

# MACMILLAN@

## WEST LoTHIAN CANCER INFORMATION AND SUPPORT SERVICE ANNUAL REPORT 2019/20

### INTRODUCTION

**WE HOPE YOU ENJOY READING THIS,  
OUR 4TH ANNUAL REPORT.**

2019/20 was a year of great achievement which was only made possible with the outstanding commitment of our highly skilled and motivated team of volunteers and the service users who offer us the privilege of working with them.

We are also grateful to the following, for their continued support this year:

- Macmillan Cancer Support
- Customer and Community Services, West Lothian Council
- West Lothian Council Advice Shop and Macmillan Benefits Team
- Macmillan @ West Lothian Advisory Group
- West Lothian Health and Social Care Partnership, NHS Lothian and local GP practices

**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 them to relevant services where appropriate

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

Providing outreach services in a variety of health and community venues where people affected by cancer can find

information and support at a venue that suits them.

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.

### KEY ACHIEVEMENTS - THIS YEAR WE:

**DELIVERED A TOTAL OF 377  
DROP IN AND OUTREACH  
SESSIONS WHERE WE HAD 949  
ATTENDANCES AND MADE 297  
PARTNER REFERRALS**

**DEVELOPED OUTREACH SERVICES TO ST  
JOHN'S HOSPITAL ONCOLOGY UNIT (WEEKLY),  
DEDRIDGE HEALTH CENTRE AND CRAIGSHILL  
HEALTH CENTRE (MONTHLY) AND ARMADALE  
PARTNERSHIP CENTRE (BI-MONTHLY)**

**INTRODUCED 8  
INFORMATION  
POINTS, WITH A  
TOTAL OF 11 POINTS  
ACROSS THE COUNTY**

### SERVICE USERS



**FEMALE  
67%**



**MALE  
33%**



**PERSON WHO HAS/  
HAS HAD CANCER  
58%**



**FRIEND  
4%**



**FAMILY  
33%**



**PROFESSIONAL  
WORKER  
2%**



**CARER  
1%**



**OTHER  
2%**

#### REASON FOR ATTENDING:

To find out what services are available to me	324
Someone to talk to	498
Carer issues	20
Help at home	9
Information on Cancer	59
Local information and Support	152
Information on bereavement / death	11
Benefits advice	174
Benefits appointment	221
Work related issues	6
Travel (including blue badge)	20
Other	60

#### WHERE SEEN:

Carmondean Connected	28%
Outreach	22%
Strathbrock Partnership Centre	20%
Bathgate Partnership Centre	18%
Office	7%
Fauldhouse Partnership Centre	2%
Blackburn Partnership Centre	2%



## VOLUNTEERS

4 new volunteers were recruited in 2019/20, bringing our volunteer workforce to 26 at the end of March 2020.

**Volunteers gave 1629 hours to the service.**



## TRAINING

**VOLUNTEERS ATTENDED OVER 166 HOURS OF TRAINING THIS YEAR**

from a range of sources; Macmillan Scotland's Volunteer Prospectus, the Advice Shop Volunteer Training Calendar and e-learning from Macmillan Learnzone and West Lothian Council. One off training has been sourced from The Bridge Community Project to help staff and volunteers develop confidence in Communication Skills. All new volunteers completed initial training and refresher training was also provided by staff.

## AWARDS

- Macmillan @ West Lothian and the Advice Shop have obtained the Investing in Volunteers quality standard which was awarded for three years. The support of volunteers in this process was invaluable; they gave of their time to assist with the assessment process and met for interviews with the assessor during the two day assessment visit.



## MACMILLAN ON THE ROAD

We have continued to offer the Macmillan on the Road programme, 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. A volunteer works on short projects with service users at our monthly sessions. This is supplemented by sessions led by invited guests with special talents allowing us to extend the range of activities we can offer. Over the year we have had 74 attendances at activity sessions and feedback has included:



**"VERY RELAXING, MADE ME TAKE MY MIND OFF MY CANCER"**

**"THIS EVENT AND OTHERS HAVE GIVEN ME MORE CONFIDENCE IN MYSELF WHICH I HAD LOST FOR A LONG TIME, IT'S NICE MEETING NEW PEOPLE"**

## COVID - 19

As the year drew to a close, we have been faced with an unprecedented situation with huge implications for service delivery. At the end of March, it became clear that the focus of service delivery would change from face to face contact to phone, email and online support. This was new territory for staff and service users. We expect the impact of Coronavirus to be felt by the project well into 2020.

## WEBSITE

Improved our website presence, leading to **1611 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 938 publications** from Drop In Services

**Issued 890 publications** from monthly cancer awareness stalls

## STEPPING STONES

We again offered the Macmillan Stepping Stones course in autumn 2019. This is a four week course designed to help people affected by cancer learn techniques to support them through their experience and manage physical and emotional lifestyle changes. This year, 10 people attended the programme (nine people completed). Feedback was extremely positive:

**"VERY BENEFICIAL FOR YOU TO BECOME UNSTUCK - SOME TOOLS, RESOURCES AND MATERIALS TO SUPPORT YOU MOVING FORWARD REALISTICALLY"**

**"THANK YOU FOR TAKING THE TIME TO HELP ME FIND LIFE AFTER CANCER"**

## PARTNERSHIP WORKING

Great progress has been made in working with partners this year. The extension of our Outreach Programme has given us the opportunity to set up regular weekly sessions at St John's Hospital Oncology Unit and monthly slots at two GP surgeries in Livingston. These outreach sessions mean the service can be accessed while people are dealing with concerns of a clinical nature.



Information points have been introduced in 8 community venues and provide core information booklets and signposting to our face to face services. We were also delighted to work with partners to showcase the range of support available to people affected by cancer in West Lothian at our Professionals Conference in November. In excess of 70 health professionals attended to learn about the services their patients and clients can access. This event was supported by our volunteers and featured talks by partner services in addition to an information marketplace.

**"SO MUCH INFORMATION GIVEN TODAY. THOROUGHLY ENJOYED IT, INSPIRATIONAL"**