

WE TAKE ACTION

Cancer Voices Conference

Hilton London Gatwick Hotel, 9-10 October 2009

WE ARE
MACMILLAN.
CANCER SUPPORT

Friday 9th October

- 12.00pm **Welcome, registration and lunch**
Visit our desk to register, pick up a delegate pack and meet with other conference attendees. A cold buffet will also be available on arrival.
- 1:00pm **Welcome and opening session**
From Ciarán Devane, Macmillan's Chief Executive
- 1:20pm **We Take Action**
Hear personal stories from Macmillan Cancer Voices
- 2:15pm **Break**
Enjoy some refreshments and take the opportunity to visit the marketplace and mingle with fellow Cancer Voices
- 2:45pm **Workshop sessions**
Choose from a variety of sessions – see choices below
- 4:15pm **Close of day - Free time**
- 6:00pm **Drinks reception**
- 7:00pm **Dinner**

Saturday 10th October

- 9:00am **Registration**
- 9:30am **Welcome to day 2**
- Action planning: You tell us**
How does Macmillan go about achieving our ambition to reach and improve the lives of everyone living with cancer? You'll hear about the process behind our organisational planning and we invite you to inform our work during this interactive session.

- 10:30am **Comfort break**
Enjoy some refreshments and take the opportunity to mingle with fellow Cancer Voices and visit the marketplace
- 10:45am **Workshop sessions**
Choose from a variety of sessions – see choices below
- 12:15pm **Lunch**
Another opportunity to network and visit the marketplace
- 1:15pm **Workshop sessions**
Choose from a variety of sessions – see choices below
- 2:45pm **Close: What actions will you take now?**
- 3:00pm **Refreshments available**

Workshop choices

You will be able to attend three of the workshops below over the two day event.

1. We take action to make changes

People affected by cancer are a force for change at Macmillan and have been taking part in campaigns, speaking to the media, or drawing on their experience to help us improve services. We will be exploring more ways that you can take action to make a difference. This is an opportunity to tell us what training or support we can offer to help you confidently and effectively take action to make changes.

2. We take action to support each other

People affected by cancer are experts by experience, so they're the best people to offer support to one other when getting involved. We will look at how Cancer Voices are supporting others to get involved and have their say, empowering people through facilitating activities, and offering emotional support. Tell us what training, support or opportunities you would like us to offer you to enable you to help others.

3. Environmental Quality Mark session – Raising the roof

Macmillan is working with the Department of Health to establish the first cancer kitemark for cancer facilities. This exciting quality mark will be launched in January 2010 and over 400 people affected by cancer have already been involved in it's development. This workshop will share how good cancer facilities can make treatment more effective. You will also be able to find out more about the quality mark and to discuss how this mark may be rolled out in your local area.

4. Overcoming barriers to financial support

What are the barriers that some people affected by cancer can face when trying to access financial support? Find out what new services Macmillan are developing, with input from people affected by cancer, to help you identify what support is available and how to get it. We'll also be exploring other ways Macmillan can help more people access financial support.

5. Looking back on our campaigns - successes so far!

Many of our campaigns are shaped by issues that people affected by cancer have raised and the successes are a result of working together to combat these issues. Learn about our campaign successes so far, such as the Sexual Relationships campaign that was discussed at last year's conference. Hear why this campaign was a success and how you can get involved in future campaigns.

6. Inclusion: challenging inequalities in cancer care

This year we launched a new initiative called Inclusion to address the challenge of tackling inequalities in cancer care and so that we can support everyone affected by cancer. At Macmillan we recognise that inequalities affect everyone so come to this

workshop to hear about our plans and the pilot projects we are setting up. Discuss with us the actions you think we could take to help us identify and fight specific inequalities facing people affected by cancer.

7. What's happening with...Daily Living?

It's vital that people affected by cancer get the services and support they need to carry on with their daily lives. Hear about the many ways you can help Macmillan influence how social care services are provided, such as joining Steering Groups to develop social care services at Macmillan and other organisations, influencing the people who plan and fund services or getting involved with local advisory groups working on key issues such as end of life care and the needs of patients and carers.

8. Development of a patient out of hours toolkit

We all expect the very best care; no matter where and no matter when. But outside of working hours, delivering the highest standard of emergency care hasn't always been possible. Macmillan Cancer Support's new Out-of-Hours toolkit is designed to change this by sharing good practice and boosting the quality of care during this potentially problematic period for both cancer and palliative care patients.

This workshop will involve looking at developing a 'patient empowerment' section that could form part of the existing toolkit. This would be a one-page guide on 'need to know' information that GPs could give to vulnerable patients regarding care during out of hours periods.

9. Update on the Survivorship programme

In this session you will hear about all the work that has been going on in Survivorship programme in the last year. We'll also be asking for your input and exploring how you can get involved with delivering the programme in 2010 to support more people living with and beyond cancer.

10. Introducing Macmillan's self management toolkit

Learn about Macmillan's self management toolkit, a set of short mini-workshops covering areas such as relaxation, exercise, healthy eating, communication and sex and body image. These sessions are intended to develop personal confidence and the skills to address the day-to-day issues of living with and beyond cancer. They combine theoretical information, case studies and interactive discussions. Help us identify ways that people affected by cancer could get involved in developing the toolkit and promoting its use across the UK.

11. Communication skills for support

"I always thought that I was a good listener; I realise now that I was not really listening at all" a past workshop participant told us.

In this workshop you will get hints and tips to develop your communications skills to support other people affected by cancer. Whether that is through befriending, buddying or simply listening and responding, we'll show you the best communication methods to use for you and the person you are supporting.

12. Let us help you tell your story

Whether you are telling your story in a meeting or to health professionals, we'll show you techniques to getting the right messages across in the best way. You'll learn how to identify which parts of your story are relevant to specific audiences and events. This workshop includes practical advice on planning speeches, talking to different audiences and delivering your presentation clearly and assertively.

13. Networking: Meet Cancer Voices and learn about Macmillan in your area

Who's who? This informal and relaxed session is a chance to meet other Cancer Voices and Macmillan team members in your area and share your experiences and knowledge. Through fun and interactive methods we'll also look at who is doing what across the country.

14. Networking: My achievements as a Cancer Voice

What have you done lately to make you feel proud? This networking session is for experienced Cancer Voices – we'd like you to tell us what you have achieved and help to develop a Cancer Voices Curriculum Vitae.