

Macmillan Cancer Information and Support Centre.
Wexham Park Hospital, Slough, SL2 4HL. Telephone 01753 634886

Welcome to our Spring / Summer newsletter 2018



- * Enquiries to The Macmillan Cancer Information Centre are mainly from patients themselves (48%). Carers and relatives make up the other main callers/visitors to the Centre (26%)
- * Health and social care professionals contribute to 12.5% of enquiries.
- * Patients with breast, colorectal and urology cancers make up the majority of visitors/enquiries (11%, 7% and 10% respectively).

2017:Year in Review

- ◆ The Macmillan Cancer Information and Support Centre continues to see an increase in patients and families seeking information and support .
- ◆ Supported over 1300 visitors/callers and provided outreach to over 800 people. Our outreach included attendance at meetings, events, presentations, fundraising, corporate and community events including visiting BME groups.
- ◆ The majority of those who visited the Centre are drop in and although generally one off visits or calls, we have also supported some visitors and families over many weeks or months.
- ◆ Centre callers/visitors were 79% White British and 21% Asian and other ethnic groups. Over 795 diagnosis information packs were provided to the specialist nurses by the centre for newly diagnosed cancer patients.
- ◆ For 2017 the majority of contacts were direct visits to the Centre however we also responded to telephone and email enquiries – most of the enquiries were for women (60%).
- ◆ Centre staff have applied for and received grants (Macmillan or other local charities) of over £20,000 for patients and referred 100 patients to Macmillan CAB for benefits assessments, support or grants.
- ◆ The Centre has supported clinical staff to develop patient information leaflets and resources.

Meet the team

My name is Peta Barratt. I started volunteering at the Macmillan Cancer Information and Support Centre one day per week in September 2015. Volunteering was something I had always wanted to do and following several visits to Wexham Park Hospital to visit my mother, I made an impromptu visit to the centre and decided there and then that this was where I would like to volunteer. I have run my own business for over 30 years and felt I would be able to offer my administrative and organisational skills to the centre. I have played a significant role in the design and content of our support information leaflets which we distribute to patients and clinical staff. I live in Seer Green with my husband and have two adult children.



Volunteers, Peta (front) and Misbah

Volunteer Support

We currently have a team of eight volunteers who do a fantastic job supporting us and visitors to the centre. A huge **THANK YOU** to each and every one of you for your contributions and hard work.
If you are interested in volunteering, please call us on 01753 634886

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National Macmillan Cancer Support Services – Psychological Support Impact Report 2017

87% of people affected by cancer want to know more about their disease. Information and support provision raises awareness of available financial, practical and emotional support. This in turn improves peoples' ability to recover and self-manage living with cancer, which can reduce the use of statutory services. In addition there are cost benefits relating to the ability of cancer information and support services to free up health professionals time, enabling them to concentrate on their core roles.

50% of cancer patients forget most of the information given to them within minutes of their consultation. Many people do not understand the information they are given and need additional support and guidance. Macmillan-supported cancer information and support services provide a tailored, personalised service for all cancer patients regardless of gender, race or religion. Personalised information that is broken down into 'bite sized chunks' is shown to increase patient recall and understanding.

Comments made by Cancer Patients – (Source: Macmillan Impact Briefs)

'Coming to the cancer information and support service has improved the quality of my life. I'm not sure that I would be here but for this service'

'It felt so much better to be able to talk about things openly. It was an immense relief. I was able to talk about everything and I cried. I no longer felt hemmed in'

Comments for our service here at Wexham Park:

"I feel very cared about by Patricia she has dealt with things promptly..."

" I have had someone to listen to and help me on various issues-benefit, grant, counselling.."

"Very precise and knowledgeable on specific requirements and needs. Quick to respond too!"

"I just wanted to thank you so much for all the Information you have sent me.."

Carers Events 2018

Patricia attended the "Together for Carers Event" on the 17th January in Bracknell. This event was attended by a number of support organisations in Berkshire along with local authority, CCG and NHS representatives. The event was designed to help local areas take a more coordinated approach in their support to carers. Both Nicola and Patricia attended the Carers Event "Unsung Heroes Celebratory Event" on Monday 11th June at the Masonic Centre in Slough. Many local organisations attended to provide information and support to local carers.



Patricia -Masonic Centre

Male Cancer Awareness - Man Up, Check Up. Don't ignore it!

In the month of June, the Macmillan Cancer Information Centre had a stand in the foyer of Wexham Park Hospital to raise awareness of male cancers. Early detection and early treatment could help save your life. If you have any signs or symptoms or worries then speak to a healthcare professional to get your symptoms checked. Here are some of the signs to look out for:

Testicular – a painless lump or swelling in your testicles, a dull ache or pain or heaviness in your scrotum. Tip: check your testicles regularly (once a month). Testicular cancer is more common in younger men.

Prostate - difficulty starting to pee, needing to pee often (especially at night), a weak flow of pee, urgency to pee, a feeling of not completely emptying your bladder. If you are over 50 speak to your GP about having a PSA Test. Prostate cancer is more common in older men.

Other more common cancers to be aware of are bowel, lung, skin and mouth cancers.