

# MACMILLAN@

## WEST LOTHIAN CANCER INFORMATION AND SUPPORT SERVICE ANNUAL REPORT 2018/19

### INTRODUCTION

**WELCOME TO OUR THIRD ANNUAL REPORT COVERING THE PERIOD APRIL 2018 - MARCH 2019.**

This year saw an expansion in our service, in terms of volunteers and drop in locations which has allowed us to engage with many more service users and begin to further develop the support we can offer to people affected by cancer.

We have detailed below our key achievements this year, but none of this would have been possible without the following people; we are very grateful for your continued support:

- Volunteers and service users of Macmillan @ West Lothian Cancer Information and Support Service
- Macmillan Cancer Support
- Customer and Community Services, West Lothian Council
- West Lothian Council Advice Shop
- Macmillan Benefits Team
- Cancer Support Scotland
- NHS Lothian

**WE AIM TO ENSURE THAT ANYONE AFFECTED BY CANCER IN WEST LOTHIAN HAS ACCESS WITHIN THEIR LOCAL COMMUNITY TO QUALITY CANCER INFORMATION AND EMOTIONAL AND PRACTICAL SUPPORT.**

**We do this by:**

Providing a comfortable and welcoming environment within our Information and Support hubs which offer service users informal support regarding the non - clinical aspects of living with cancer.

Offering high quality information to anyone affected by cancer, signposting and referring to relevant services where appropriate.

Establishing a network of partnerships which offer additional resources to clients.

Information and support drop in services are located within:

- Bathgate Partnership Centre
- Strathbrock Partnership Centre
- Fauldhouse Partnership Centre
- Carmondean Connected
- Blackburn Partnership Centre

Our service is open to anyone affected by cancer, including people who are/have experienced cancer themselves, family members, carers, friends and professional workers. No appointment or referral is needed to access our service.

### KEY ACHIEVEMENTS - THIS YEAR WE:

**LAUNCHED MACMILLAN@ BLACKBURN PARTNERSHIP CENTRE**

**DELIVERED A TOTAL OF 388 DROP IN SESSIONS WHERE WE HAD 829 ATTENDANCES AND MADE 376 PARTNER REFERRALS.**

**INTRODUCED OUTREACH SERVICES IN ST JOHN'S HOSPITAL ONCOLOGY UNIT AND DEDRIDGE HEALTH CENTRE. AND INTRODUCED OUR FIRST INFORMATION POINT**

### SERVICE USERS



### REASON FOR ATTENDING:

|                                   |            |
|-----------------------------------|------------|
| Counselling/psychological support | <b>37</b>  |
| Wants to talk                     | <b>535</b> |
| Benefits/welfare advice           | <b>296</b> |
| Carer issues                      | <b>21</b>  |
| Living with cancer                | <b>15</b>  |
| Local information and support     | <b>303</b> |
| Travel                            | <b>40</b>  |
| Work related issues               | <b>17</b>  |
| Other                             | <b>57</b>  |

### REFERRED TO:

|   |            |
|---|------------|
| Benefits advice/ financial guidance   | <b>258</b> |
| Other (including Cancer Support Scotland for counselling and complementary therapies, Macmillan Helping Matters, Macmillan Oban holiday flat) | <b>99</b>  |
| Local agencies  | <b>9</b>   |
| Other Macmillan services  | <b>8</b>   |
| Professional worker   | <b>1</b>   |



## VOLUNTEERS

Recruited 6 new volunteers. As a result, we had 23 volunteers in March 2019. **They have donated 1,925 hours of work to the project**



## TRAINING

**STAFF AND VOLUNTEERS ATTENDED 31 TRAINING COURSES**

and conferences organised by Macmillan **Learning and Development Team** Macmillan Safeguarding course was delivered in Bathgate by Macmillan Safeguarding team

## AWARDS

- Macmillan @ West Lothian and the Advice Shop successfully renewed the Volunteer Friendly Award and staff and volunteers began work on Investing in Volunteers quality standard



## MACMILLAN ON THE ROAD



Continued to offer Macmillan on the Road, which aims to offer a variety of activities to help participants feel more socially included, more open to talking, better supported and less stressed and anxious.

## FUNDING

**FOLLOWING CONSULTATIONS WITH SERVICE USERS, VOLUNTEERS AND OUR ADVISORY GROUP, WE ARE DELIGHTED THAT WE HAVE BEEN AWARDED A FURTHER 3 YEAR'S FUNDING FROM MACMILLAN CANCER SUPPORT, SECURING PHASE 2 OF THE PROJECT.**

## WEBSITE

Improved our website presence, leading to **1135 hits on the West Lothian Council website**

## AWARENESS MONTHS

**Continued a programme of Awareness Months** focusing on a different issue each month, with stalls located in drop in venues, Howden Medical Practice and Fauldhouse GP surgeries.

## PUBLICATIONS

**Issued 1220 publications** from Drop In Services

**Issued 1479 publications** from monthly cancer awareness stalls

## STEPPING STONES

Offered Macmillan Stepping Stones course to help people affected by cancer to learn techniques to support them through their experience and manage physical and emotional lifestyle changes.

**"AM EXTREMELY GRATEFUL THAT I WAS GIVEN THE OPPORTUNITY TO ATTEND THIS COURSE I NEVER FOR ONE MINUTE THOUGHT IT WOULD HAVE BEEN SO FANTASTIC. THE TOOLS I LEARNED ON THE COURSE HAVE HELPED ME FEEL MORE RELAXED AND CALM. IT HAS REALLY HELPED ME TO CHANGE THINGS AND HAVE POSITIVITY IN MY LIFE"**

## USER GROUPS

We organised two User Groups meetings to hear feedback from our service users. Comments from service users included:

**"JUST BEING THERE WHEN YOU NEED HELP OR SOMEBODY TO TALK TO"**

**"NOT OVERBEARING, AS MUCH OR AS LITTLE HELP AS YOU WANT"**

**"INCLUSIVE - I AM ABLE TO JOIN IN WITH ACTIVITIES I WOULD NEVER HAVE MANAGED BEFORE"**