

Macmillan Social Prescribing Service

JULY 2015 - JUNE 2017

What did we know?

- Cancer creates considerable long term practical, social and emotional issues for individuals
- Providing the care and support that people need requires new ways of working and new models of care
- NHS England has committed to ensure that everyone with cancer has access to the Recovery Package by 2020, to assist people living with a cancer diagnosis, to manage the consequences of treatment and return to as near a normal lifestyle as possible.

What did we do?

- We employed and trained a team of 3 community-based, cancer specialist Macmillan Social Prescribers in East London
- They offered phone based signposting and face-to-face coaching sessions in community centres and libraries in Hackney, Waltham Forest, Tower Hamlets and Newham.

We provided person-centred support



242 hours
of phone support



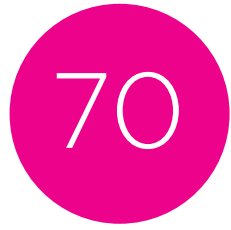
585 hours
of face-to-face support



630 patients
supported



We connected with patients



outreach sessions delivered



primary care staff referred



hospital staff referred

The service attracts an ethnically diverse range of clients. 33% speak English as a second language

We connected patients with further services and support

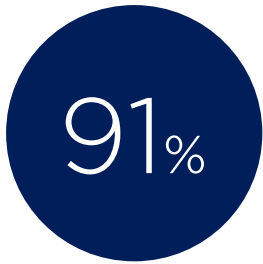


72% said they wouldn't have accessed the services without the MSP support

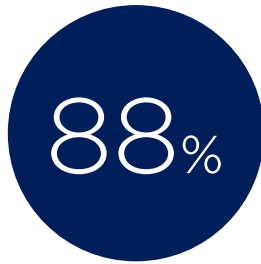
"I wouldn't have had the confidence or even thought about volunteering as a way to get me back into employment"

Patient

Impact on patients



were satisfied or very satisfied with the service



increased their understanding of where to go for support with non-medical issues

“The service is tailored around the person – whatever I wanted to talk about was fine, my needs led the conversation.”

Patient

Patients experienced an improvement in their wellbeing and concerns scores.* The service has been particularly successful in addressing concerns related to:



Emotional wellbeing



Socialising



Physical activity

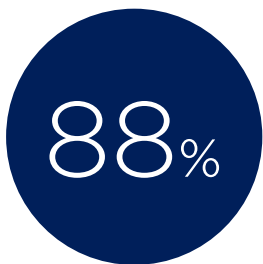


Return to work

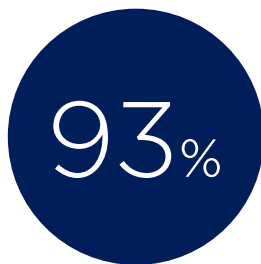


Finance issues

Impact on Health Care Professionals



found the service to be beneficial to them



were happy with the referral process

“The service saves me time and gives patients other options so that I can focus on clinical side.”

Health Care Professional

Source: Macmillan Social Prescribing Service, Summary Evaluation Report, July 2015 – June 2017
Further information: laura.westwick@bbbc.org.uk www.bbbc.org.uk/macmillan

*On average, patients experienced (statistically and clinically significant) improvements in their My Concerns and Wellbeing (MyCAW) concern and wellbeing scores

ALTHEA



Treatment had meant that Althea's nursing training had been put on hold and she was concerned about her finances. She was referred for support in applying for benefits and to East End Energy Fit, a service that supports residents to reduce energy bills and debt. Together with her Macmillan Social Prescriber, she looked at concession rates at the local community gym and free cycle training.

The Macmillan Social Prescribing service provided a platform which enabled me to talk through my feelings, thoughts, emotions, fears and concerns. After suffering from the intrusion and disruption of cancer and treatment, the humane, personal and intimate service provided is a welcome relief.

I became more positive, more focused, more confident. I'm strutting my stuff now.

I wasn't sure what it was I needed to do but I knew I wanted to have control of my health. Then, I met the Macmillan Social Prescriber. They created the space for me to talk. I was able to identify a good keep fit programme, which was an important factor to me taking back my health from the professionals. It was [the Macmillan Social Prescriber] who galvanised me into action.

BERNADETTE

When Bernadette met with her Macmillan Social Prescriber she was feeling isolated and low in confidence. She was referred to peer support groups, exercise sessions and IT courses.

I felt very isolated when I finished my treatment. I was just sitting here really depressed. Going out was frightening, I thought everybody was looking at me.

I've been on a course, which helps people that have had cancer think about their life after treatment. It helped me to get out into the community more. If I was without the [Macmillan Social Prescribing service], I wouldn't have done all of that.

I feel like a totally different person.

They referred me to the computer class and also the pilates class. I've really come far with



the computer course. I go to the Women's Cancer Group, where I've met so many people.

Since I met the Macmillan Social Prescribing Service I feel my mood has lifted. I can go into groups now which I never used to. I can talk about my illness. I've got all my confidence back.