

Tameside and Glossop Macmillan
Cancer Information and support service

Support for all

22nd September 2023

Introduction

The Tameside Macmillan Unit opened in summer 2017 and included a centrally located Macmillan Information and Support service

The Macmillan Information and Support Centre offers free, confidential, practical and emotional support for anyone affected by cancer.

Personalised Care

Before diagnosis	Diagnosis	GP	A&E	Urgent care Centres
Concerns at this time	Treatment	Tests	Scans	procedures Isolation Results Anxiety
Key contacts	Recovery and beyond	Navigators	Consultants	Nurses Macmillian Information & Support
Environment		posters	television	Waiting areas

Needs and concerns

Physical Concerns

Practical Concerns

Family or relationship concerns

Emotional Concerns

Information or support

Spiritual Concerns

Needs and concerns

Physical concerns

- ☐ Breathing difficulties
- ☐ Passing urine
- ☐ Constipation
- ☐ Diarrhoea
- ☐ Eating, appetite or taste
- ☐ Indigestion
- ☐ Swallowing
- ☐ Cough
- ☐ Sore or dry mouth or ulcers
- ☐ Nausea or vomiting
- ☐ Tired, exhausted or fatigued
- ☐ Swelling
- ☐ High temperature or fever
- ☐ Moving around (walking)
- ☐ Tingling in hands or feet
- ☐ Pain or discomfort
- ☐ Hot flushes or sweating
- ☐ Dry, itchy or sore skin
- ☐ Changes in weight
- ☐ Wound care
- ☐ Memory or concentration
- ☐ Sight or hearing
- ☐ Speech or voice problems
- ☐ My appearance
- ☐ Sleep problems
- ☐ Sex, intimacy or fertility
- ☐ Other medical conditions

Practical concerns

- ☐ Taking care of others
- ☐ Work or education
- ☐ Money or finance
- ☐ Travel
- ☐ Housing
- ☐ Transport or parking
- ☐ Talking or being understood
- ☐ Laundry or housework
- ☐ Grocery shopping
- ☐ Washing and dressing
- ☐ Preparing meals or drinks
- ☐ Pets
- ☐ Difficulty making plans
- ☐ Smoking cessation
- ☐ Problems with alcohol or drugs
- ☐ My medication

Emotional concerns

- ☐ Uncertainty
- ☐ Loss of interest in activities
- ☐ Unable to express feelings
- ☐ Thinking about the future
- ☐ Regret about the past
- ☐ Anger or frustration
- ☐ Loneliness or isolation
- ☐ Sadness or depression
- ☐ Hopelessness
- ☐ Guilt
- ☐ Worry, fear or anxiety
- ☐ Independence

Family or relationship concerns

- ☐ Partner
- ☐ Children
- ☐ Other relatives or friends
- ☐ Person who looks after me
- ☐ Person who I look after

Spiritual concerns

- ☐ Faith or spirituality
- ☐ Meaning or purpose of life
- ☐ Feeling at odds with my culture, beliefs or values

Information or support

- ☐ Exercise and activity
- ☐ Diet and nutrition
- ☐ Complementary therapies
- ☐ Planning for my future priorities
- ☐ Making a will or legal advice
- ☐ Health and wellbeing
- ☐ Patient or carer's support group
- ☐ Managing my symptoms
- ☐ Sun protection

Tameside and
Glossop Macmillan
Information and
Support Service

Service opens



Complementary
Therapy



Website launched



A Simple Bag



Live Active
Partnership



Social Prescribing



Joint Working
Group



Psychological Support



Family Therapy
Service



Bereavement
support



Back2U &
Boots No7



Wellbeing
College



Improved
outcomes
Improved
support

tamesidemacmillan.org

The service has created a website which has had over 20000 site visits, with over 50,000 page views.

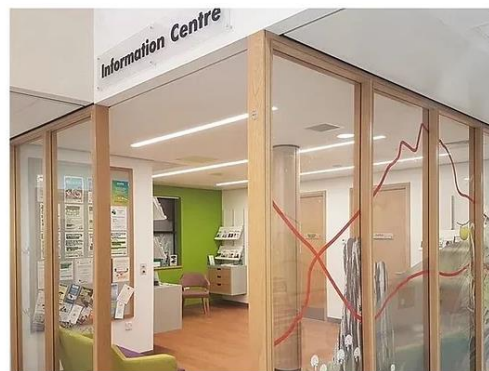
The service has improved clarity and ease of access for people looking for support and people interested in service user involvement or volunteering locally.

MACMILLAN
CANCER SUPPORT

TAMESIDE & GLOSSOP MACMILLAN INFORMATION AND SUPPORT SERVICE

[HOME](#) [NEWS](#) [SUPPORT](#) [GET INVOLVED](#) [PROFESSIONALS](#) [CONTACT US](#)


Tameside and Glossop
Integrated Care
NHS Foundation Trust
MACMILLAN
CANCER SUPPORT
RIGHT THERE WITH YOU



MACMILLAN CANCER SUPPORT
LOCAL & NATIONAL SUPPORT

LOCAL HELPLINE 0161 922 5644
EMAIL MACMILLAN.INFO@TGH.NHS
CLICK HERE FOR
MORE INFORMATION

MACMILLAN
CANCER SUPPORT
RIGHT THERE WITH YOU

NATIONAL HELPLINE 0808 808 0000
CLICK HERE FOR DETAILS ON
WEBCHAT, EMAIL, HARD OF HEARING
AND OTHER LANGUAGES

Benefits Advice and support

The Macmillan Information and support service has in 2021 supported **807 people** with complex needs and concerns (levels 2-4) and helped people affected by cancer to claim over **£450,000** in benefits and grants

Since opening the service has had over **12,400** contacts with people affected by cancer and has helped people to claim over **£1.2 million** in benefits and grants these figures do not include assistance from the local Macmillan welfare rights team or Macmillan support line.



TAMESIDE & GLOSSOP
MACMILLAN INFORMATION AND SUPPORT SERVICE

HOME NEWS SUPPORT GET INVOLVED PROFESSIONALS CONTACT US

NHS
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MACMILLAN
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RIGHT THERE WITH YOU

YOU NEVER
IMAGINE THAT
YOU HAVE TO **SAVE**
FOR CANCER.

**NEED ADVICE ABOUT BENEFITS ?
WE CAN HELP**

The banner features a woman in a teal top and patterned scarf sitting on a sofa, reading a book. The background is a living room with a fireplace and framed pictures. The text is overlaid in green and white, with a green speech bubble containing the quote 'YOU NEVER IMAGINE THAT YOU HAVE TO SAVE FOR CANCER.'

Psychological support

In partnership with Pennine Care Primary care talking Therapies

The combination of Macmillan information and support service and primary care mental health support service, working together, alongside complementary therapies, benefits and financial advice in a calm welcoming environment has had a huge, positive impact on people accessing the service.

Stepped Care Model

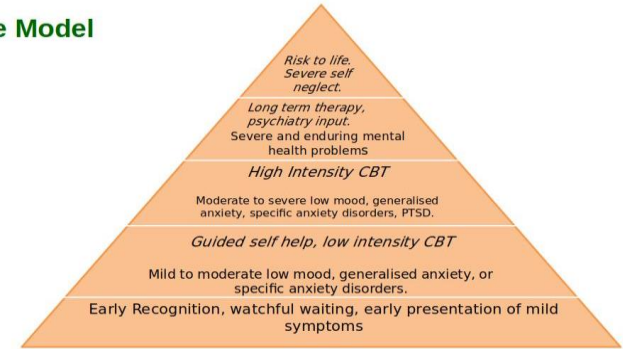
Step 5-
Inpatient care

Step 4-
Secondary Care Services

Step 3 –
High Intensity Therapists

Step 2-
PWPs

Step 1-
Primary Care/ GPs



The Feedback

"It was good that I didn't have to wait, as I needed to talk to someone straight away. Had I not then I think there was a chance I may have self harmed and ended up in hospital. People need to talk there and then before it's too late. The therapy has been really helpful. I now understand my moods better and what causes them and how to deal with them"

(Male 59, prostate cancer diagnosis)

"There is stigma attached to mental health and together along with long waiting lists for appointments, this puts many people off who are asking for the help they need. I was one of the lucky ones. I was directed to Healthy Minds by the Macmillan unit. Within 2 weeks I had received a phone call and had been given the name of my therapist, Rebecca who contacted me and introduced herself and set a date for my first (assessment) which was convenient for both of us. The atmosphere at the unit was warm and friendly and as I waited, every member of staff that passed, smiled and asked whether I was ok. At every opportunity, David came out of the office to say hi and offer refreshments. What will stay with me forever, is the feeling that the staff weren't being friendly out of politeness but because they generally cared. This turned something I was dreading into a positive experience. I remember how I was very reluctant to start but once I got there, I had complete confidence in my therapist, she listened to me and I can't thank her enough for what she's done"

(Female 70, Colon cancer diagnosis)

A Simple Bag

A local fundraising cancer committee approached the team looking for ways they could help people attending the unit for treatment. Together with the Macmillan Information and support team the idea of a comforting bag was born. Filled with useful items to be given to people starting treatment. Items which could help based on the input from patients who had completed treatment. It was also a way to get positive messages of support, pass on information, seek and invite service user involvement.



The Tameside and Glossop Macmillan Joint Working Group

The Joint working group meets quarterly. Its remit is to improve support for people affected by cancer through integrated joint working.

Working together on a shared online action plan towards agreed targets and goals. Strengthening and expanding existing support, identifying gaps in support and creating new provision to close the gaps.

TAMESIDE & GLOSSOP JOINT WORKING GROUP WORKING TOGETHER FOR PEOPLE AFFECTED BY CANCER



The Tameside and Glossop Macmillan Joint Working Group

The joint working group comprises of our lead cancer nurse, Macmillan GP, Cancer services commissioner, Trusts senior service and business planning manager, 2 lead Clinical nurse specialists, Heathy minds, TOG MIND, Age uk, Neighbourhood mental health team Willow Wood, Child Bereavement UK, Action Together, Disability employment advisors Job centre plus, Macmillan Welfare rights officer Tameside Council, Macmillan Solutions, and Diversity Matters NW (BAME community)

TAMESIDE & GLOSSOP JOINT WORKING GROUP WORKING TOGETHER FOR PEOPLE AFFECTED BY CANCER



Tameside & Glossop Macmillan Joint working Group - Actions

Palliative Care Well-being & Psychological Support

Map appropriate national and local services
Identify gaps in support and propose solutions
Agree a palliative care counselling and support Pathway / network

General Practice – Primary Care

Build links and create the facility to take referrals directly from primary care services to Macmillan information and support increasing access to support

- **Promotion & Awareness**
- Creation of an easy to access network to reliably and repeatedly promote available services for People affected by cancer

Curative intent -

Psychological Support and Holistic well-being

Working with relevant stakeholders identify a robust pathway into psychological support for people affected by cancer

- Community Cancer Champions
- Physical activity & diet
- Self Image, mental & physical
- Social prescribing for cancer
- Multi-faith, ethnicity, awareness & support

Digital support

Clear points of access for digital information, online directories, tools and support for people affected by cancer and health care professionals Online offer creation of new or identification of existing support streams which can be offered by phone, Online, face to face or in some cases choice of all three. Better promoted to PABC and Clinicians Including online support groups, videos and message boards.

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CANCER SUPPORT

NHS
Tameside and Glossop
Integrated Care
NHS Foundation Trust

Tameside
Metropolitan Borough

Child
Bereavement UK
REBUILDING LIVES TOGETHER

NHS
Pennine Care
NHS Foundation Trust

action
together

MACMILLAN
CANCER SUPPORT
RIGHT THERE WITH YOU

MACMILLAN
SOLUTIONS

Diversity
Matters
North West

Neighbourhood Mental Health Team
LIVING
LIFE
WELL
MENTAL HEALTH

HEALTHY MINDS
Got something on your mind?

NHS
Pennine Care
NHS Foundation Trust

Tameside
ageUK

mind
for better mental health
Tameside, Oldham
and Glossop

Willow Wood
Holistic care for local people

• Social prescribing & Elemental

More people are thankfully living longer following a cancer diagnosis through successful treatments and advances maintaining or managing a cancer condition.

The numbers of people living long term with a cancer diagnosis are set to double by 2030. Having access to social prescribing means people can access community support as well as specialised cancer services.



Software platform to facilitate and support social prescribing. It is a referral and case management system with direct connections to GP IT systems. Joining Elemental as a hub has vastly increased visibility and ease of access to Macmillan information and support service to GP's locally.

This approach has facilitated joint working and integration with social prescribing teams and local services. It has also kept Macmillan Quality information and support services high on the agenda and benefiting from the momentum of the social prescribing movement.

- Live Active Partnership

Prehab for cancer- offers support for certain tumor groups.

The group would like an offer for all people affected by cancer. Tameside's Live Active service is here to provide advice and support around all aspects of exercise.

Being physically active, along with eating a healthy diet, can help reduce the risk of recurrence for some cancer types and increase survival. It also helps reduce the risk of developing other health problems, such as heart disease, stroke and diabetes.

• Family therapy Service

With Sarah & Chinyere at Child Bereavement UK we have been able to set up a family therapy service which can offer support for Adults and children. This can include talking to children when a family member has a cancer diagnosis, pre and post bereavement support.

Face to face sessions and a drop-in service held once a month at the Macmillan unit

Through the joint working group we are looking to link in this service with training and support groups at the local hospice and community wellbeing college



AgeUK Tameside

We work in partnership with our local Age UK Tameside team to offer supportive services for people aged 50 or over

This can include

counselling

help with social isolation

dementia support

Help at home service

gentle exercise sessions at Age UK offices – walk and talk in the community

pre and post bereavement support.

Drop in sessions for patients and staff once a month at the Macmillan unit

MACMILLAN
CANCER SUPPORT

A poster for a Bereavement Support Group. It features a light blue background with three overlapping circles: a green one at the top left, a yellow one in the middle, and a pink one at the bottom right. The text 'Bereavement Support Group' is in a dark blue serif font. Below it, the date and time 'September 6th 11:00am for 6 weeks' are written in a smaller font. A small orange butterfly is on the yellow circle. The Age UK Tameside logo is in the top right corner. The 'Get up & GO' logo is in the bottom left corner. The contact information for Age UK Tameside is in the bottom right corner.

**Bereavement
Support
Group**

September 6th
11:00am
for 6 weeks

Age UK Tameside
131 Katherine Street
Ashton Under Lyne
OL6 7AW
Call 0161 308 5000
To book a place

ageUK Tameside

Get up & GO

Wellbeing college

Working with the Health and wellbeing college to offer a venue for support groups, courses and events. This is an ideal environment based in the center of Tameside.

Starting with a moving forward course for patients who have completed treatment for breast cancer.
Offering support at the college with one day a month for exclusive access for people affected by cancer. Including support groups, Macmillan cancer support's Hope course, work & employment advice, confidence building, hair and make-up support, exercise sessions, yoga, self-managed support groups and much more. Macmillan information team as well as health and wellbeing staff to offer drop in and appointment support.

HEALTH AND
WELLBEING
COLLEGE



Pennine Care
NHS Foundation Trust



Cancer Health and Wellbeing event

Tameside Health and Wellbeing College
last Friday of the month



Department
for Work &
Pensions



Tameside and Glossop
Integrated Care
NHS Foundation Trust

HEALTHY MINDS
Got something on your mind?



Tameside
Metropolitan Borough



Pennine Care
NHS Foundation Trust

MACMILLAN
CANCER SUPPORT
RIGHT THERE WITH YOU

CANCER HEALTH AND WELL BEING EVENT

A day of support, sessions, groups and activities....

TAMESIDE AND GLOSSOP MACMILLAN
INFORMATION AND SUPPORT SERVICE



We would love to welcome you to a day of activities and events at the health and Wellbeing College.

Classes will include

- Work and employment support and advice
- Gentle Exercise Sessions
- Volunteer wig fitting and head scarf support
- Macmillan Cancer Supports HOPE course
- Relaxation
- and much more....



Skincare and Makeup Master Class

- Boots No.7 Pamper Session
- Professional advice
- complimentary beverages, goodies and Boots No7 make up pack
- Making new friendships on a similar journey



For more information call:

0161 922 5644

Email:

macmillan.info@tgh.nhs.uk

HEALTH AND WELLBEING COLLEGE



CANCER HEALTH AND WELLBEING PROGRAMME

18TH JULY 2023

Facilitators



Tania

Macmillan information and support Assistant



Sarah

Macmillan information and support volunteer

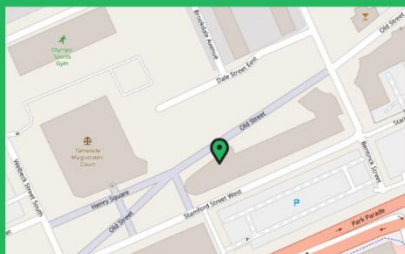
Venue

Health and Wellbeing college
225 Old St,

Ashton-under-Lyne OL6 7SR

Situated near to Ashton primary care centre, Tameside Old Baths and the magistrates court Parking There are council car parks around the college. cash only ½ hour 0.50p up to 3 hours £1.00 all day £2.00. There will be some light refreshments available to purchase in the café area, if, if you would prefer to bring your own snack/drinks please feel free.

Admission to the Health and Wellbeing College and for all the courses are all free. The HWBC has lift access so is suitable for wheelchairs and those with mobility issues. There are also toilets/disabled toilets that we are able to access in the building as well



Wig & Head scarf fitting

09:30 to 12:00 - ROOM 1

with Linda & Sarah

This is a volunteer run service, we would love to meet you

Work and employment

12:45 to 13:45 - ROOM 2

with Ian and Natalie from Tameside in work team

Skincare and Makeup Master Class

13:00 to 15:00 ROOM 3

Boots No7 Pamper Session

Professional advice

complimentary beverages, goodies and Boots No7 make up pack

Making new friendships on a similar journey

Relaxation and mindfulness Class

15:00 to 15:45 ROOM 1

with Chris & Jess - Tameside & Glossop talking therapies team

Social prescribing & Volunteering

13:00 to 14:30 Hub

Benefits Advice

13:00 to 14:30 Hub

Macmillan Information and Support

09:30 to 15:00



Flyers & Promotional Materials

Courses & Facilitators



Macmillan Cancer Support's
HOPE Course

Tania & Carla

Macmillan information and
support



Tai Chi & gentle exercise

Reale & Carla

Tameside Live Active &
Macmillan information and
support



Work advice & support

Iain & Nat

Tameside in work team
& David

Macmillan information and support

Courses & Facilitators



Wig Fitting, hats and
headscarves'

Sarah & Linda community
Volunteers with Head start
team



Skin Care & Make up

Back2U & Boot No 7

Relaxation Sessions



For more information, or to book a place please contact:

Macmillan Information and support service
0161 922 5644 / Macmillan.info@tgh.nhs.uk
www.tamesidemacmillan.org

TAMESIDE & GLOSSOP
MACMILLAN
INFORMATION
& SUPPORT



NHS
Tameside and Glossop
Integrated Care
NHS Foundation Trust

Relaxation sessions

Primary care talking
therapies

Room 1

Wig Fitting, hats and
head Scarfs
09.30 to 12:00

Family support
12:30 to 14:00

Relaxation &
Mindfulness
15:00 to 15:45

Room 2

Tai Chi – Live Active
10:00 to 10.30

Support group
11:00 to 12.30

Work and
Employment
12:45 to 14:00

Staying Active
Live Active
14:15 to 15:00

Room 3

Macmillan HOPE
Course
09.30 to 12:30

Skin Care and
Makeup sessions
13:00 to 15:00

Tai Chi – Live Active
15:15 to 15:45

Drop in

Macmillan information
and support
09:30 to 15:00

Volunteering & Social
prescribing
13:00 to 14:30

Benefits advice
13:00 to 14:30

Feedback

- Gaining support, advice and new ideas. Meeting new people. looking at other events, courses of interest.
- Time to enjoy and relax and spend time on myself.
- Gaining knowledge about skin care products and how to apply certain make up.
- Learning about skincare and how to apply eye make up.
- Knowledgeable friendly staff, no question a silly question.
- Felt supported.
- New ideas.

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Thank you