

Macmillan Cancer & Information Support Service (CISS)

Background

- Service provided by Hywel Dda University Health Board since 2015
- Originally funded by Macmillan but now funded by the Health Board
- Original Service was “hub based” and relied on drop in access at centres at acute hospital sites (Bronglais Hospital, Glangwili Hospital and Withybush Hospital) which were open 9-5 Monday-Friday

Service Aims

- The aim of the CCIS is to provide information and support to anyone affected by cancer.
- The service provides information on a wide variety of cancers, health, illness, and health promotion issues, predominantly for the population of the Hywel Dda University Health Board.
- CISS support includes empowering anyone affected by cancer through provision of relevant up to date information and low-level psychological support. It will provide signposting and referral services to healthcare professionals and / or local and national support organisations.

Who are the Service Users?

Members of the public

People affected by cancer

The worried well

People with cancer at any stage of their illness

Patients affected by cancer or survivors of cancer

Outreach – providing a presence at events such as agricultural shows, charity events etc.

Who are the Service Users? contd.

Families and carers of those affected by cancer

The general public seeking information about cancer

Professionals working in the field or interested in the field for research purposes

Health Professionals

Support Groups

Members of the public who may wish to find out more about healthy lifestyles, specific health issues/ conditions or related issues such as benefits

CISS during Covid-19

March 2020 – CISS Centres had to close due to pandemic

Cancer helpline – centralised number across the Health Board site for telephone access to CISS support

Cancer population shielding, Cancer treatments disrupted

Helpline number on all patient information leaflets that went out during pandemic

CISS built vital relationships with Local Authority to support shielding population

CISS team set up for home working and developed remote service

Attend Anywhere option

Generic email
macmillanciss.hdd@wales.nhs.uk

Power App system developed to promote information sharing across team, data collection etc.



Search / Find



New Contact



Analysis



Documents



Work List



New Referrals Log

CISS since the COVID-19 pandemic



CISS CENTRES REOPEN AT BRONGLAIS AND WITBYBUSH HOSPITAL FOR DROP IN



GGH CENTRE ACTS AS "CALL CENTRE/OFFICE" FOR HELPLINE AND EMAIL REFERRALS



REMOTE ACCESS REMAINS MAIN MEANS OF ACCESS TO SERVICE

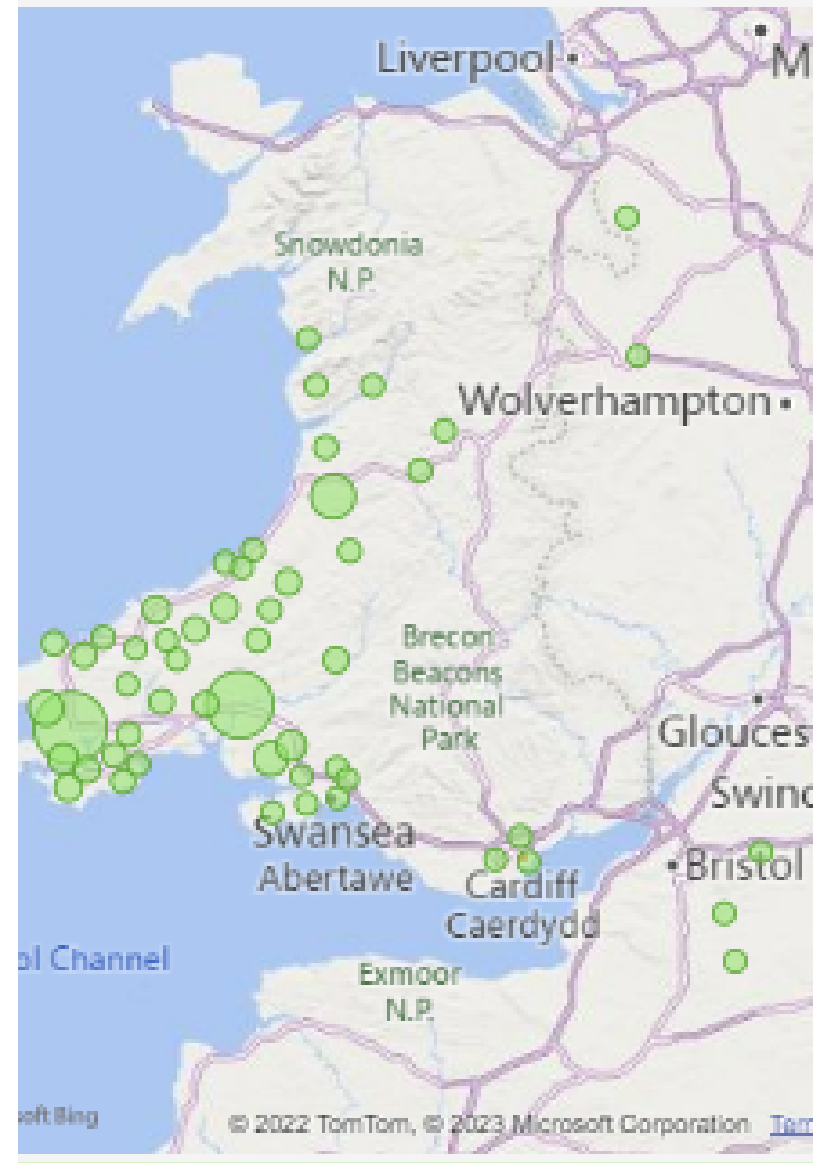


SERVICE CURRENTLY OPEN MONDAY-THURSDAY DUE TO WORKFORCE ISSUES

Heat Map of CISS interactions during 2022

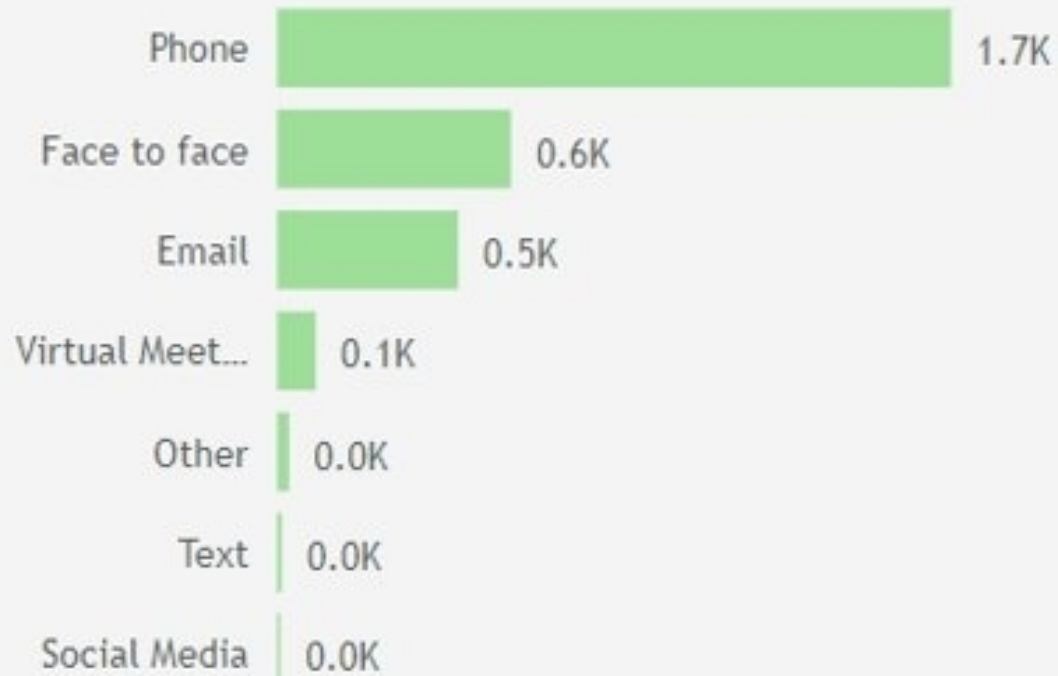
2908 Interactions in total

- Out of Health Board activity includes
 - Relatives living outside Hywel Dda accessing service for loved ones
 - People receiving treatment in specialist centers

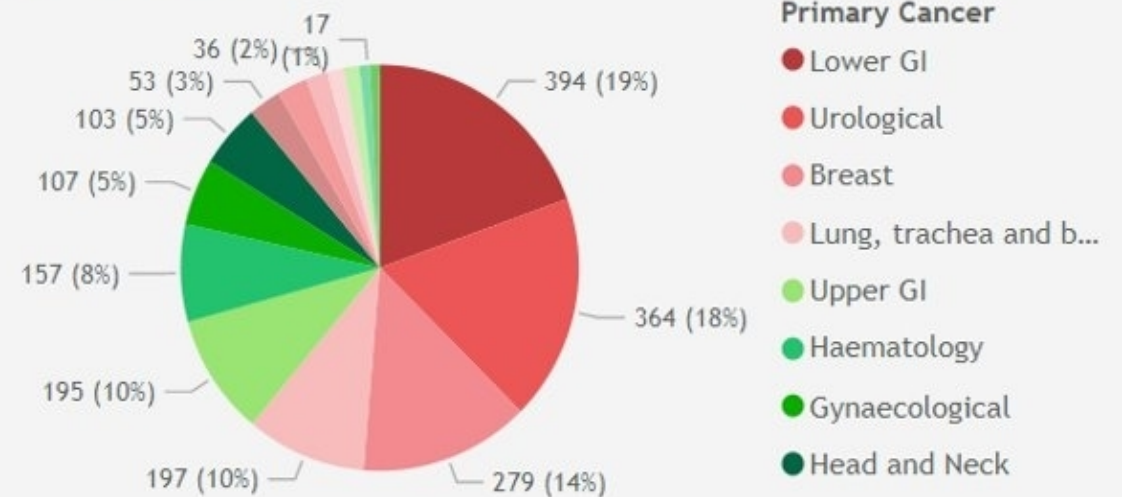


Who contacted the service during 2022 and how?

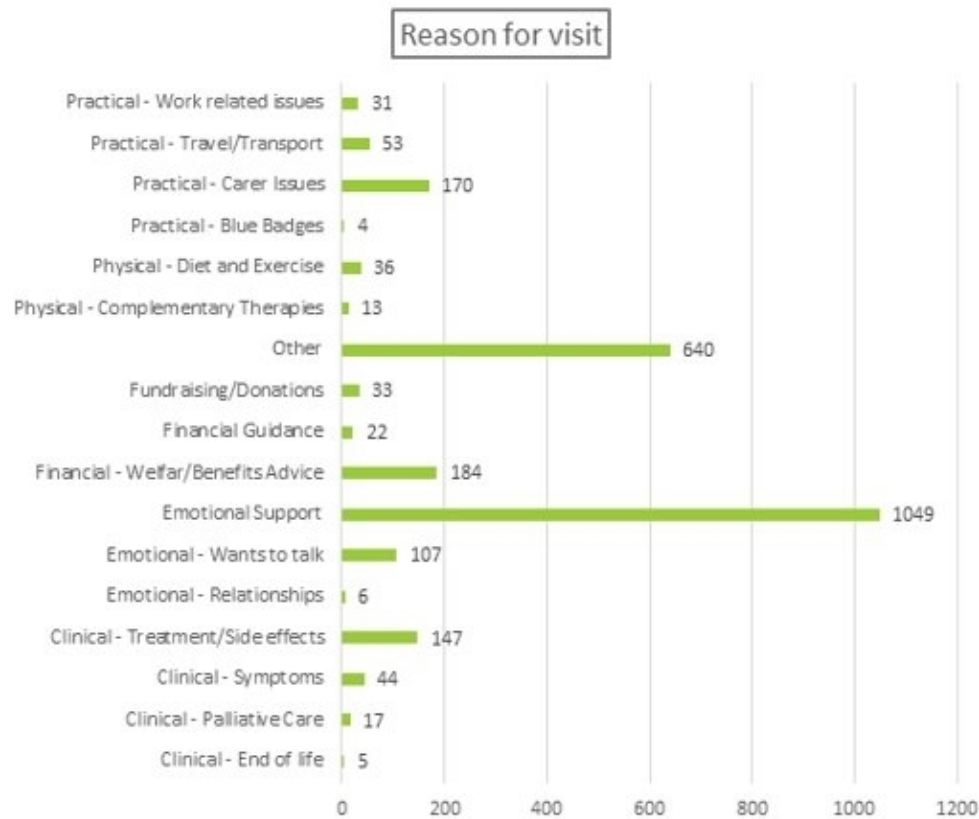
How was Contact Made?



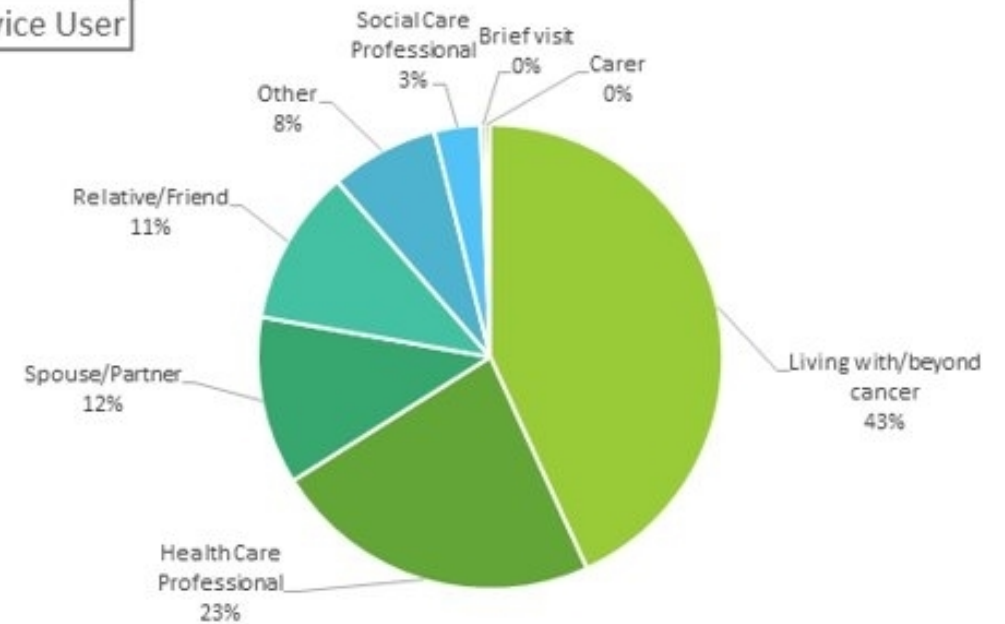
Primary Cancer



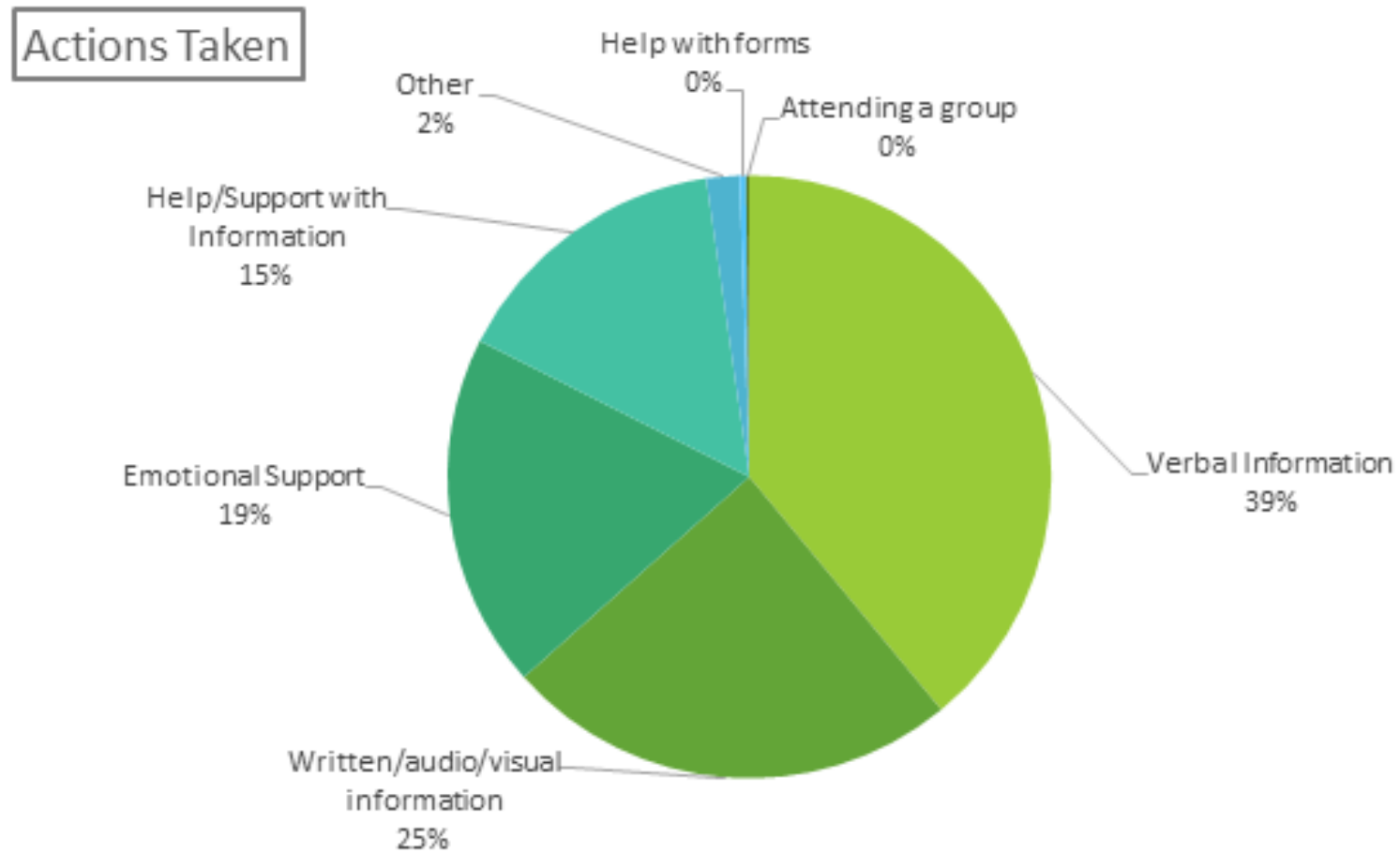
Who contacted the service during 2022 and Why?



Service User



What Actions resulted from the interaction?



Future Plans



Formalise patient experience feedback



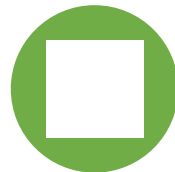
Increase visibility of service



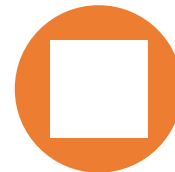
Community access points into the service



Review data set collected



Analyse Welsh Macmillan Cancer Patient Experience Survey 2022 (CPES)



Action Plan against CPES

Recommendation

For the Quality, Safety and Experience Committee to receive assurance from the update provided.