Case study

Sarah is a 42-year-old with no partner living with a ten-year-old daughter and a seven-year-old son. Sarah has recently been diagnosed with stage 3 breast cancer. Sarah's GP automatically referred her for a holistic needs assessment (HNA) with the local Macmillan Navigator, which revealed the following concerns:

1. For two years the family has not had access to a cooker and has survived on microwave meals from Farm Foods.
2. Sarah had no bed, slept in a chair and as a result was not sleeping well.
3. Sarah worried about the debt she had accrued and feared that the cancer would stop her from working.
4. Sarah did not know how she would get to her hospital appointments.
5. Sarah was very anxious about how the diagnosis would affect her children.
6. Sarah wanted to give up smoking because of her diagnosis.
7. Sarah felt isolated, she was struggling to get to grips with her diagnosis and hospital appointments.
8. The Navigator also identified potential literacy problems as Sarah missed her first Chemotherapy appointment and had a poor understanding of her diagnosis and treatment.

Following this conversation, an HNA and resulting Care Plan were completed and attached to Sarah's file within EMIS Web. The issues identified through the HNA and resulting action undertaken by the social prescriber are outlined overleaf.

Need identified by HNA	Intervention initiated by the Navigator*
No Cooker for over two years	Knowsley Housing Trust Purchased a new cooker for Sarah
Sleeping in a chair	A grant for a new bed through “Person Shaped Support” was obtained
Financial Problems	A phone call was facilitated with Macmillan for benefits/debt review and rent payments through Tenants Extra Support Scheme
Transport problems	Appointments were rearranged so that a friend could drop Sarah off and pick her up outside of school times
Not Sleeping	As well as the new bed, some relaxation information given and Sarah was booked onto the next Mindfulness course run by her GP Practice
Worried about the children	Free passes were arranged for the family from the local gym and holiday clubs were organised for the half-term. Possibility about referral to CAMHS if necessary was discussed with Sarah
Smoker	Appointment made for that afternoon with smoking cessation at Sarah’s GP Practice
Feels semi isolated and increased anxiety	Review of medications by practice pharmacist, discussed free local community classes, breast cancer support groups, free holistic therapies' and lunches
Missing Chemotherapy appointments	Arrangements made through the Navigator and CNS to ring Sarah the day before her chemo as a reminder
Literacy problems	Navigator is still testing to see if high anxiety or literacy issues are contributing to understanding and compliance with appointments/working with others, this will be further assessment at Sarah’s 12-week HNA review

*This role is described as a ‘Macmillan Navigator’ locally however, the individual undertaking this role may be referred to as a Social Prescriber or Social Prescribing Link Worker elsewhere.

Unmet needs of people living with cancer and support available

Many of the needs exemplified through Sarah's story are common needs experienced by people living with cancer. Some of these needs and guidance on how to find available support are explored below:

- We know that almost a quarter of people living with cancer are suffering from loneliness as a result of their cancer. As well as directing people to local opportunities such as community groups or volunteering/buddying services, the Macmillan Online Community can be a way for people to connect with others who have had a similar experience.
- As mentioned above, many people will have significant psychological needs after a cancer diagnosis. People living with cancer who experience these needs should be made aware of local support that is available face to face. In addition, or in place of this, some may benefit from online information and support or from speaking to someone on the Macmillan Support Line.
- As highlighted, the negative financial impact of cancer can be a difficult and unexpected consequence of receiving a cancer diagnosis for some people living with cancer. There should be local services available to provide support in addition to speaking to a Macmillan Welfare Rights Adviser by calling 0808 808 00 00.
- Getting back to work after a cancer diagnosis can be difficult but we know that 87% of people living with cancer who were employed at the time of receiving a diagnosis would like to return to work. Over half of people living with cancer don't know where to go to get help with this and a social prescriber could provide vital support. Get Macmillan's 'Work Support Route' guide and Top Ten Tips for Primary Care Professionals to help with these discussions.
- Appropriate advice and support regarding physical activity can be essential for people living with cancer from the time of being diagnosed, through treatment and recovery and to prevent effects of treatment and recurrence of cancer. It is important to understand where people living with cancer can be signposted or referred to locally and to understand the benefits that this could bring.

Asset Mapping

Having an up to date awareness and directory of services and support that are available in your area is essential for a successful social prescribing service. Asset mapping involves identifying any services, support or networks already available locally for people living with cancer, or that can be expanded to include cancer care. These services need not be cancer-specific but simply responsive to the needs of people living with cancer. Asset mapping may already be underway at a broader scale within your area, likely spanning multiple networks.

Any social prescribing, navigating and connecting model will need to build on the assets that exist locally which is why it's key that this activity is one of the first steps in mobilising a social prescribing service. Asset mapping is also an ongoing process which needs continuing resource and infrastructure in order for it to be effective. This is where digital platforms such as Elemental or Health Unlocked can provide an innovative solution to ensuring ongoing service improvement.

Key questions to get you started: Asset Mapping

- 1 What is currently known about the assets that exist in your area?
- 2 Who else is working on social prescribing in your area?
- 3 Do they support people living with cancer through existing services?
- 4 What discussions have taken place around working together?
- 5 How do people living with cancer feel about these assets – do they meet needs, do people know about them?
- 6 Do other professionals know about them?
- 7 How are they delivering person centred, asset-based support?
- 8 Are there any training needs around cancer?
- 9 How are others sharing information and data?
- 10 Does your Local Authority already have a directory? How will this be kept up to date?
- 11 What are the Voluntary and Community Sector connections?
- 12 What Macmillan services are available in your area?

Tools and Resources

1. **How to access Cancer Care Review templates within each Primary Care IT System**
2. **How to carry out an effective Cancer Care Review**
3. **How to find the Cancer Care Review Information sheet and one pagers**
4. **How to access the electronic Holistic Needs Assessment**
5. **How to access palliative care templates within each Primary Care IT System**
6. **How to access Macmillan information and resources for Primary Care**
7. **How to access Macmillan's Ten Top Tips Series**
8. **How to sign up for Macmillan's Quarterly Primary Care update newsletter**
9. **Work and Cancer**
10. **Finance and Cancer**
11. **Local Services**
12. **Macmillan Support Line Services**
13. **Macmillan's Online Community**
14. **How to order Macmillan resources**
15. **Accessing a Macmillan grant for patients**

1. How to access Cancer Care Review templates within each Primary Care IT System

A Cancer Care Review (CCR) as part of QOF should be offered to every patient within three to six months of being told they have cancer. This should be a holistic conversation that covers clinical, practical, emotional, psychological and financial (where appropriate) aspects of the person's cancer care. The GP Contract Framework for 2019/20 details that this conversation should be face to face where possible with the offer of a follow up in person if initially a telephone call is preferable. Updated guidance also encourages the use of a structured template such as Macmillan's integrated Cancer Care Review template to ensure an individual's health and support needs are addressed. Macmillan has worked with the three main GP IT providers to integrate a standardised, national template in to EMIS Web, TPP SystmOne and INPS Vision.

EMIS Web

Follow this pathway within your EMIS Web system to access the Cancer Care Review template: [EMIS Library](#) > [EMIS Protocols](#) > [Third Sector Partnerships](#) > [Macmillan/Cancer Support](#) > [Macmillan Cancer templates](#)

Template Runner

Pages < Macmillan cancer care review Useful Links

Cancer care review

Cancer care review done 01-Jun-2018 No previous entry

Cancer care review next due Follow Up 01-Jun-2018 No previous entry

Cancer diagnosis discussed

Cancer diagnosis discussed Text: No previous entry

Cancer therapy

Select which cancer therapy patient is on: No previous entry

Discussion about treatment Text: No previous entry

Discussion about complication of treatment with patient Text: No previous entry

Medication review done

Medication review done 01-Jun-2018 No previous entry

Cancer Care plan

Cancer care plan discussed with patient 01-Jun-2018 No previous entry

Health & Wellbeing

Psychological counselling Text: No previous entry

Lifestyle advice regarding diet Text: No previous entry

Smoking status: 29-May-2018 Ex smoker

Prescription payment exemption Text: No previous entry

Carer's details noted

Carer's details Text: comments: No previous entry

Summary Care Record - Additional Information

An SCR with additional information can be created for this patient. This will enable valuable information from the patient's GP record to be available to share with authorised healthcare professionals directly involved in the patient's care. This will only be created if express consent is given by the patient or a best interests decision is made by a GP.

[Advice regarding managing patients' consent for Summary Care Record with Additional Information](#)

[Patient leaflet on additional information in SCR](#)

Express consent for core and additional SCR dataset upload Text: No previous entry

If a best interest decision has been made, please ensure BOTH boxes are checked.

Best interest decision made on behalf of patient (MCA 2005) No previous entry

Information

Macmillan Cancer Support and EMIS Health have compiled a series of helpful links for primary care professionals to use and share with patients following a Cancer Care Review discussion. These links include One pagers on the most reported concerns from eHNAs including fatigue, pain or discomfort, hot flushes and anxiety as well as information on prescription exemption and how to signpost patients to further support from Macmillan.

[Macmillan Information for Patients](#)

[Macmillan Support home page](#)

[Entitlement to medical exemption from prescription charges](#)

[Worry, Fear and Anxiety](#)

[Tired, exhausted, Fatigue](#)

[Pain or Discomfort](#)

[Hot Flushes](#)

Pages < Macmillan cancer care review Useful Links

Useful URL's

Macmillan Cancer Support and EMIS Health have compiled a series of helpful links for primary care professionals to use and share with patients following a Cancer Care Review discussion. These links include One pagers on the most reported concerns from eHNAs including fatigue, pain or discomfort, hot flushes and anxiety as well as information on prescription exemption and how to signpost patients to further support from Macmillan.

[Macmillan Information for Patients](#)

[Macmillan Support home page](#)

[Entitlement to medical exemption from prescription charges](#)

[Worry, Fear and Anxiety](#)

[Tired, exhausted, Fatigue](#)

[Pain or Discomfort](#)

[Hot Flushes](#)

TPP SystmOne

Follow this pathway within your TPP SystmOne system to access the Cancer Care Review template: **System > Resource Library > type 'macmillan' as the key search term.**

Macmillan Cancer Care Review Template

Review | Maximising Recovery | Care Planning | Links and Info

Review documentation

Either yourself or the patient may have received a holistic needs assessment or treatment summary to support the cancer care review.

Diagnosis

Check patients understanding of diagnosis and prognosis. Any concerns?
Patients understanding of curative/palliative intent?

Curative treatment Palliative treatment

Treatment - Please ensure key treatments are read coded as active major problems.

Whereabouts in your treatment are you?
Any concerns with regard to your treatment?
Any side effects/complications of treatment (including long-term consequences)?

Chemotherapy Radiotherapy Hormonal treatment

Discussion about complication of treatment with patient Medication review done

Macmillan - ☎ 0808 808 00 00 (Mon - Fri, 9:00 - 20:00) <http://www.macmillan.org.uk>

Information | Print | Suspend | Ok | Cancel | Show Incomplete Fields

Cancer diagnosis discussed

Date ▾ Selection

No previous values

Show recordings from other templates
 Show empty recordings

Macmillan Cancer Care Review Template

Review | Maximising Recovery | Care Planning | Links and Info

Maximising Recovery

Any concerns from eHNA / Care plan?

Discussion on any psychological or social issues

General Health and Wellbeing

Advice about weight Advice about exercise

Advice about nutrition

Current Smoking Status Smoking cessation advice

Alcohol intake Units/Week Lifestyle advice regarding alcohol

Attendance at Health and Wellbeing Event (if not consider referral to local health and wellbeing event (where available))

Macmillan - ☎ 0808 808 00 00 (Mon - Fri, 9:00 - 20:00) <http://www.macmillan.org.uk>

Information | Print | Suspend | Ok | Cancel | Show Incomplete Fields

Discussion on any psychological or social issues

Date ▾ Selection

No previous values

Show recordings from other templates
 Show empty recordings

Macmillan Cancer Care Review Template

Review Maximising Recovery Care Planning Links and Info

Macmillan Cancer Care Review Template

Finance

Advice about finances / benefits

Prescription payment exemption

Advice about work

Family / Carer Status

Please ensure carer is on the practice carers register and appropriately read coded

Does the patient have a carer?

Does the carer have any specific problems or needs?

Does a familial link need to be considered / genetic screening?

Cancer Care Review Done

An opportunity to discuss the patients' understanding of their cancer care plan.

Cancer care plan discussed with patient

Cancer information offered

Cancer care review done (QOF)

Cancer care review next due

Macmillan - ☎ 0808 808 00 00 (Mon - Fri, 9:00 - 20:00) <http://www.macmillan.org.uk>

Information Print Suspend Ok Cancel Show Incomplete Fields

Advice about finances / benefits

Date ▾ Checked ...

No previous values

Show recordings from other templates

Show empty recordings

Macmillan Cancer Care Review Template

Review Maximising Recovery Care Planning Links and Info

Macmillan Cancer Care Review Template

Guidance

- [RCGP Primary Care Cancer Toolkit](#)
- [Macmillan Resources for Primary Care](#)
- [Macmillan Recovery Package Resources](#)

Patient information

- [Macmillan Information for Patients](#)
- [Entitlement to exemption from prescription charges](#)

Macmillan - ☎ 0808 808 00 00 (Mon - Fri, 9:00 - 20:00) <http://www.macmillan.org.uk>

Information Print Suspend Ok Cancel Show Incomplete Fields

Advice about finances / benefits

Date ▾ Checked ...

No previous values

Show recordings from other templates

Show empty recordings

INPS Vision

The screenshot shows the 'Vision Cancer Care Review' interface. At the top, there is a navigation bar with 'Home' and 'Appearance' tabs. Below this is a toolbar with icons for 'Save & Close', 'Codeset', 'Default Read Code', 'Show Indicators', and 'Indicator Logic'. A date dropdown is set to 'Wed 27/06/2018'. The main content area has tabs for 'History', 'Review / Plan', 'Contacts', 'Health & Wellbeing', and 'References'. The 'Review / Plan' tab is active, displaying a list of review items:

Cancer diagnosis discussed	No Data Recorded	[Icons]
Cancer care review	No Data Recorded	[Icons]
Cancer care review (recall)		
Discussion about treatment	No Data Recorded	[Icons]
Medication review	11/08/2004. Medication review with patient	[Icons]
Discussion about complication of treatment wit...	No Data Recorded	[Icons]
Cancer care plan discussed with patient	No Data Recorded	[Icons]
Cancer information offered	No Data Recorded	[Icons]

Below the list, there is a section for 'Macmillan Support and Information' with links for 'Hot flushes and sweats', 'Pain management', 'Sleep problems', 'Tiredness and fatigue', and 'Worry, fear or anxiety'. At the bottom, a green banner contains the text: 'Need to talk? Call us free* > 0808 808 00 00 Monday - Friday 9am - 8pm'. The status bar at the bottom shows 'Previous', 'Next', and 'No Data Recorded []'.

The screenshot shows the 'Vision Cancer Care Review' interface with the 'Carer' section selected. The toolbar is similar to the previous screenshot but includes an 'Undo Last Entry' button. The main content area displays a list of carer-related fields:

Carer Status	27/06/2018: Name of informal carer	[Icons]
Type of Informal Carer	No Data Recorded	[Icons]
Carer - Home no.	No Data Recorded	[Icons]
Carer - Mobile no.	No Data Recorded	[Icons]
Carer - Work no.	No Data Recorded	[Icons]
Carer - Email address	No Data Recorded	[Icons]
Patient consent given to contact carer about c...	No Data Recorded	[Icons]
Next of kin	No Data Recorded	[Icons]

The green banner at the bottom is identical to the previous screenshot. The status bar at the bottom shows 'Previous', 'Next', and '27/06/2018: Name of informal carer - Name of Carer=Vision User []'.

Cancer Care Review (Macmillan) for [redacted] - 01 Apr 2019

Home Appearance

Save & Close File Codeset Default Read Code Show Indicators Indicator Logic Wed 27/06/2018 Previous Tab Next Tab

History Review / Plan Contacts Health & Wellbeing References

Vision Cancer Care Review

MACMILLAN
CANCER SUPPORT

Psychological counselling	No Data Recorded			
Lifestyle advice regarding diet	No Data Recorded			
Smoking Status	01/05/2014: Ex-moderate smoker (10-19/day)			
Smoking lifestyle advice	No Data Recorded			
Alcohol consumption	01/05/2014: Alcohol consumption	12		
Alcohol lifestyle advice	No Data Recorded			
Exercise lifestyle advice	No Data Recorded			
Benefits counselling	No Data Recorded			
Employment counselling	No Data Recorded			
Prescription payment exemption	No Data Recorded			
DS1500	No Data Recorded			
H/O: Fit for work status	No Data Recorded			
Fit for work status	No Data Recorded			

Need to talk? Call us free* > **0808 808 00 00** Monday - Friday 9am - 8pm

← Previous Next → No Data Recorded [] Previous Tab

Cancer Care Review (Macmillan) for [redacted] - 01 Apr 2019

Home Appearance

Save & Close File Show Indicators Indicator Logic Wed 27/06/2018 Previous Tab Next Tab

History Review / Plan Contacts Health & Wellbeing References

Vision Cancer Care Review

MACMILLAN
CANCER SUPPORT

Last reviewed by Macmillan Cancer Support June 2018
Reference: Sophia Nicola

Need to talk? Call us free* > **0808 808 00 00** Monday - Friday 9am - 8pm

← Previous Next → No Data Recorded [] Previous Tab

2. Information on how to carry out an effective Cancer Care Review

Carrying out an effective CCR relies on a few key aspects which ensures both you and the patient get the most out of the session. Images of the Macmillan guidance can be found below, but to access the PDF version, use the following link:

www.macmillan.org.uk/healthcare-professionals/news-and-resources/guides/ten-tips-primary-care-cancer-care-reviews

3. How to find the CCR Information sheet and 'eHNA concerns' one pagers

At the end of the Cancer Care Review templates, there are information sheets available for the primary care professional to discuss with the patient and print out. This information includes one pagers for the most common concerns arising from holistic needs assessment conversations (eg fatigue or trouble sleeping) and an overarching information sheet on how to access further support from Macmillan. All of these information sources have been designed for patients to be able to take away with them with minimal printing required from the practice.

For EMIS they are under the 'Useful Links' page, for SystmOne they are under the 'Links and Info' tab, and for Vision they are under the 'References' tab. The front page of the Macmillan Support and Information one pager can be seen to the right. This one pager details how to access Macmillan Support over the phone, online or through our printed information with the second page going on to detail specific information that may be useful at this point in the patient's cancer treatment.

Macmillan support and information

When you have cancer, you don't just worry about what will happen to your body, you worry about what will happen to your life. At Macmillan, we know how a cancer diagnosis can affect everything and we're here to support you.

We can help with:

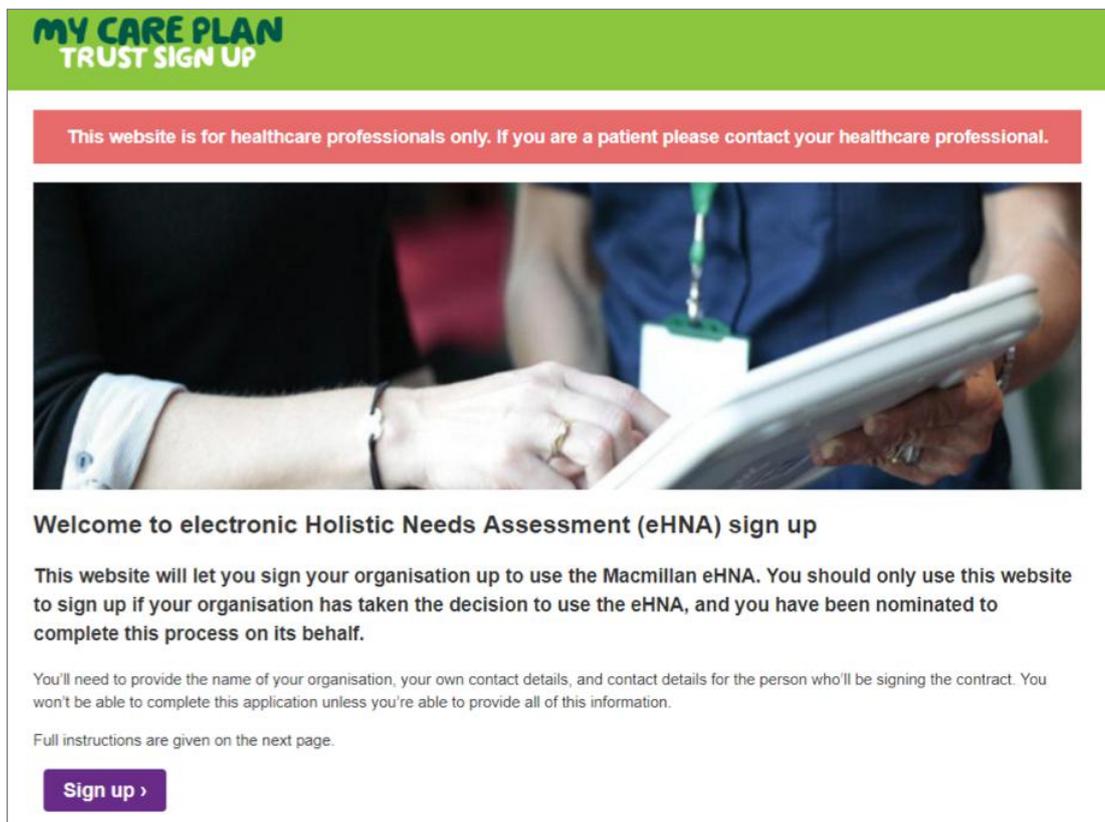
- Answers over the phone**
You can call our free support line and we'll help you access support to meet your medical, practical, or emotional needs. We also have teams offering specialist financial information and guidance, and translators if English is not your first language.
0800 000 00 00 (Monday to Friday, 9am-6pm)
- Website and 24-hour Online Community**
Macmillan's free booklets and web pages are written by experts and cover a wide range of topics, from detailed medical information on different types of cancer and treatments, to how to deal with everyday challenges that a diagnosis can bring.
Find information at macmillan.org.uk
Our Online Community at community.macmillan.org.uk is a great way to get support from someone who's going through a similar experience.
- Face-to-face support at local information centres and on mobile buses**
Find out if there's a Macmillan information and support centre near you, or details of local support groups at macmillan.org.uk/in-your-area

MACMILLAN
CANCER SUPPORT
RIGHT THERE WITH YOU

4. How to access the electronic Holistic Needs Assessment (eHNA)

The Holistic Needs Assessment (HNA) is used to assess the physical, psychological, social and spiritual needs of the patient and supports a personalised care approach. You may wish to ask the patient to complete an HNA or electronic HNA prior to meeting with them. This way, they can work through the concerns checklist at their own pace allowing them to consider each aspect as needed. You could ask that they bring their completed checklist to the planned consultation, or submit it via the system if using eHNA, to enable you to focus the conversation on what matters most to them at that point in time. To sign up for the electronic version of the HNA, please see <https://ehna.mycareplan.co.uk/sign-up>.

If you have any questions or would like to request an electronic agreement rather than signing a paper copy, please email ehna@macmillan.org.uk. Once the agreement has been signed, you will be set up as a user on the system and will receive a Site Setup Guide to support you in getting ready to use the eHNA and testing that it is all working as it should.



The screenshot shows the 'MY CARE PLAN TRUST SIGN UP' website. At the top, there is a green header with the logo. Below it is a red banner with the text: 'This website is for healthcare professionals only. If you are a patient please contact your healthcare professional.' The main content area features a photograph of two people looking at a tablet. Below the photo is the heading 'Welcome to electronic Holistic Needs Assessment (eHNA) sign up'. The text explains that the website is for signing up organisations to use the Macmillan eHNA, and that users should only sign up if their organisation has decided to use it and they have been nominated. It also states that users will need to provide their organisation's name, their own contact details, and the contact details for the person signing the contract. A 'Sign up >' button is located at the bottom left of the content area.

5. How to access palliative care templates within each system

EMIS Web

We have worked with EMIS Health to develop an updated palliative care template, which enables you to code relevant information directly into the patient notes.

To access the template in EMIS Web, please follow this pathway:

[EMIS Library > EMIS Protocols > Third Sector Partnerships > Macmillan/Cancer Support > Macmillan Cancer templates](#)

SystemOne template

We have now built the updated palliative care template in TPP SystemOne. This template is available to all TPP users via the Resource Library.

To access the template, please follow this pathway:

[System > Resource Library \(keyword search is Macmillan\)](#)

We are working with GP IT providers to replicate this template in other systems. To stay up to date with developments in this area, please visit our [Primary Care Webpage](#) and check the 'End of Life Care Quality Improvement Resources' tab.

Palliative care searches

We have worked with EMIS Web to develop automated palliative care searches. These searches support the use of Module Four of Macmillan's Quality Toolkit for [cancer care in Primary Care](#) and enable practices and networks to gather a baseline of current activity. You can run these searches at the start of an end of life care quality improvement initiative, and can then re-run them after implementation, to demonstrate its impact.

EMIS searches

To access the searches in EMIS, please follow this pathway:

[EMIS Library> READ Searches> EMIS Clinical Utilities> Third Sector Partnerships> Macmillan Cancer Support> Quality tool kit> End of Life Care QI Searches](#)

The SNOMED converted versions of these will sit in [EMIS Library> SNOMED Searches> EMIS Clinical Utilities> Third Sector Partnerships> Macmillan Cancer Support> Quality tool kit> End of Life Care QI Searches](#).

TPP SystemOne Searches

To access the searches in TPP SystemOne, please follow this pathway:

[System > Resource Library \(keyword search is Macmillan\)](#)

End of Life Care Quality Improvement

Macmillan has developed resources to help primary care professionals implement end of life care quality improvement projects, in response to the 2019/20 GP contract changes to QOF. These resources can be used at practice or network level and have been developed to meet the specifications set out for the 2019/20 QOF Quality Improvement Project.

Quality toolkit for cancer care in primary care (module 4)

This module builds upon our existing toolkit. It focuses on end of life care quality improvement in the context of the 2019/20 QOF contract.

End of life care network guide

This guide draws insight from our work in end of life care, and the innovative work of Macmillan GPs. The guide provides Network Leads with an introduction to end of life care, resources to support you, and case studies of UK quality improvement initiatives.

6. How to access Macmillan information and resources for primary care

Macmillan has produced a number of toolkits, guidance documents and online training modules to support Primary Care Professionals as they connect with cancer patients from early diagnosis through to after treatment, and at end-of-life. To access these resources you can visit our [GP webpage](#) or our [Practice Nurse webpage](#) and share with colleagues.

7. How to access Macmillan’s Ten Top Tips Series

Macmillan GP advisers have collaborated with members of the Macmillan primary care community to develop a ‘10 top tips’ series of downloads. The PDFs offer practical hints, tips and information on a variety of different primary care situations and scenarios. The link to access these documents can be found [Doctors here](#), [Nurses here](#).

PRIMARY CARE
10 TOP TIPS

Advance Care Planning

This edition: August 2018
Next planned review: August 2020

We make every effort to ensure the information in these pages is accurate and correct at the date of publication, but is of necessity of a brief and general nature, and this should not replace your own good clinical judgement, or be regarded as a substitute for taking professional advice in appropriate circumstances. In particular check any drug doses, side-effects and interactions. Save whilst as any such liability cannot be excluded at law, we do not accept any liability in relation to the use of or reliance on any information contained in these pages, or their early information or websites referred to in them.

Macmillan Cancer Support Registered charity in England and Wales 1054123. Scottish Charities 00451 and 00452 in Wales 10541. Also operating in Northern Ireland MAC1023_178

- 1** Appreciate your role. Primary care professionals are often the key people to have these challenging conversations. Remember that you are not solely responsible for ensuring their wishes are fulfilled, but you are often the right person to start the conversation.
- 2** Don't avoid ACP conversations. You may fear upsetting patients, but most people want to talk. More than three quarters of people living with cancer have thought about the fact that they may die from their cancer, but worryingly only 8% of these people had spoken to their healthcare team about the subject.
- 3** Understand the need for early ACP conversations, they will help you to a) know what is important to your patients b) support them in deciding on appropriate care and c) prevent crisis situations. Don't wait until treatment has finished to begin talking about ACP as explicit cues rarely present themselves. Opportunities to have early ACP discussions can be missed during lengthy treatment phases as active treatments can continue until the final weeks of life.
- 4** Know how to start the conversation Some patients give cues that they are ready to start, others may need a prompt such as, "many people at times like this want to discuss the future". Be guided by the patient, but avoid rushing. There is no time-scale for completing ACP. The conversation can continue into other appointments.
- 5** Keep the conversation patient-centred. The patient's wishes and preferences are key to effective ACP. Areas that you might want to cover could include preferred place of care, in what circumstances they would like to be admitted to hospital, and could cover specific treatments relevant to their condition.
- 6** Think about including a family member in the ACP conversation. It can provide support for the patient and facilitates family communication. Some families shy away from discussing ACP so emphasise the importance of letting the patient talk about the future, if that's what they want.
- 7** Be honest and avoid false reassurance. This can give patients a sense of control, which fosters hope, even in terminal illness. Phrases like "don't worry" imply that you are unwilling to answer difficult questions. One of the biggest barriers to beginning ACP discussions can be the perception that professionals feel they need to 'stay positive' and support people to 'fight' cancer; this attitude can make it harder for both the person and the professional to shift discussions towards ACP.
- 8** Ask open questions, listen, then record and share (with permission). If the patient allows it, let their wishes be known to family, key professionals and out-of-hours services. Where available, use local shared electronic records and/or Electronic Palliative Care Co-ordination Systems (EPCCS). Remember that an Advance Care Plan should be patient-held.
- 9** Prepare yourself and your trainees. Make sure you get appropriate training and have information available to give to your patients (see tip 10). Many patients appreciate these conversations are difficult for professionals too, so don't worry about trying to be perfect.
- 10** Use resources such as those on our webpage for primary care professionals: macmillan.org.uk/gp Patient resources such as 'Your life and your choices: plan ahead' can also be ordered or downloaded for free from be.macmillan.org.uk

MACMILLAN
CANCER SUPPORT

Reference: Mixed Opportunities: Advance Care Planning Report, Macmillan Cancer Support May 2018

PRIMARY CARE
10 TOP TIPS

Supporting Cancer Carers

This edition: August 2018
Next planned review: August 2020

We make every effort to ensure the information in these pages is accurate and correct at the date of publication, but is of necessity of a brief and general nature, and this should not replace your own good clinical judgement, or be regarded as a substitute for taking professional advice in appropriate circumstances. In particular check any drug doses, side-effects and interactions. Save whilst as any such liability cannot be excluded at law, we do not accept any liability in relation to the use of or reliance on any information contained in these pages, or their early information or websites referred to in them.

Macmillan Cancer Support Registered charity in England and Wales 1054123. Scottish Charities 00451 and 00452 in Wales 10541. Also operating in Northern Ireland MAC1023_178

- 1** Ask and listen: Showing an interest can help carers talk about their needs. If a patient brings a friend, relative or partner with them, ask them how they are. If time is limited encourage the carer to make a separate appointment.
- 2** Signpost to services: If you identify a cancer carer let them know that they can access a range of information, emotional support and financial help by calling the Macmillan Support Line on **0800 808 00 00**
- 3** Develop a carers' register: Create a list of carers registered with your practice. Ask new patients if they look after someone and find existing carers via promotional posters and drop-in sessions such as the annual flu jab.
- 4** Identify a 'Carers lead': The carers' lead could be first point of contact for carers, maintain the carers register and potentially develop links with local carers organisations or work with the practice manager to do this.
- 5** Promote local support: Develop links with local carers' organisations and display their information in the waiting room. Refer carers for social services carers' assessments if appropriate. For further details visit macmillan.org.uk/carers
- 6** Be aware of financial difficulties: Macmillan's expert benefit advisers can help cancer carers understand what they might be entitled to and support them in applying for financial help. If appropriate, tactfully ask if any financial advice is needed and refer them to our Support Line on **0800 808 00 00** or macmillan.org.uk/financialsupport
- 7** Involve carers in patient care: Include carers in decision making by asking for their views and any problems they can foresee.
- 8** Consider the carer's health: Carers often neglect their own health due to constraints on their time. Proactively ask about their own health concerns and consider offering specific health checks for carers.
- 9** Plan for emergencies: Let carers know that some local authorities can provide carers with a card to carry stating they are a Carer. Ringing the number triggers an action plan providing emergency substitute support.
- 10** Monitor your support: Use surveys and focus groups to gain carers' views on the service and their suggestions for improvement.

MACMILLAN
CANCER SUPPORT

8. How to sign up for Macmillan’s Quarterly Primary Care update newsletter

Macmillan GPs, with the support of the wider Macmillan team, produce a quarterly e-newsletter to inform GPs, primary care cancer leads and the wider primary care community on what’s new in cancer. It includes the latest developments, learning and case studies relating to cancer across primary care. The link for the sign up can be found [here](#):

The screenshot shows the Macmillan Cancer Support website's sign-up page for the Primary Care Update newsletter. The page has a green header with the Macmillan logo and navigation links: Information and support, Get involved, In your area, and About us. There is a search bar and a purple 'DONATE' button. Below the header is a grey navigation bar with links: What we do, Who we are, Health professionals, Working with us, Media centre, and Contact us. The main content area has a breadcrumb trail: Home > About us > Health and social care professionals > News and updates > Sign up to Primary Care Update. The main heading is 'Sign up for the Primary Care Update' in large green text. Below this is a paragraph explaining that Macmillan's GP Advisers, with the support of GPs and the wider Macmillan team, produce a quarterly e-newsletter to inform GPs, primary care cancer leads and the wider primary care community. It includes the latest developments, learning and case studies relating to cancer across primary care. To receive this, please complete your details and sign up. There is a link to return to the news and updates page. A green button on the right says 'Read the latest Primary Care Update'. Below the text are three input fields for 'First Name', 'Last Name', and 'Email', each with an asterisk indicating it is required. Below the input fields is a paragraph stating: 'We're so pleased you'd like to help people with cancer live life. We'll use your details to fulfil your request. We may contact you again by post or phone to tell you more about our services and other ways you can help, including opportunities to donate, volunteer or fundraise.' Below this is a paragraph asking to let them know if you're also happy to hear from them by email and text. There are two checkboxes: 'Yes I'd like to hear from you by email' and 'Yes I'd like to hear from you by text'. Below the checkboxes is a paragraph stating: 'We promise to keep your details safe and never sell or swap them with anyone. Our [privacy policy](#) explains how we keep this promise. If you don't want to hear from us, or change your mind about how we contact you, email contact@macmillan.org.uk or call [0300 1000 200](tel:03001000200).' At the bottom right of the page is a green 'Sign up' button.

9. Work and Cancer

Making work *work* for people with cancer

Signpost your patients to Macmillan's Work Support Service for guidance on employment issues. This is a new telephone service to help people make informed decisions around staying in or returning to work following a cancer diagnosis. The document is available in a PDF version or hard copies can be ordered through the Macmillan website.

Work Support Route Guide

This booklet provides professionals with information to help them to best support people affected by cancer, regardless of their work-related concern. It suggests relevant questions, recommends responses and lists further sources of support, so that they can be given the guidance they need.

11. Finance and Cancer

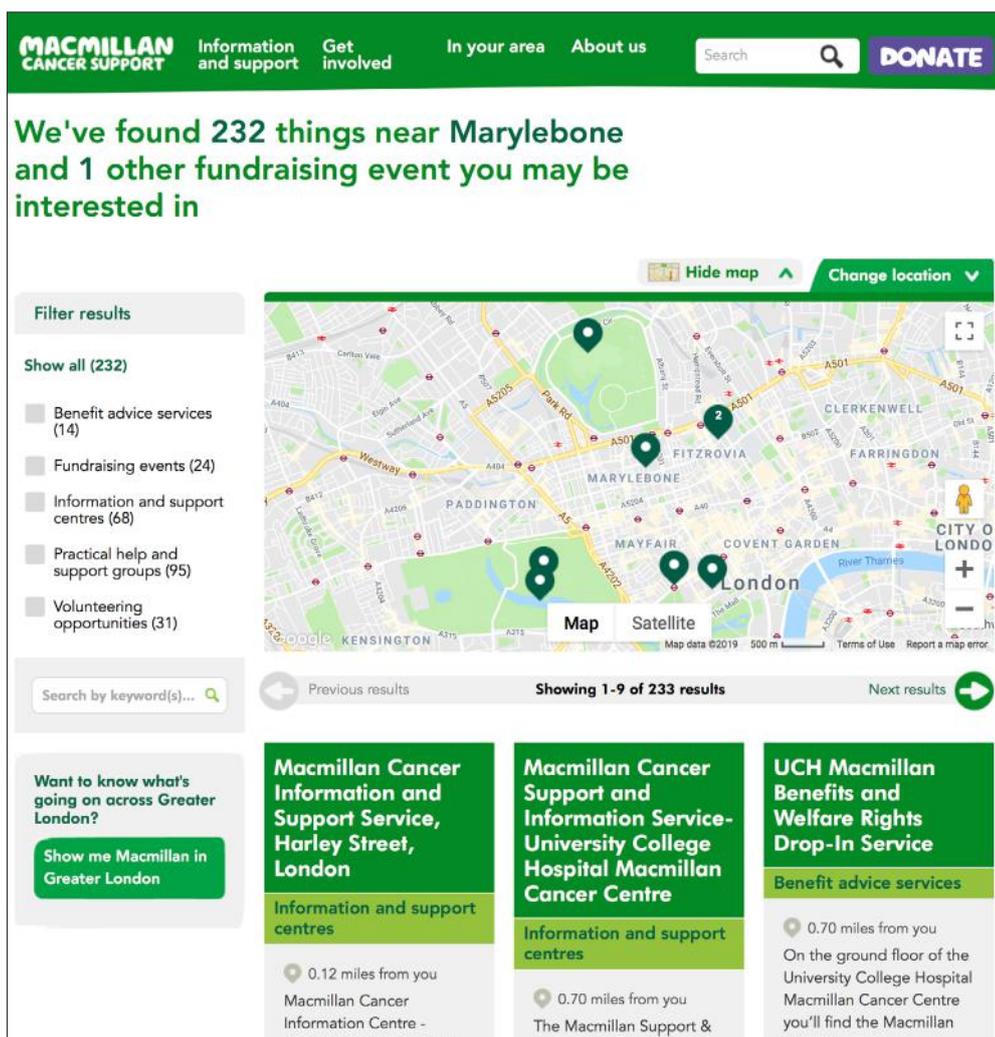
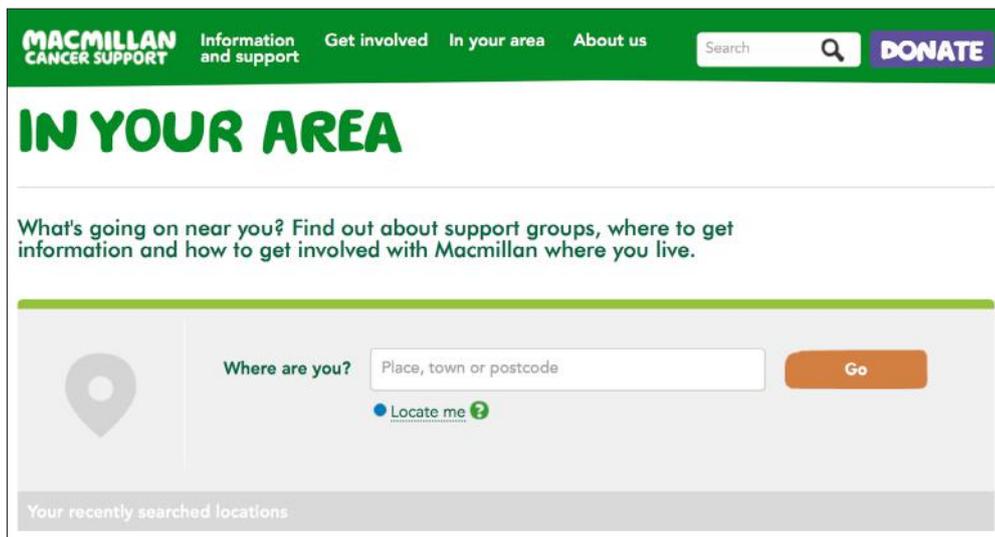
Money worries, how we can help

A one-page document with helpful hints and tips to help ease money worries for people affected by cancer.

10. Local Services

Macmillan Support in Your Area

Macmillan has an online support tool which allows both healthcare professionals and people affected by cancer to identify Macmillan services in their area. This can include information and support services, drop-in services and local living well or rehabilitation groups. The link for the page can be found [here](#).



11. Macmillan Support Line Services

The Macmillan Support Line is available 7 days a week from 8am to 8pm and can be contacted at 0808 808 00 00. For more information regarding the support line and what it can offer, please click [here](#).

12. Macmillan's Online Community

The Macmillan Online Community is a 24/7 peer support network with groups dedicated to specific cancer types, treatment, family and friends and even a light relief group called 'Laughter is the best medicine'. There is a plethora of areas for all people affected by cancer and the site gets over 100,000 visits a week, it is the biggest community of its kind in Europe. The link to access the site can be found [here](#).

13. How to order Macmillan resources

Macmillan has a wide range of resources to help Healthcare Professionals and people affected with cancer such as toolkits and information sheets. Patients or professionals can create an account and order as much information as required which will be sent out free of charge. Click [here](#) to access the resources and create an account.

BE. MACMILLAN Make Information Merchandise Your account Help

MACMILLAN
CANCER SUPPORT

Welcome to be.Macmillan.

Make posters, order free cancer information and find out how to get our merchandise.

WE'RE REALLY GLAD YOU'RE HERE

THREE TIMES THE CHALLENGE

WORLD'S BIGGEST COFFEE MORNING

Fundraising ideas **Worlds Biggest Coffee Morning**

Want to make or order something?

Login

Create account

Need help?

WE'LL GUIDE YOU THROUGH
First time on the site?

KICK OFF YOUR FUNDRAISING
Find our posters and invitations here

14. Accessing a Macmillan grant for patients

The Macmillan grant is a means tested grant and therefore a patient applicant would need to be assessed to qualify. This process is usually done by a benefits advisor or through the Macmillan Support Line. If the person qualifies for a grant, the benefits advisor or the Macmillan helpline would complete an application form with additional medical information completed by the CNS or the GP.

Grants can be accessed via the Macmillan Support Line, a Macmillan Information and Support Centre, a Macmillan Professional or through local cancer centres. Further information on the financial support that Macmillan provides can be found [here](#).

The screenshot shows the Macmillan Cancer Support website. The top navigation bar is green with the Macmillan logo and links for 'Cancer info and support', 'Online Community', 'Get involved', 'Coronavirus', and 'More'. A purple 'DONATE' button and user icons are on the right. Below the navigation is a breadcrumb trail: 'Home > Cancer A to Z > Worried about cancer > Diagnosis > Treatment > After treatment > Supporting someone > Get help > Stories and media'. The main heading is 'Cancer information and support'. The page content includes a breadcrumb trail: 'Home > ... > Get help > Financial help > Macmillan Grants'. The main heading is 'MACMILLAN GRANTS'. Below this is a paragraph: 'Macmillan Grants are small, one-off means-tested payments to help with the extra costs that living with cancer can bring. Find out how to apply.' There is a section titled 'On this page' with a vertical list of links: 'What Macmillan Grants are for', 'Who can apply', 'How to apply', and 'How we can help'.

Guidance on how as a professional you can apply for a grant on behalf of your patient can be found [here](#).

The screenshot shows the Macmillan Cancer Support website. The top navigation bar is green with the Macmillan logo and links for 'Cancer info and support', 'Get involved', 'Learn zone', and 'More'. A purple 'DONATE' button and user icons are on the right. Below the navigation is a breadcrumb trail: 'Home > For your role > Cancer pathways > Innovation in cancer care > Macmillan Professionals > For your patients > News and resources'. The main heading is 'Professionals'. The page content includes a breadcrumb trail: 'Home > Healthcare professionals > For your patients > Grants for your patients'. The main heading is 'GRANTS FOR YOUR PATIENTS'. Below this is a paragraph: 'We know cancer can be tough on your finances. Learn how to support your patient to apply for a Macmillan Grant.' There is a section titled 'On this page' with a vertical list of links: 'What is a Macmillan Grant?', 'Is my patient eligible?', 'How to apply for a Macmillan Grant', 'Writing your supporting explanation', and 'How will you consider my application?'.

Patient Resources

These are resources that you can highlight to your patients where appropriate. All of the below can be viewed online as a PDF, or ordered online for free from be.Macmillan. Additionally, you and your patients are able to make your own be.Macmillan accounts and search for any other resources you might need [here](#).

Learning network

NHS England has set up an online learning platform to share the latest resources and encourage collaboration. To join the platform, please contact **england.socialprescribing@england.nhs.net**

Below is a summary of key documents and resources:

- [NHSE Information and support for Social Prescribers](#)
- [Elemental's Guide to Social Prescribing for PCNs](#)
- [What is social prescribing – The Kings Fund \(02 February 2017\)](#)
- [Making Sense of Social Prescribing – University of Westminster](#)
- [Spotlight on the Ten High Impact Actions – Royal College of GPs](#)
- [A guide to implementing social prescribing in London – Healthy London Partnership](#)
- [A review of the evidence assessing impact of social prescribing on healthcare demand and cost implications – University of Westminster](#)
- [Westminster Social Prescribing Network](#)
- [Richmond Group Somerset social prescribing work](#)

Appendix

Useful codes to record referrals to Social Prescribing:

Referral to social prescribing service **8T09**
Social prescribing declined **8IEp**
Social prescribing for mental health **8BAf**
Social prescribing offered **9NSE**

Durham Joining the Dots Case Study

Background/Support/Actions

Client came to Macmillan Joining the Dots as first point of support. The support I was able to offer included arranging transport and attending the four chemotherapy sessions with the client. This was because there were no family members able to attend and the client was scared to go on their own. I also arranged the transport for the 20 sessions at James Cook and supported by attending the follow up tests and scans. Throughout this I have supported the client with emotional support during this very difficult time in their life, as they felt they didn't want to 'bother' family members who had their own lives to deal with. I meet with the client most weeks to see how they are doing and to provide practical solutions to problems.

I was able to refer the client to Macmillan Welfare Rights which meant that they were able to get support applying for Attendance Allowance and a Macmillan Grant. Thanks to this the client received over £800, as the Attendance Allowance was back dated to when I submitted the request, and a grant for clothing and fuel was approved. I also arranged for a Blue Badge.

The client started having dizzy spells and fainted at home, so I contacted the GP and requested a home care assessment and also requested a Macmillan Nurse to contact her. Whilst waiting for the home care I arranged for a wheelchair from the British Red Cross to assist the client getting around their home, this was with the client until their NHS chair arrived. The client later told me that they had stopped going into the kitchen as they were scared to stand up, so the wheelchair means they can use their kitchen again and prepare basic meals.

Due to their medication the client was also in pain with constipation. They mentioned this to their GP but weren't given anything for it. The client was in increasing pain so after I contacted Macmillan asking for advice on their behalf, the client gave me permission to speak to their GP. The GP had not been fully aware of the extent of the pain (of 9 days duration), and that afternoon they arranged a prescription and the client was feeling better in a couple of days.

Requesting a Macmillan Nurse to contact this client is a big step for them, as when we first met the client declined the offer as they linked Macmillan Nurses with end of life, due to our conversations they don't think that any longer.

For more information on the Macmillan Joining the Dots Service please visit our webpage www.joiningthedots.info

Client Quote/Feedback

Throughout all of this journey the client has said many times how much they appreciated the support I was able to give them, especially the referral made to Welfare Rights. However, for me the biggest moment was when I arrived with the temporary wheelchair, Betty started to cry and gave me a hug saying "thank you so much, I really don't know what I would have done without you".

At Macmillan, we give people with cancer everything we've got. If you're diagnosed, your worries are our worries. We will move mountains to help you live life as fully as you can.

And we don't stop there. We're going all out to find ever better ways to help people with cancer, helping to bring forward the day when everyone gets life-transforming support from day one.

We'll do whatever it takes. For information, support or just someone to talk to, call **0808 808 00 00** or visit **macmillan.org.uk**.