

MACMILLAN@

WEST LOTHIAN CANCER INFORMATION AND SUPPORT SERVICE ANNUAL REPORT 2017/18

INTRODUCTION

WELCOME TO OUR SECOND ANNUAL REPORT COVERING THE PERIOD APRIL 2017 - MARCH 2018.

This year saw an expansion in our service, in terms of staffing, volunteers and drop in locations which has allowed us to engage with many more service users and begin to further develop the support we can offer to people affected by cancer.

We have detailed below our key achievements this year, but none of this would have been possible without the following people; we are very grateful for your continued support:

- Volunteers and service users of Macmillan @ West Lothian Cancer Information and Support Service
- Macmillan Cancer Support
- Customer and Community Services, West Lothian Council
- West Lothian Council Advice Shop
- Macmillan Benefits Team
- Cancer Support Scotland
- NHS Scotland

WE AIM TO ENSURE THAT ANYONE AFFECTED BY CANCER IN WEST LOTHIAN HAS ACCESS WITHIN THEIR LOCAL COMMUNITY TO QUALITY CANCER INFORMATION AND EMOTIONAL AND PRACTICAL SUPPORT.

We do this by:

Providing a comfortable and welcoming environment within our Information and Support hubs which offer service users informal support regarding the non - clinical aspects of living with cancer.

Offering high quality information to anyone affected by cancer, signposting and referring to relevant services where appropriate.

Establishing a network of partnerships which offer additional resources to clients.

Information and support drop in services are located within:

- Bathgate Partnership Centre
- Strathbrock Partnership Centre
- Fauldhouse Partnership Centre
- Carmondean Connected
- Blackburn Partnership Centre

Our service is open to anyone affected by cancer, including people who are/have experienced cancer themselves, family members, carers, friends and professional workers. No appointment or referral is needed to access our service.

KEY ACHIEVEMENTS - THIS YEAR WE:

**RELAUNCHED
MACMILLAN@CARMONDEAN
CONNECTED IN A
NEW AREA WITHIN THE
LIBRARY**

**LAUNCHED
MACMILLAN@FAULDHOUSE
PARTNERSHIP CENTRE**

**DELIVERED A TOTAL OF 330
DROP IN SESSIONS WHERE
WE HAD 825 ATTENDANCES
AND MADE 376 PARTNER
REFERRALS.**

SERVICE USERS



REASON FOR ATTENDING:

Counselling/psychological support	113
Wants to talk	423
Benefits/welfare advice	355
Carer issues	26
Living with cancer	29
Local information and support	234
Travel	46
Work related issues	22
Other	16

REFERRED TO:

Benefits advice/ financial guidance	263
Other (including Cancer Support Scotland for counselling and complementary therapies, Macmillan Helping Matters, Macmillan Oban holiday flat)	94
Local agencies	8
Other Macmillan services	8
Professional worker	3



ANNUAL REPORT LAUNCH

Held our Annual report launch with 42 people attending

MACMILLAN ON THE ROAD

WE MAKE HANDMADE CARDS

WE ARE MACMILLAN. CANCER SUPPORT

Launched Macmillan on the Road, which aims to offer a variety of activities to help participants feel more socially included, more open to talking, better supported and less stressed and anxious.

VOLUNTEERS

9 new volunteers were recruited in 2017/18. As a result 20 volunteers are involved with the project. **They have donated 1500 hours of work to the project**



TRAINING

STAFF AND VOLUNTEERS 38 TRAINING COURSES ATTENDED

and conferences organised by Macmillan **Learning and Development Team** Macmillan Safeguarding course was delivered in Bathgate by Macmillan Safeguarding team

AWARDS

- Macmillan Quality in Information and Support Services (MQUISS). This is Macmillan's quality standard for information and support services and gives guidance on developing, delivering and improving services.
- Macmillan Volunteering Quality Standard (MVQS). This is a tool designed to help staff assess and assure volunteer management and ensure best practice.



USER GROUPS

RAN TWO USER GROUP SESSIONS TO HEAR FEEDBACK FROM OUR SERVICE USERS. SERVICE USERS TOLD US:

- They found the information and support they received from the service invaluable – they can talk to people who understand and listen, give tips and information
- Financial issues are a big worry and they appreciate the support provided by the Macmillan Benefits Team
- Counselling provided by Cancer Support Scotland has been a tremendous support
- They would like to take part in activity groups to help social inclusion and confidence
- They feel support is needed after treatment ends
- Transport to hospital for treatment is a huge difficulty

WE HAVE USED THIS INFORMATION TO DEVELOP OUR SERVICE AND HIGHLIGHT GAPS IN PROVISION.

WEBSITE

Improved our website presence, leading to **933 hits on the West Lothian Council website**

AWARENESS MONTHS

Introduced a programme of Awareness Months focusing on a different issue each month, with stalls located in drop in venues, Howden Medical Practice and Fauldhouse GP surgeries.

PUBLICATIONS

Issued 1398 publications from Drop In Services

Issued 795 publications from monthly cancer awareness stalls

STEPPING STONES

Offered Macmillan Stepping Stones course to help people affected by cancer to learn techniques to support them through their experience and manage physical and emotional lifestyle changes

"ENJOYED THE SESSION - BEING ABLE TO SPEAK TO OTHER PEOPLE WITH CANCER IS VERY HELPFUL"

OPEN DAYS

Launched a programme of Open Days to welcome the public to the service to find out more about what we can offer

EVENT

Held our first event for professionals at Carmondean Connected to help improve partnership working.

Attended events including Silver Sunday, Pride, Macmillan Coffee Mornings, WL Working Together Employer Disability Confident Event, WL Older People's Forum, WL Health & Wellbeing Fair and many more!

PARTNERSHIPS

Developed better links with NHS staff which allowed us to:

- Attend flu Clinics in 9 practices
- Establish a permanent information stall in Fauldhouse and Howden GP practices
- Hold regular promotional stalls in Carmondean Health Centre and St John's Hospital
- Deliver awareness talks to GP practices and District Nursing staff

BLACKBURN

PARTNERSHIP CENTRE

MACMILLAN @ BLACKBURN PARTNERSHIP CENTRE IS NOW READY TO OPEN - VOLUNTEERS HAVE BEEN RECRUITED AND THE POD IS IN PLACE