

‘Your Voice’ update

June 2023

In October 2022, we released the results of the ‘Your Voice’ review, a series of interviews, focus groups and surveys which were designed to help us to understand how we can further strengthen our work with people affected by cancer through our User Involvement programme.

We received feedback from a wide range of people across our whole healthcare system, including our current membership. We want to thank everyone who took the time to give their views as part of this.

You can read more about the background of the review and the full reports [here](#).

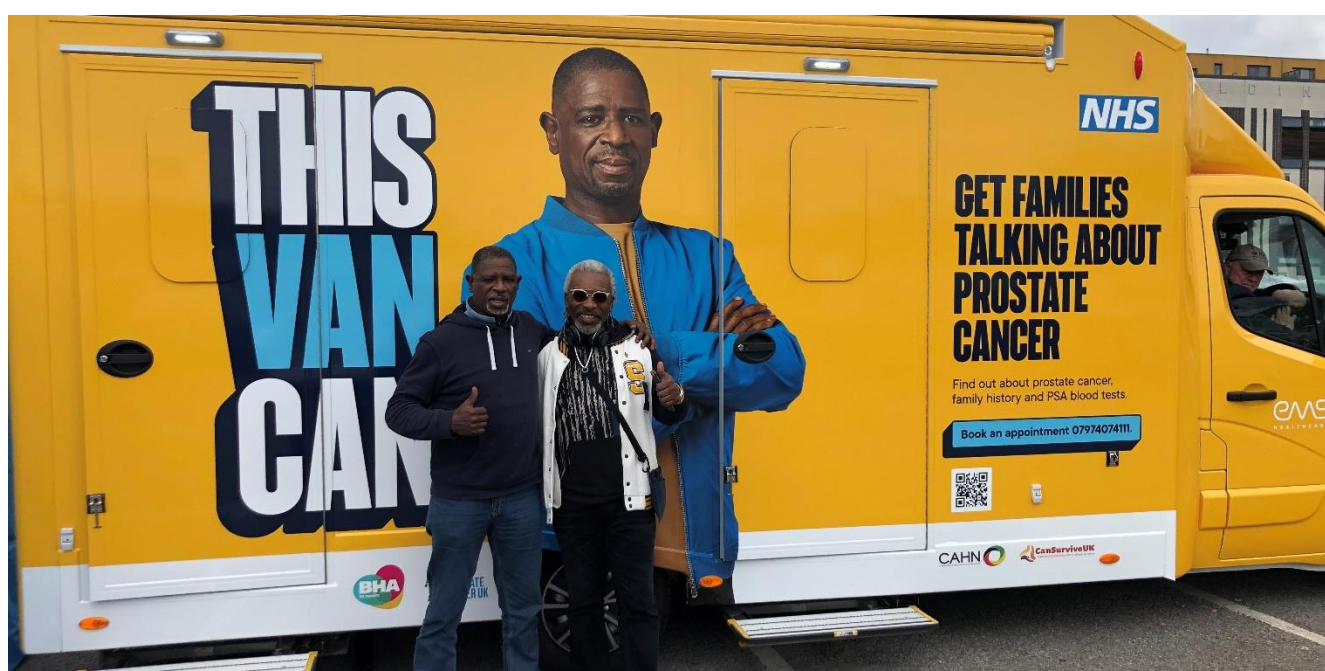
How we’ve used your feedback

A number of recommendations were identified from your feedback, designed to further improve our programme. We have been working hard to fulfil these recommendations and would like to update you on what has been achieved since the report was published. Each of the ‘You said’ recommendations below can be found on p.82 of the Your Voice report.

| You said... | We did... |
|--|--|
| 1. Rebrand and refresh the Cancer User Involvement Programme | <p>You told us that some people found the terms used in our programme, and for our members, confusing. You asked us to use simpler language throughout our programme to reduce barriers and make things more accessible.</p> <p>Over Christmas, we shared a survey with our current membership to gather views on a new programme name, representative name and mission statement.</p> <p>As a result, our GM Cancer User Involvement Programme will now be referred to as our GM Cancer Voices Community and our service user representatives will be referred to as Patient and Carer Representatives.</p> <p>We will now use these new names consistently throughout our programme. This will help everyone who interacts with us, from staff to current and potential members who are considering joining our programme, to understand our work.</p> <p>Please bear with us while we update all content to reflect these changes – this will include a new email address. You can find more details, including our new mission statement, in the attached PDF.</p> |



| You said... | We did... |
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| <p>2. Strengthen relationships across a wide range of stakeholders and organisations</p> | <p>You told us there is lots of great work already happening across Greater Manchester in different organisations and sectors and we agree. We will strengthen relationships to increase our impact in the future and we've taken a number of steps in this area:</p> <ul style="list-style-type: none"> ▪ We have welcomed Naomi Roussak, our Patient and Public Involvement and Engagement (PPIE) Manager to our team. Naomi will manage our GM Cancer Voices Community and will also build links with existing patient networks across other hospitals and areas of Greater Manchester. Naomi will also engage with wider voluntary, community, faith and social enterprise (VCFSE) organisations across Greater Manchester. ▪ We have further developed our work with VCFSE organisations to reach diverse audiences. One example of this is the 'This Van Can' roadshow, which aims to support men from the African-Caribbean community, who are at a higher risk of developing prostate cancer. GM Cancer has worked with the BHA for Equality, Can-Survive UK, the Caribbean and African Health Network and Prostate Cancer UK on the project. Comments from a public event with Can-Survive UK, presented by our clinical lead Sotonye Tolofari, included: 'it's good to see that our opinion matters' and 'good to see someone that looked like me'. To find out more, visit our webpage. |



Gilly and Winston, two men from Greater Manchester who have survived prostate cancer, are supporting our project to engage with men from the African-Caribbean community and those with a family history of prostate cancer

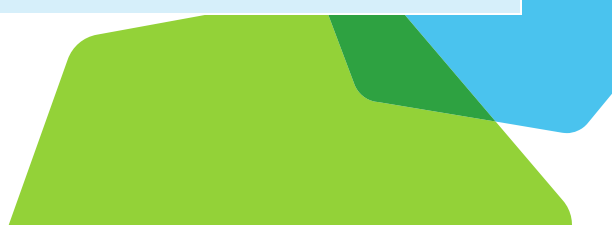


| You said... | We did... |
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| <p>3. Review all content and website materials</p> | <p>You told us that the language we use can be confusing and some current and future members find it hard to know how to get involved.</p> <p>We have drafted new webpages which will clearly introduce who we are and what we do. They will include pages for the Cancer Voices Community, VCFSE organisations, and patient surveys. We have also developed an opportunities board from your feedback, which will feature on the website.</p> <p>Thank you to the patient and carer representatives that agreed to be filmed at the Coffee and Cake event in March. Some of these clips will be used to help new and potential future members understand more about our programme, what we do and how people can get involved. We have edited these videos and you'll be able to take a look at them soon!</p> <p>The Alliance has also produced accessibility guidelines, helping our whole team to consider the importance of plain English and other accessibility requirements, and these are being used Alliance-wide.</p> |



Lots of our patient and carer representatives agreed to be filmed at our Coffee and Cake events, to support educational videos with information for both experienced and new members.

| You said... | We did... |
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| <p>4. Ensure there are different ways of getting involved</p> | <p>You told us you want a variety of ways to get involved to suit different people, interests and accessibility requirements.</p> <p>We have worked with staff across the Alliance to embed all types of patient and carer voices into their work and have encouraged our teams to consider and offer a variety of ways to get involved.</p> |



You will continue to see a range of opportunities in the Friday email, and they will soon feature on our new **opportunities board** on our website. We will consider a range of medium-term as well as one-off opportunities for involvement.

We have also updated our expenses claim form for patient and carer representatives to be reimbursed for expenses such as travel. The new process is quick and easy, and payments are made to bank accounts.

You said...

5. Share programme successes and create social opportunities so members can get to know each other

We did...

We have reinstated our Coffee and Cake events with great success and will be continuing to offer one in person and one online event four times a year. So far, we've held these in December and March, with the next one taking place in June. At our December and March Coffee and Cake events we had a combined total of 110 guests at our face to face and virtual sessions.

These events have been a great opportunity for our own members to showcase projects they've worked on. In addition, the Alliance team has provided updates on projects and upcoming opportunities to get involved in. Plenty of time is also reserved for networking, for you to get to know our team and the other members of our GM Cancer Voices Community better.

If you haven't come along before, we'd love to see you there!



Our patient and carer reps along with Alliance staff joined together at our Coffee and Cake events in December and March



What's next?

There is still work to do on your recommendations and we will continue to make progress on these and keep you involved in the process. **Thank you** to everyone who has helped us with this work so far – we couldn't do it without you.

Below you will find some additional upcoming opportunities for involvement. Additional opportunities will continue to be advertised via our weekly newsletter and our new online opportunities board, which will be online soon.

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| <p>'Your Voice' workshop</p> | <p>We will be holding an interactive half-day Your Voice workshop for patient and carer representatives. This will take place in person in the summer and we will be working together on:</p> <ul style="list-style-type: none"> ▪ Co-producing our values and a volunteer agreement ▪ Reviewing our new draft webpages ▪ Discussing what makes an effective small community ▪ Exploring training needs and opportunities <p>If you would like to take part in this workshop, please fill in our survey. You do not need any experience to join us on the day.</p> <p>There will be an opportunity for further workshops in the future to look at how we can raise awareness and the diversity of the GM Cancer Voices Community. Watch this space!</p> |
| <p>Friday email survey</p> | <p>We currently send out a Friday Email newsletter on a weekly basis to all patient and carer representatives and GM Cancer staff. Thank you to everyone who has shared content to be included in the Friday emails – we love hearing from you.</p> <p>We are in the process of reviewing how often we send this to our members, how we create this and what content we include. Please fill in our survey to let us know your thoughts.</p> |
| <p>Education development</p> | <p>We have been working with the Workforce and Education team to develop two e-learning modules about our Cancer Voices Community – one for patient and carer representatives which will form part of new member inductions and be available to refresh the knowledge of current members too, and one for healthcare staff in Greater Manchester.</p> <p>We are working with your past and current feedback to help us design these e-learning modules. We're also looking to consider options for on-going education and development for our members. If you would like to know more or feed into this work, it's not too late to get involved. No experience is necessary. Send us an email at: mc.userinvolvement@nhs.net.</p> |



Keep in touch

We will continue to listen to and embed your feedback into our work, identify further opportunities for your involvement and keep you updated on how this progresses.

We plan to provide updates to you in the following ways:

- The Friday Email
- Our quarterly Coffee and Cake events
- An additional instalment of this 'Your Voice' newsletter later this year, including an update on all recommendations made in the original Your Voice report.
- Via our website gmcancer.org.uk

Do you have any other feedback or questions about Your Voice? Let us know by filling in our [survey](#).

