
**Manchester City Council
Report for Resolution**

Report to: Health Scrutiny Committee – 12 February 2015

Subject: Macmillan Cancer Support in Manchester

Report of: Nicola Cook, Senior Macmillan Development Manager and Julie Atkin-Ward, Macmillan Development Manager, Manchester – Macmillan Cancer Support

Summary

Over the last eight years, Macmillan has invested just under £15 million in services across and throughout the cancer pathways in all tumour groups in Manchester - addressing public awareness, referral and diagnosis, treatment and in-patient care and follow-up and after-care including palliative and end of life care.

This amounts to over £30 per head of population.

Many of Macmillan's services are funded through a three-year pump-priming model and subsequently sustained by the Health Care System.

As a result of the challenging financial climate Macmillan is increasingly providing long-term funding for a number of services across the City including the Macmillan Cancer Awareness Project, Macmillan Benefits Advice Service and Macmillan Information and Support Libraries Service.

A long-term sustainability or exit strategy needs to be established for these services.

Recommendations

1. To note the investment and services provided by Macmillan Cancer Support.
 2. To consider how these Macmillan project-funded services might be sustained long-term through health and social care partners.
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Wards Affected: All

Contact Officers:

Name: Julie Atkin-Ward
Position: Macmillan Development Manager
Telephone: 07834 191252
Email: jatkin@macmillan.org.uk

Background documents (available for public inspection):

The following documents disclose important facts on which the report is based and have been relied upon in preparing the report. Copies of the background documents are available up to 4 years after the date of the meeting. If you would like a copy please contact one of the contact officers above.

None

1.0 Introduction

This paper sets out the range of services provided by Macmillan Cancer Support across Manchester to support people affected by cancer; and to address the increasing numbers of people living with and beyond cancer.

In Manchester there are 1927 new cancer diagnosis every year, 11,300 people living with cancer (2010) and a predicted 19,600 people will be living with cancer in 2030.

2.0 Background

Over the last eight years, Macmillan has invested just under £15 million in services across and throughout the cancer pathways in all tumour groups in Manchester addressing public awareness, referral and diagnosis; treatment and in-patient care and follow up and after care including palliative and end of life care. This amounts to over £30 per head of population.

There are currently 145 Macmillan Professionals in Manchester providing support to people affected by cancer. These services include Clinical Nurse Specialists, Allied Health Professionals, Palliative and Oncology Medical Consultants and a range of holistic support services.

Investment in services throughout the pathway has:

- Improved information and support to such an extent that 97% of the population now live within a mile of a Macmillan information and support service;
- Increased the number of clinical nurse specialists enabling people to feel better supported from diagnosis onwards;
- Developed a city-wide benefits advice service and established Macmillan Solutions which have improved people's independence and given them choice and control over their cancer journey.
- Focused on patient recovery, health and well-being; and
- Improved access and provision of rehabilitation, patient information and supportive care

In 2009 Macmillan worked with the Monitor Group and the NHS in the City of Manchester to track interventions, resource use and associated costs of lung and breast cancer patients. The study highlighted discrepancies of service utilisation between patients with similar disease profiles resulting in higher costs. Poor coordination of care was identified as a key element contributing to these discrepancies.

This led to Macmillan to prioritise £3.45 million investment in the Macmillan Cancer Improvement Partnership in Manchester. MCIP aims to deliver more patient centred and coordinated support for patients from the point of diagnosis all the way through treatment and beyond.

3.0 Macmillan services

Macmillan is well-known for its funding of Clinical Nurse Specialist and Allied Health Care Professional posts across the health and social care system, but it also funds a wide range of support and information services across the City. The detail of some of these services is highlighted below.

3.1 Macmillan Cancer Awareness Project

The Macmillan Cancer Awareness Project is hosted by The Christie and works within the city of Manchester and Tameside and Glossop.

Over the past four and half years, Macmillan has invested more than £615,000 in the project.

Led by a Macmillan project lead and two coordinators, they work within local communities training and supporting volunteers to raise awareness of signs and symptoms of cancer.

They have trained and supported 60 volunteers, who focus on raising awareness of cancer amongst high-risk and hard-to-reach groups with low literacy levels and high BME populations.

3.2 Macmillan Manchester Libraries Service

Launched in July 2008, the service is based within four Manchester libraries (Gorton, Longsight, Harpurhey and Wythenshawe Forum). Macmillan have invested £296,000 in the development of this service since 2008.

An outreach team visits libraries across the city.

It provides individual support to people affected by cancer and delivers cancer awareness raising sessions, tailored workshops and public events for professionals and the public.

3.3 Macmillan Manchester Benefits Advice Service

Macmillan set up the benefits advice service in Manchester in 2006 to cover the whole of the City with a Macmillan Adviser in Wythenshawe Hospital and North Manchester General Hospital and two in Manchester Royal Infirmary.

Within the last two years Macmillan benefits advisers have helped cancer patients and carers to successfully claim more than £7.5 million to unclaimed benefits.

The service helps people in Manchester deal with the financial consequences of cancer and has a huge impact on their health and well-being.

The average annual operational costs are £180,000¹. Between June 2009 and April 2011 it was funded through a combination of contributions from Macmillan Cancer Support, Manchester City Council (Working Neighbourhoods Fund), and Pennine

Acute Hospitals NHS Trust and University Hospital of South Manchester NHS Foundation Trust. However since 2011 the service has been entirely funded by Macmillan in order that it would not be forced to close.

Macmillan's usual funding model is to pump prime a service for an agreed period of time and then for it to be sustained by partners.

Due to this service being extremely successful and acknowledging the financial climate for people affected by cancer, Macmillan has committed in total an unprecedented amount for one service of **£1,620,000**, with **£30 Million gained**

The funding is assessed on a year-by-year basis by Macmillan.

It should be noted that this funding model is not sustainable indefinitely and funding partners are asked to consider the future of this invaluable service.

3.4 Macmillan Survivorship Team

The award-winning Macmillan Survivorship Team based at The Christie Hospital is undertaking a range of innovative projects designed to improve services and resources for patients living with and beyond cancer.

The team has developed the "Life Ahead Plan", an online resource for patients which includes films, podcasts and patient testimonials.

They have tested innovative approaches to delivering the recovery model, appointing a Late Effects Coordinator.

They hold health and wellbeing and outreach events, and have developed a range of potential pathways for the treatment of pelvic radiation disease.

3.5 User Involvement

People affected by cancer from all walks of life and from across all corners of Manchester are being empowered and supported to come together with clinicians in innovative and creative ways to use their insight. This approach has enabled a parity of esteem to shape future cancer services.

Co-production models of user involvement are evident in particular through the Macmillan Cancer Improvement Partnership and the new Greater Manchester Cancer services provider.

3.6 Macmillan Solutions

Macmillan Solutions is a partnership with Wai Yin Chinese Association, Audacious Church and Northmoor Community Association and is aimed at meeting the everyday needs of people affected by cancer.

Help provided by the volunteers can include tidying up gardens, cooking, cleaning, driving, shopping, helping children with homework, decorating or DIY a room in a house or a garden makeover.

The service can arrange some small financial grants to help with the cost of cancer, including contributing to heating bills, replacing clothes that no longer fit and purchasing specialist bedding.

The service now has over 100 volunteers and has helped more than 300 families. Macmillan have invested £360,00 in this service since it commenced in 2008.

3.7 Macmillan Acute-based Information Centres

Macmillan funds information centres across Manchester's hospital trusts. Over the past nine years it has invested more than £1.6 million in the development of these services.

Their work can be split down into the following six categories:

Macmillan Connections

- Walking group
- Macmillan allotment
- Startart (new creative therapy group)
- Yoga for all (new yoga group)
- All outside organisations and groups

Survivorship/recovery

- Health and well being clinics
- Part of 'Manchester cancer' survivorship
- Working with Manchester 'move more'

Bereavement support

- Bereavement working party
 - Grief recovery programme
 - Memorial service and support
 - Support afternoons
 - Strong links with community
- Bereavement support

Information within and without

- Information is in the centre
- In the wards and departments,
- In the Nightingale breast care unit,
- In the chemotherapy unit,
- Neil Cliffe cancer care centre,
- At all cancer awareness months/events both in the hospital and the community,
- Information at Withington community hospital

Psychological support

- Counsellors
- Psychologist
- Centre staff
- Support groups
- HOPE course

Living with and beyond

- Benefits advice, job advice
- Patient user partnership
- 'Feel more like you' pamper days
- More joint working to provide more service provision
- Increased collaboration with GPs and DNs to improve seamless after- care

4 Conclusion

Macmillan plays a pivotal role in the provision of cancer support services throughout Manchester.

Guided by the Macmillan 9 outcomes for patients its expertise and integrity impacts on system re-design, services and clinical care across the entire cancer care pathway.

Macmillan has taken a pragmatic approach in continuing to fund key services beyond their initial set-up periods, but partners need to consider that this unsustainable adhoc approach cannot become a future funding model, and as such it is important that the health and social care system consider the future sustainability and development of the services mentioned within the paper.