



NHS

**Greater Manchester
Cancer Alliance**

A CCC Perspective

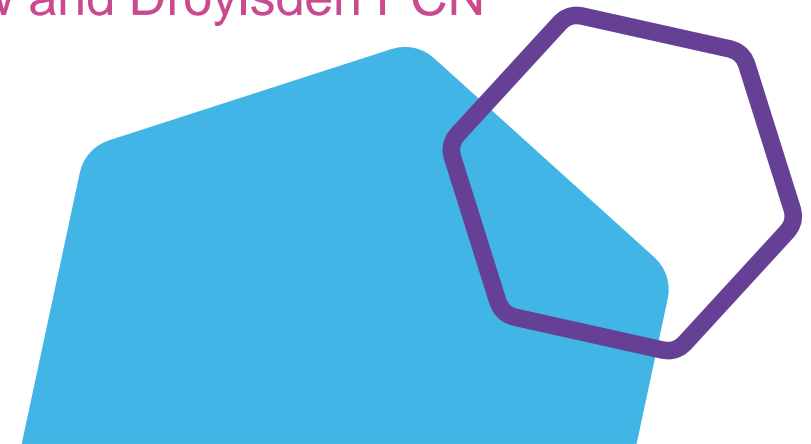
Tracy Cowburn

Macmillan Cancer Care Coordinator
Denton, Audenshaw and Droylsden PCN

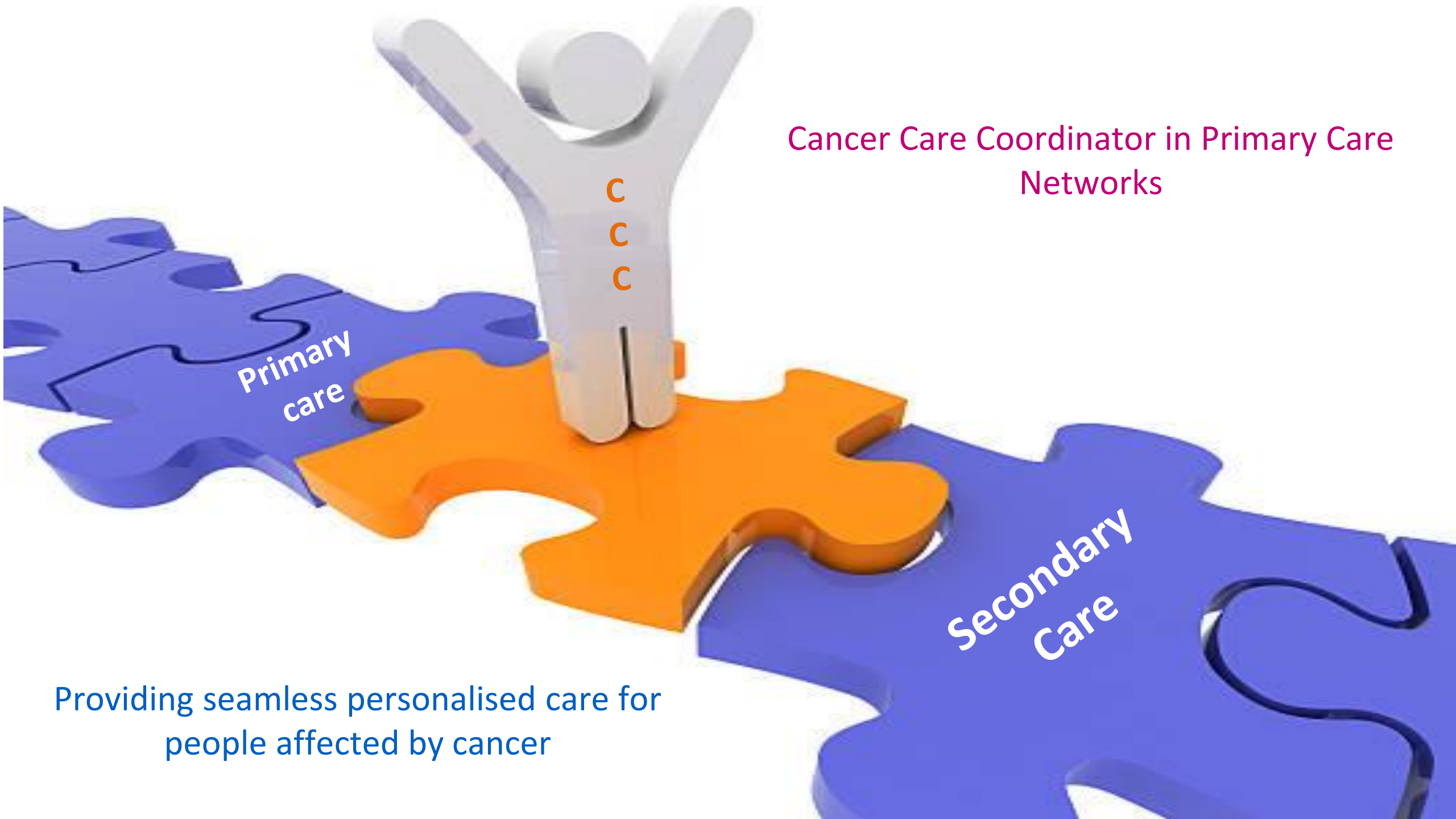


gmcancer.org.uk

**MACMILLAN
CANCER SUPPORT**



Cancer Care Coordinator in Primary Care Networks



Primary
care

Secondary
Care

Providing seamless personalised care for
people affected by cancer

Case Study

- 12 Month CAN004 Cancer Care Review
- Mrs A - Female – 63 – Married
- Diagnosis - G1 stage 1a Endometrial Cancer
- Mrs A was invited to attend her review either face to face or over the telephone and if she would like to attend with family or friend for support.
- Mrs A chose to attend our designated face to face appointment with her husband.



Review

Initial 4 monthly (treatment plan) scan – outstanding

Pain Management for Spinal issues – Awaiting referral (6 months)

PIP entitlement level had been reduced – Financial strain/Mobility reduced

Emotional Stress – Overwhelmed feeling hopeless

Dermatology – concerns over various naevi



Outcomes

- Liaised with Macmillan CNS re overdue scan – [Appointment obtained](#)
- Pain Management referral actioned by contacting Pain Clinic – [Appointment obtained](#)
- Referral to Macmillan Support and Benefits Team – contact made with DWP for review of PIP. Liaised with the Team and secured an appointment. Agreed I would attend with Mrs A to advocate for her – [Successful re-allocation of previous PIP level including Mobility](#)
- Referred to [Macmillan HOPE programme](#)
- GP appointment arranged for [dermatoscope investigation](#)
- [Continued support and touch base calls throughout above processes](#)



Patient Feedback

“..A Blue Badge seems a very small thing in the bigger picture but has eased what was a very stressful experience for both of us. We can't thank you enough”.

“After waiting over three years for some help with my problems, I have begun to feel quite hopeful 😊. The cancer care coordinator has been very good, also listens to my concerns without rushing me off the phone”



“Felt completely listened to with regards to how a family member with cancer does affect the whole family. I felt a whole weight lifted after our conversation”

A few weeks later, I was in the practice when a member of staff informed me that the patient was on the phone wishing to speak to me. I spoke to the patient, and they wished to thank me, they had received the letter in the post regarding the information leaflet and were very grateful for the letter and the conversation we had previously”.





Questions?

