

Cancer Information and Support Services

Analysis of CISS data returns 1st
January to 31st December 2011

01 January – 30 December 2011

**WE ARE
MACMILLAN.
CANCER SUPPORT**

Headlines

Through one or more of our service offerings (including information centres, mobile units, publications and the Macmillan Support Line) - in 2011, we estimate that Macmillan reached:

- **1.7m** people with a cancer diagnosis (2010: 1.6m)
- **630,000** carers of people with cancer (2010: 590,000)
- **2.6m** other people affected by cancer including family, friends, colleagues, worried well, etc (2010: 2.2m)

We therefore estimate that we have reached a total of **4.9m** people in the UK (2010: 4.4m) through one or more of our service offerings.

Information services

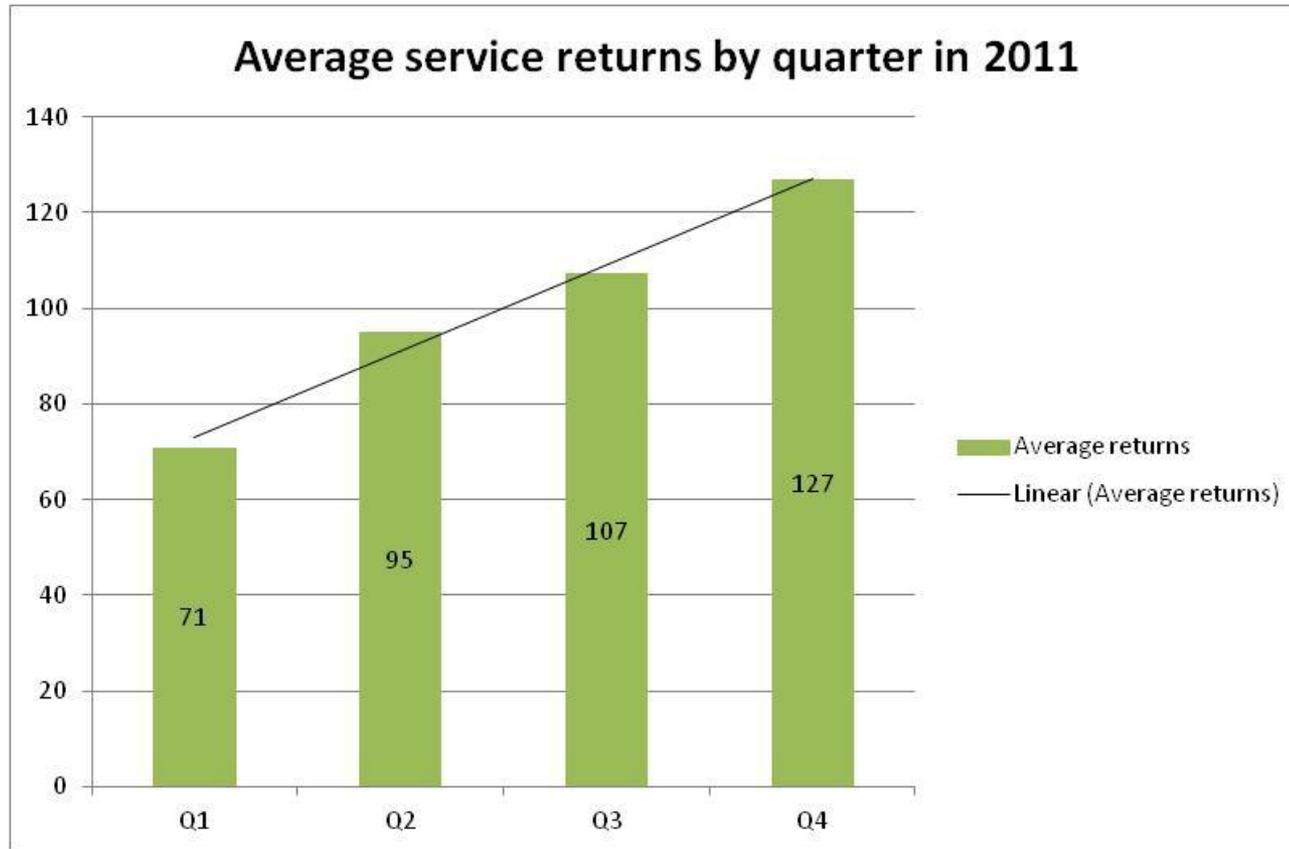
Our information services received **305,854** enquiries

- 39% of these were from people living with or beyond cancer
- 26% were from a carer of people with cancer
- 48% of enquiries were between levels 2-4 of intervention (see end of report for clarification of definitions of these levels)

This report provides a break down of the activity data which has been submitted by Macmillan Cancer Information & Support Services for 2011. In addition this information has been used to estimate the total reach achieved across all Macmillan Cancer Information & Support Services.

Please note that the activity figures provide a breakdown of the number of visits to services, some of these visits will be repeat visits so this does not equate to the number of unique visitors.

Quarterly data returns a thank you



This data is based on a end of year total of 151 Cancer Information & support services

Over 2011 we saw a steady rise in the number of data returns from you. Thank you! We are only able to produce these kinds of reports to support you with your cooperation. The challenge is to maintain these higher levels of returns.

Enquiries by Gender

Fewer men (38%) than women (62%) visited the Cancer information & Support services over 2011

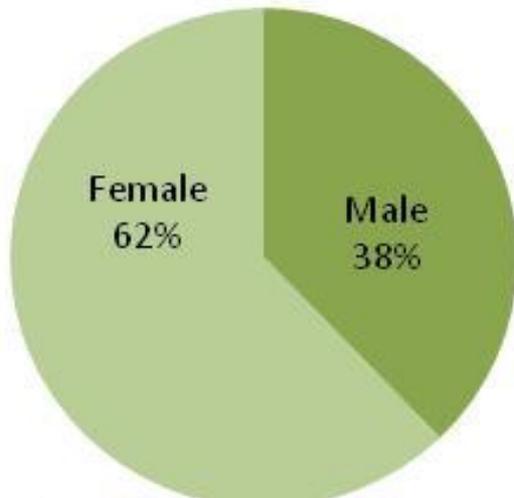
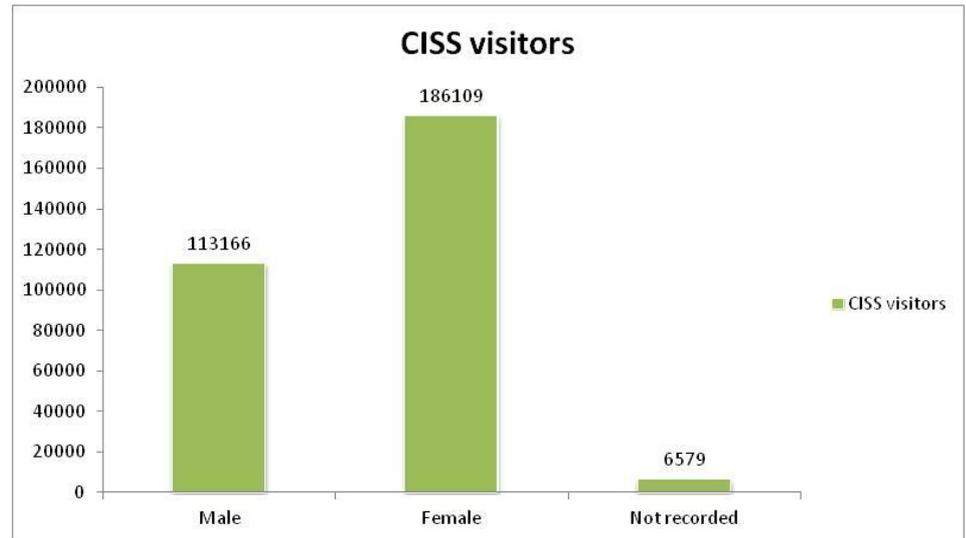


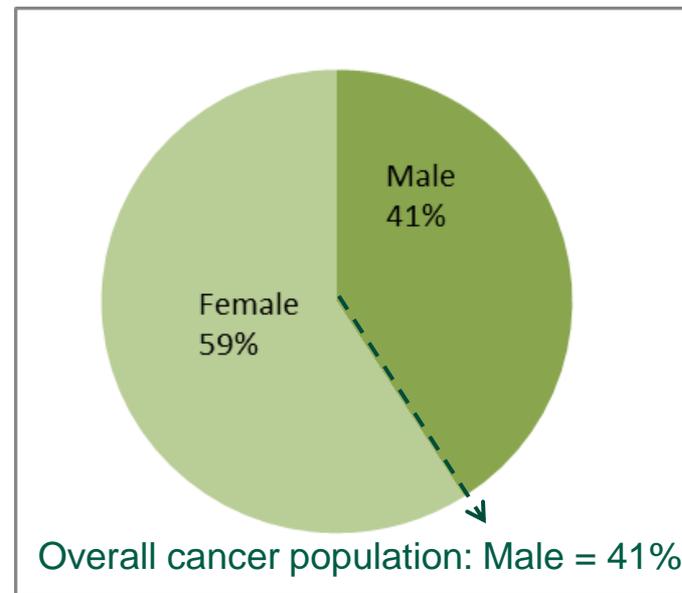
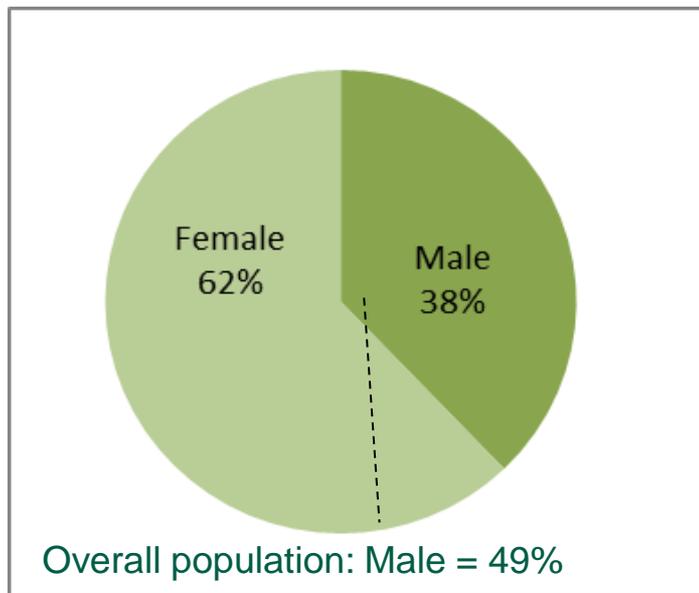
Chart reflects % of total gender after removing 'not recorded' figures.

Gender	CISS visitors	% of total
Male	113166	37
Female	186109	61
Not recorded	6579	2
Total	305,854	100



From our analysis it appears that more women visit information services seeking information & support. We are not currently able to analyse whether this is influenced by, for example women seeking information in relation to others such as partners or members of their family. In the future we hope to be able to break this figure down so that we can analyse the gender breakdown of patients, carers, health and social care separately, which will help you to plan your service more effectively, but in order to do this we will need to collect more detailed information from services.

Fewer men visit Macmillan cancer information & support services, however in terms of people diagnosed with cancer, men are well-represented

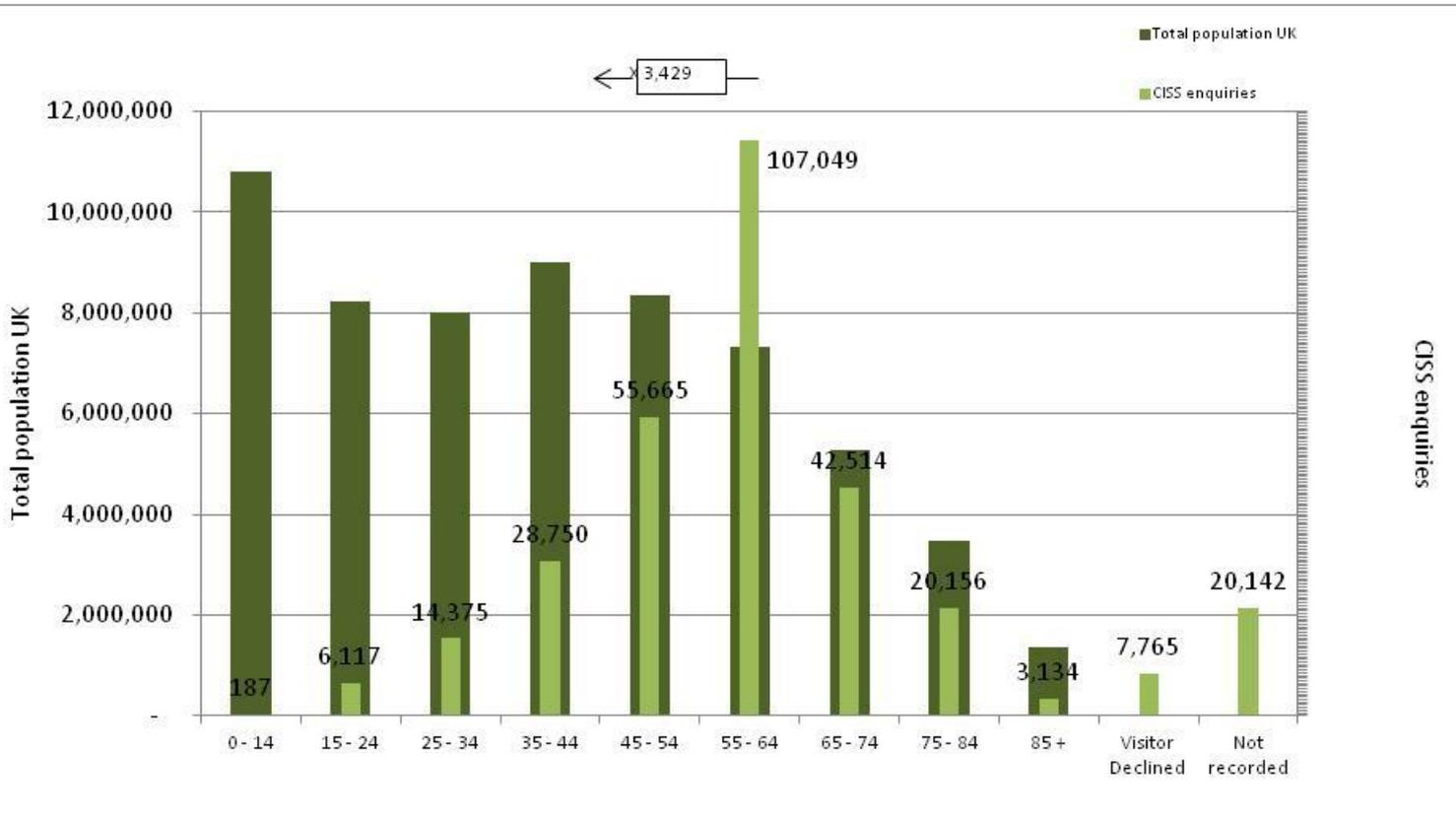


The first chart illustrates the % of men who visit information services overall with those living with cancer and beyond in males. The second chart shows that overall in 2011 the proportion of men who visited information services was similar to the gender breakdown of the overall cancer population.

Men affected by cancer may be accessing help in other ways, e.g. online, via other people. It will be interesting to analyse the information seeking behaviours by gender to information services.

Age

The chart shows age groups of total 2011 CISS enquiries against total UK population. The light green bar illustrates the enquiries to information services against the dark green bar that represents total population UK broken down by age groups. The chart compares the proportion of our visitors within each age category with the proportions of people living with and beyond cancer in each of these age ranges.

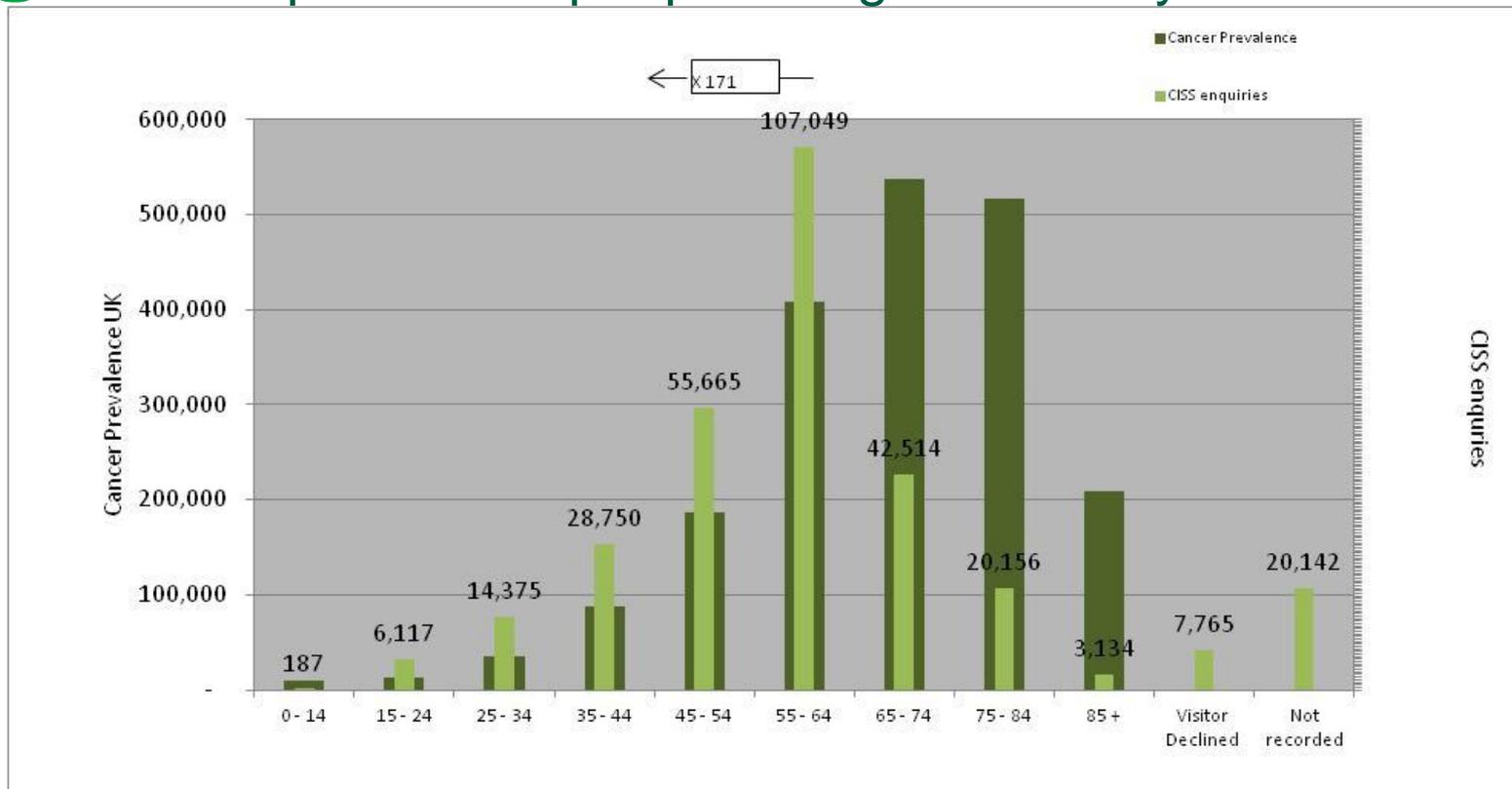


From the data it can be seen that people aged 55-64 years are proportionally more likely to visit the CISS than enquirers from other age groups.

Reference population data as Office for National Statistics Mid-2009 Population Estimates: United Kingdom; estimated resident population by single year of age and sex

Age

The chart shows age groups of CISS enquiries compared with people living with or beyond cancer



PLWc	0 - 14	15 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85 +	Visitor Declined	Not recorded	Total
People living with or beyond cancer	9,227	12,936	34,500	88,444	186,348	408,358	537,088	516,845	208,770	-	-	2,002,516
CISS enquiries	187	6,117	14,375	28,750	55,665	107,049	42,514	20,156	3,134	7,765	20,142	305,854

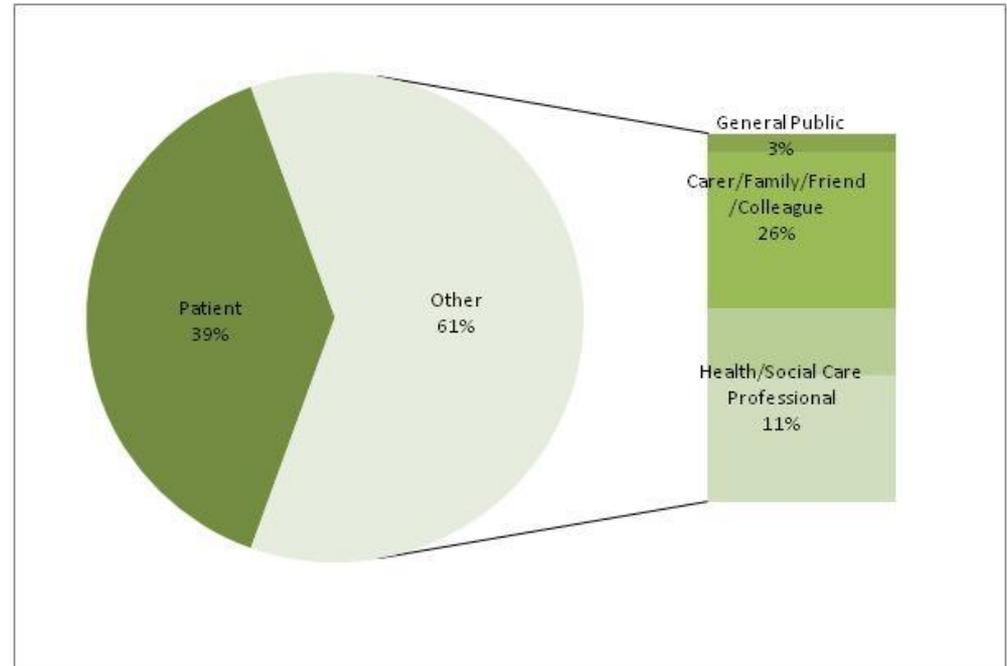
People in the 25-64 age group are most likely to visit the CISS. In terms of people living with cancer these age groups are well represented.

Prevalence figures Maddams J, et al. Cancer prevalence in the United Kingdom: estimates for 2008. British Journal of Cancer. 2009. 101: 541-547.

Status of enquirer

39% of enquiries over 2011 were from cancer patients, while Health and Social care professionals made up 11% of total enquiries.

Number of enquiries	
Service User Status	Total
Patient	119,283
General Public	9,176
Carer/Family/Friend/Colleague	79,522
Health/Social Care Professional	33,644
Other (including general public, worried well, students)	64,229
Total	305,854

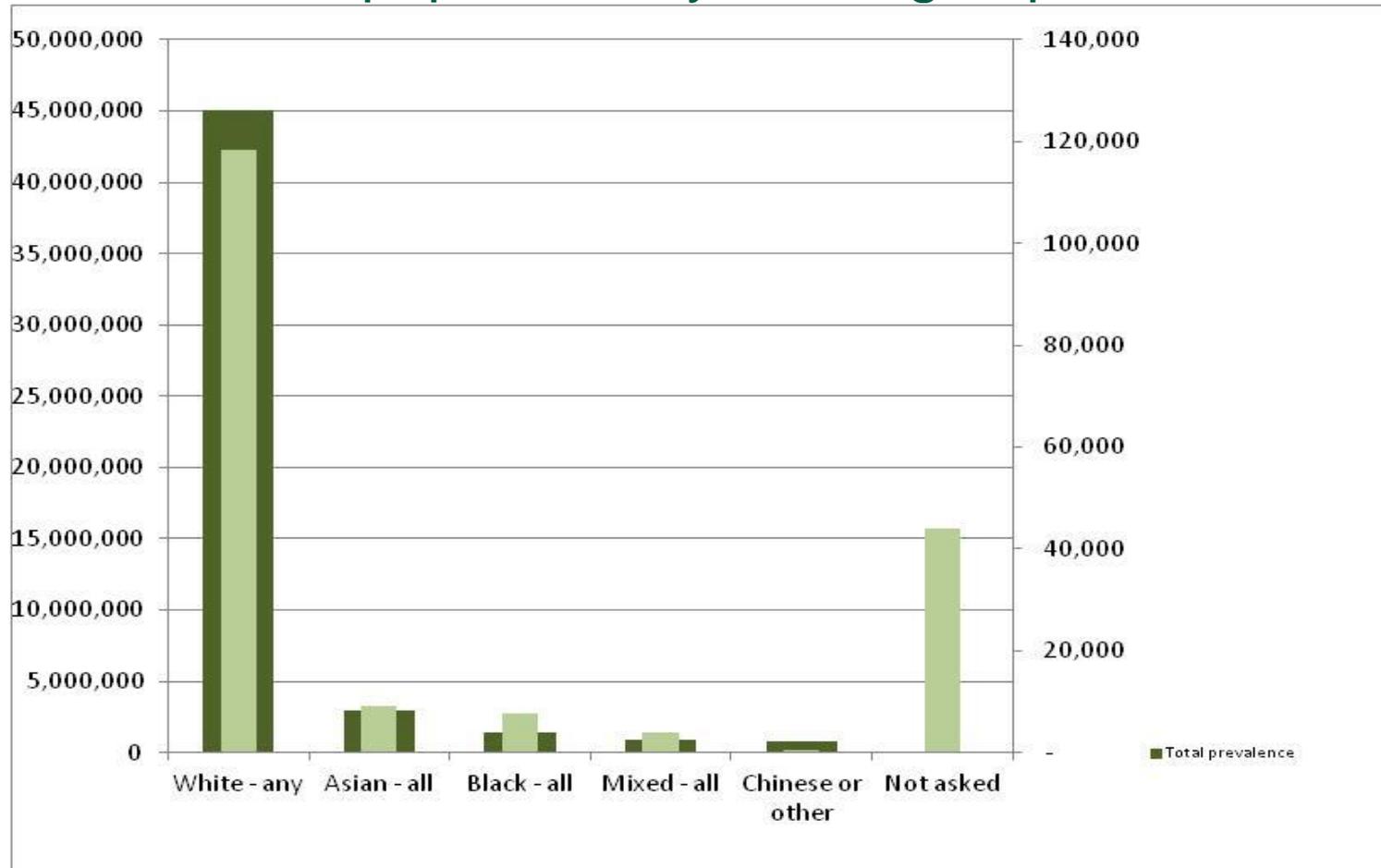


It is very helpful to understand the status of the enquirer to our information services in order to understand more about who is contacting us for information and support. In order to better understand we have separated 'carer' category in our new data collection to better inform planning for services.

The Carers/Family/Friend/Colleague category accounted for 26% of enquiries over 2011.

Ethnicity

Ethnicity of CISS enquiries compared with total population by ethnic group

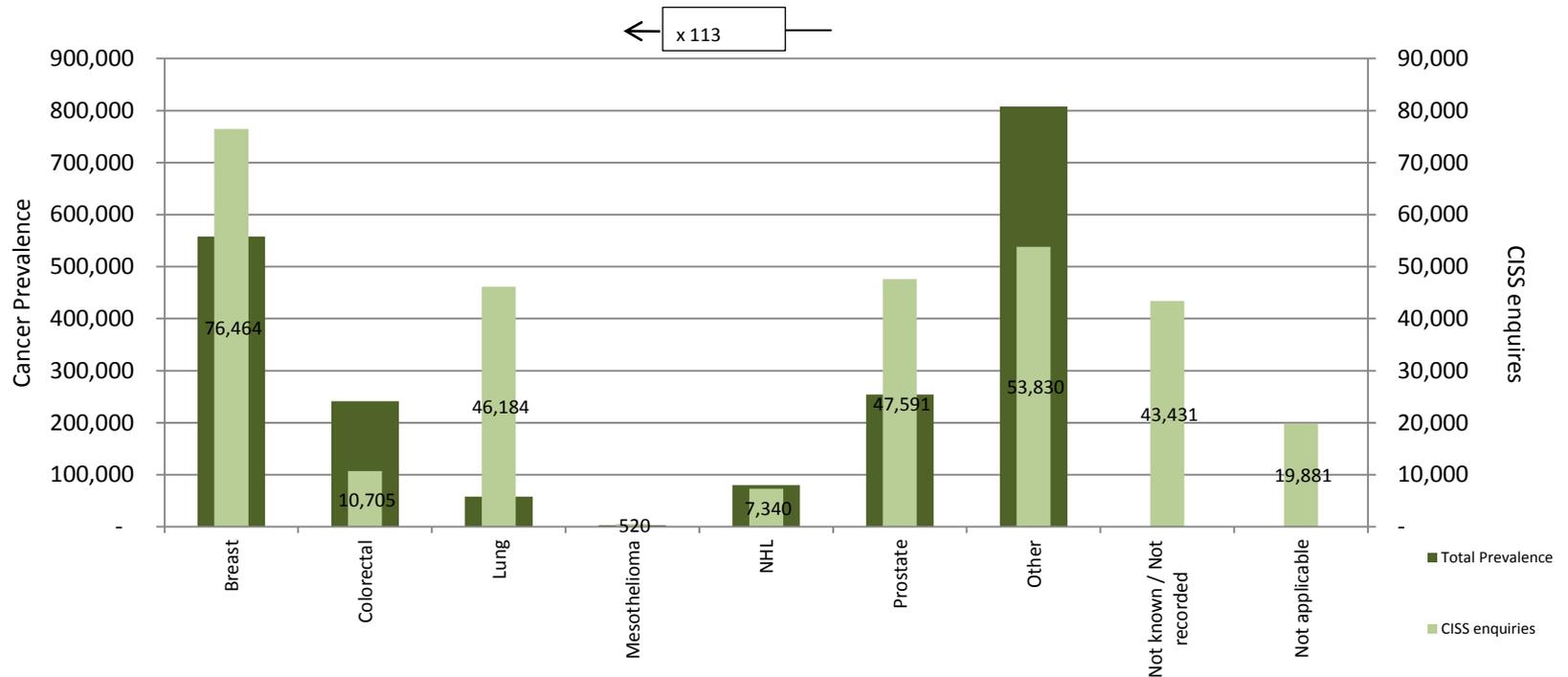


This is based on 60% of data returns on this data question – as not all services were able to return ethnicity data.

In terms of the total population by ethnic group, the White, Asian and Black ethnic groups are well represented. However, there is a large proportion of 'Not asked' for this question, highlighting the need for support and further development.

Cancer Type

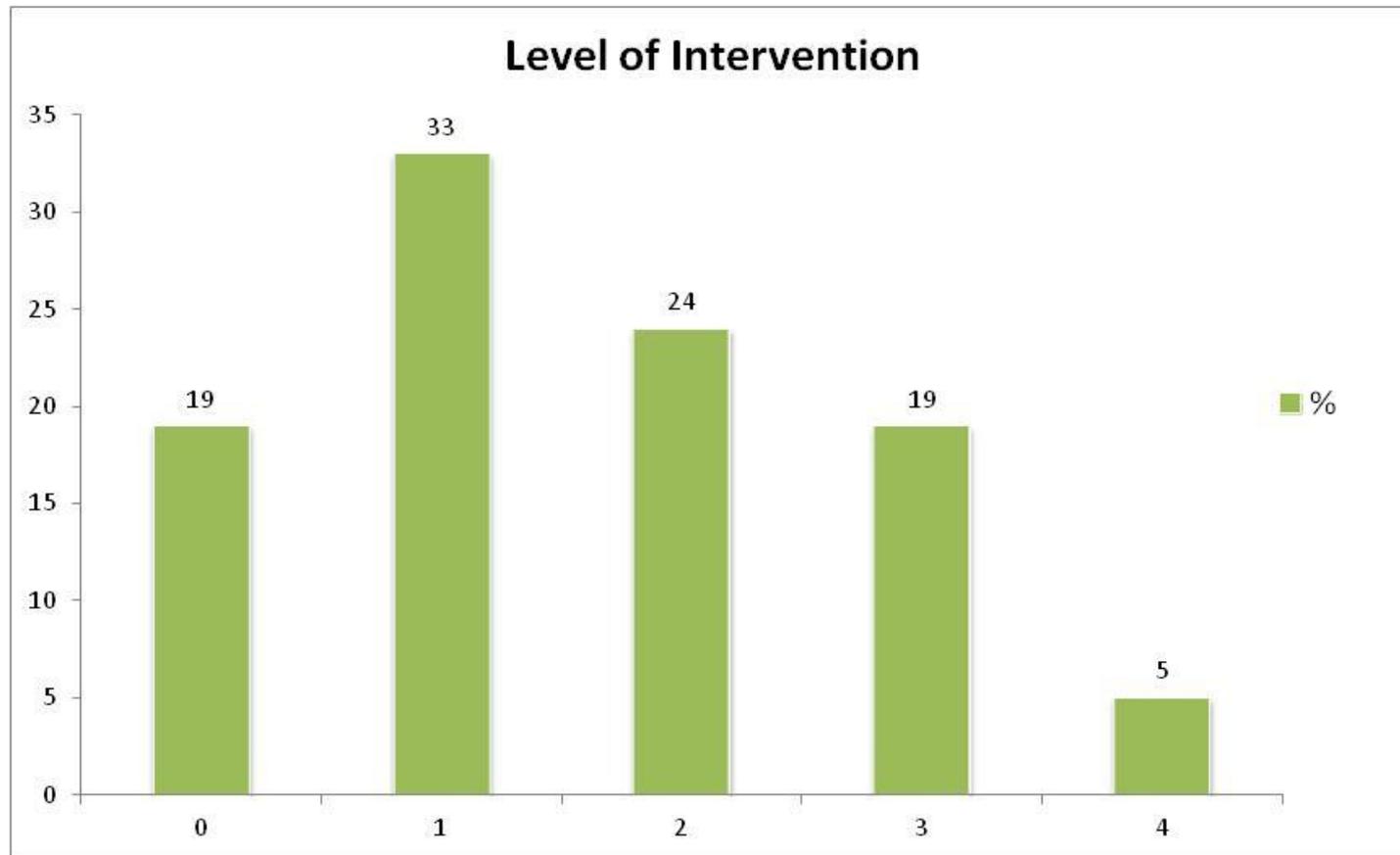
The chart illustrates the proportions of enquiries by cancer type in comparison with the numbers of people living with or beyond each cancer.



In terms of visitors to the CISS by cancer type people living with lung, breast and prostate cancer are well represented.

Cancer type is recorded even if the visitor to the service is not the patient, these figures refer to the enquiry rather than the enquirer.

Level of Intervention



Breakdown of enquiries by level of intervention

Thank you

On behalf of the Information & Financial Support Team –
Thank you to everyone who has submitted data during 2011.

Why is activity data important?

- Activity data is used by individual services to provide feedback on the work which they do.
- Activity data can feed into service annual reports, as well as is used to develop complex levels of analysis i.e. using service data to map reach within local community.
- It is also used by the Macmillan Intelligence and Research team in two main ways:
 - i) to demonstrate how the money which has been donated to Macmillan has been used to benefit people affected by cancer
 - ii) to provide evidence to help Macmillan to support further developments in Information and Support, and to identify areas where further research may be needed.

If you need any support in collecting activity data, understanding how to use your results to help better inform your service please contact us.

Data collection forms have been developed and are available on be.Macmillan to order here:

<http://be.macmillan.org.uk/be/Funnelback/Search.aspx?query=data%20collection>

(Please note that you must be logged into be.Mac in order to find these forms)

We are also able to offer a data collection system in Microsoft Access to assist with data entry

For more information or if you have any questions please contact either hsahota@macmillan.org.uk or cissinfo@macmillan.org.uk