

Macmillan Cancer Support's  
offer to support the  
development of –  
**Health and social care  
services for people  
affected by cancer**

## 1) Introduction

Those who work in health and social care are well aware of the serious long term health issues we face as a nation. A lengthening of life expectancy means an increasing population of elderly citizens, often with multiple conditions. Changes in life-style are increasing the incidence of some particular health conditions.

Discerning patients expect care which is the best available and which meets their personal needs. They also expect active participation in decisions about their care. For people to be able to participate in their care and make informed choices they must be provided with the necessary information and support.

All of these challenges need to be met within inevitable financial constraints. Macmillan is keen to support the providers of health and social care services to develop personalised services that deliver the key outcomes necessary to achieve good quality care for people affected by cancer in the most cost effective way.

## 2) How can we help with service development and improvement?

Macmillan has experience of developing both health and social care services throughout the UK and would be keen to become involved with supporting your developments. We can offer regional staff to help in the following ways:

- identification of gaps in service provision
- offer advice on the development of new posts, based on experience of previous developments elsewhere
- time limited invest to save funding to support the start of new sustainable services
- bespoke development of innovative solutions to meet the needs of people affected by cancer with new developments, service re-design or whole system change management
- learning and development support for Macmillan professionals both at a local level and via our 'Learn Zone' virtual learning and development site

In some cases Macmillan offers funding to organisations to support the development of new services where the funding will support a service development that would not otherwise have been possible. The funding is given where this pump prime or 'invest to save' funding will ensure the creation of a sustainable service that will have other sources of funding following Macmillan's investment. Macmillan will also support project posts where there is a very clear project definition and exit strategy.

If you are considering applying for Macmillan funding for a new development the service team will be happy to discuss this further with you, explaining the process and application criteria

The typical types of health and social care services that we have developed with partner organisations are:

- clinical nurse specialists (cancer site specific)
- clinical nurse specialists (palliative care working with majority of cancer patients)
- allied health professionals (cancer or palliative care specific working with majority of cancer patients)
- lymphoedema services (working with the majority of cancer patients)
- doctors (cancer & palliative care GP facilitators)
- psychological support services (working with majority of cancer patients)
- cancer or palliative care social workers
- respite care services and support for carers of people with cancer

- family support workers
- bereavement support services
- emotional support services such as befriending and peer support
- practical support services including transport and domestic support

As well as these more standard offers we are interested in developing innovative new services that meet the ever changing needs of people affected by cancer. Service development teams are keen to hear about any innovative developments you may be considering and will look at how Macmillan can support this further.

Macmillan's offer regarding information and financial services can be found on the separate information support offer document.

### 3) One to One Nursing support

The last Government has made a commitment to support Cancer Patients with the policy guidance that every Cancer patient should have access to one to one support by a specialist nurse over the next 5 years. Macmillan is working with the department of health to support this initiative across the UK. We would like to hear from any planner / commissioner or provider of cancer care that has inadequate Cancer Specialist cover for their patients in order to see how we can help to meet the need.

### 4) Why develop Health and Social Care services in your area in partnership with Macmillan?

#### Quality

Macmillan has years of experience in developing both health and social care services in acute and community settings. We have validated models of service delivery that demonstrate quality provision. As you develop your local services, the quality assurance a Macmillan partnership can bring will add value to your local initiatives. The development of your professionals locally can also be supported by Macmillan to ensure they have the skills they need to develop and deliver good quality, effective services.



#### Innovation

Macmillan Service Development teams have the skills and experience to support you to adapt our tried and tested models of service provision to your local needs. Macmillan is always keen to support innovative developments and has a long history of innovation in working with health and social care. We are an effective partner, offering advice and 'invest to save' funding to develop innovative solutions to local problems.



## Productivity

The focus for all Macmillan developments is to provide patients and families with the type of information and support they want and need at the most appropriate time. Macmillan supported services help people to understand their individual needs and enable access to the services they need quickly and appropriately to get to the right person, place or treatment the first time, preventing delays and development of other more complex problems. Evidence shows that good coordination of care coupled with information and emotional support during and after treatment reduces the overall cost of cancer care by reducing unnecessary treatments, admissions and length of stay in hospital. The cost effective services listed above, developed in partnership with Macmillan ensure that the whole system of cancer care locally runs more effectively. It also recognises the fact that people are central to any effective process of service delivery. Evidence to support this can be found at [www.Macmillan.org.uk/servicesimpact](http://www.Macmillan.org.uk/servicesimpact)



## Prevention

The focus of Macmillan services is not necessarily the prevention of primary illness, as this form of public health message has very specific complex delivery mechanisms and requires specialist skills. However the services that we support do provide preventative measures to prevent further ill health or complications. These services can prevent:

- emotional distress or anxiety with all of the associated implications
- inappropriate access to more expensive health professionals or other services
- unproductive discussions with health professionals when ill informed patients and families don't know what to ask or expect
- poorer quality of life for patients who are not aware of what is available to support them or how to navigate the system
- incorrect information being given to patients that may cause unnecessary stress and inappropriate clinical or treatment decisions



**More detailed information is available to support further discussion about local opportunities for development. For further information on any of the Macmillan offers described in this paper, please contact your local Macmillan Service Development team.**

## 5) Supporting Evidence

Macmillan has produced a number of briefing papers that discusses in more depth the evidence available on the need for and delivery of co ordination of care, the role of the Clinical Nurse Specialist and Specialist Allied Health Professionals, Cancer / Palliative Care Social Workers, Carers Support Services and Macmillan GP roles.

These can be assessed along with all our other evidence based papers to support the planning, commissioning and provision of cancer services, via the Macmillan web site

[www.Macmillan.org.uk/servicesimpact](http://www.Macmillan.org.uk/servicesimpact)