



JIGSAW

PIECING TOGETHER CARE IN WEST SUFFOLK

DECEMBER 2015

LIVING WITH & BEYOND CANCER

CANCER SERVICES USER GROUP

By Chrissy Marshall, Chair, Cancer Services User Group

The cancer patient's voice can be heard in west Suffolk through the West Suffolk Cancer Services User Group. We are a small group of patients, carers and health professionals who have had direct experience of living with cancer and are committed to improving cancer and community health related services in west Suffolk.

Our members bring a wide range of skills and experience to the group. At our bi-monthly meetings, held at West Suffolk Hospital (WSFT), we consult with and listen to people whose lives have been affected by cancer. We report patient and carer experiences to relevant services and departments in west Suffolk, liaise with health care professionals at WSFT, and represent patients and carers at the East of England Strategic Cancer Network Groups.

By speaking with authority at committees and strategic planning meetings, we are able to bring the views and experiences of anyone affected by cancer to the attention of those who fund, commission, plan and manage

services in the East of England.

In the last year alone we have successfully supported a pilot of community cancer nurses; the implementation of tele-dermatology in GP practices in west Suffolk and a Macmillan funded free exercise programme for patients who are post-treatment in Bury St Edmunds.

Additionally, we are supporting the piloting of electronic Health Needs Assessments to speed the breadth of support for patients living with a cancer diagnosis; and are providing facilitators for the Macmillan Hope programme.

In partnership with WSCCG and WSFT, we aim to better understand patients' changing needs, views and concerns to improve services for patients with a diagnosis of cancer.

For further information, please email chrissymarshall@outlook.com or telephone 01787 282299

COMMUNITY CANCER NURSING

By Dr Andrew Yager, WSCCG GP Lead for Cancer & Macmillan Facilitator for Suffolk

An award winning community scheme delivering quality cancer care close to home has been extended to continue to provide support for patients in west Suffolk.

The Transforming Cancer Care in the Community (TCCC) programme in Suffolk is one of seven pilot schemes in East Anglia which collectively won the Living with and Beyond Cancer category of the Quality in Care Oncology Awards 2014.

The scheme supports cancer patients, their carers and families across all stages of the cancer pathway, from pre-diagnosis through survivorship to end-of-life.

In Suffolk the pilot scheme commenced operation in August 2013 and has been extended to March 2016, delivered by Macmillan Cancer Nurses and support workers who are based in GP practices in Sudbury, Ipswich and Woodbridge. The Sudbury team (a Band 7 nurse plus Band 4 support worker) operate out of West Suffolk Hospital supporting patients from three GP practices.

Evaluation of the 7 pilot schemes across the East of England has suggested a good model for this type of service. Working with Macmillan beyond March 2016 there will be an extended period of operation of the service to focus on development towards an agreed future model based on the learnings from the 7 pilots.

For more information please contact dawn.barrick-cook@westsuffolkccg.nhs.uk



ONCOLOGY SPECIALIST DIETICIAN

By Priscilla (Prill) Yan, Oncology Specialist Dietician, West Suffolk Hospital

There are an estimated 2 million people living with or beyond cancer in the UK, with a 3% predicted rise per year. Along every step of the cancer pathway, from diagnosis to survivorship or palliative care, good nutrition plays an important role in the care of those people affected. People want to know how to survive cancer, how to survive longer with cancer, what eating and drinking habits will support their treatment and what may reduce the chances of recurrence.

Poor nutrition is linked to impaired tolerance to cancer treatments, lower survival rates, reduced quality of life, lengthened hospital stays and increased health costs. With this in mind, an effective system to support the dietary needs of these individuals in our local area is important.

Dieticians are statutorily regulated healthcare professionals trained to give nutritional advice. The National Institute for Health and Care Excellence (NICE) recommends that people affected by cancer, who require dietetic input, are seen by

dieticians who specialise in oncology care.

Macmillan Cancer Support is currently funding a 2-year pilot, where people in acute hospital settings, outpatients and in the community can be seen by an Oncology dietician in a timely manner. This has enabled the west Suffolk dietetic team to bridge a gap and offer a seamless, more effective service to this patient group.

A year into this pilot, we have demonstrated a nine fold increase in the number of new community patients seen. This means, when you refer someone who's eating and drinking has been affected by cancer or its treatment to the service, you can be sure that they will be seen by an expert, in a timely fashion, in a way that suits their needs, giving them the best chance of a positive outcome from their cancer journey.

For further information, please email priscilla.yan@nhs.net

MACMILLAN INFORMATION & SUPPORT CENTRE

By Nicky McKee, Macmillan Information and Support Centre Manager

The Macmillan Information and Support Centre is based at West Suffolk Hospital in the oncology outpatient area. I have been privileged to be the Centre Manager for two years, supported by a team of 8 volunteers and 2 Macmillan Cancer Survivorship Coordinators.

When a patient has cancer it is not just the clinical issues and treatment which they have to deal with. There is a whole plethora of other things to take into consideration. This is where we help. We provide information and resources on a vast range of topics e.g. benefits/financial advice, work issues, travel insurance, healthy lifestyles, side effects such as fatigue etc. We also provide a valuable listening ear and emotional support for patients and their families.

Time is very restricted for nurses and consultants when seeing patients, so we can assist them. We deal with some of the issues which take longer to discuss, e.g. holistic needs assessments, hair loss and where to source a wig, benefits, completing grant forms, information about support groups etc. We are also available to chat to patients and/or their families who may have received bad news. This frees up other health professionals to see more patients in the clinical setting whilst giving them the reassurance that their patient is being supported. Helen Small, Oncology CNS said "Nicky and her team are an invaluable resource for my clinical colleagues and myself. They provide an oasis of calm and a supportive environment for our patients in a busy outpatients department."

We work very closely with consultants, clinical nurse specialists, healthcare assistants, receptionists, and counsellors to ensure that the patient and their families are given the best support and information to help them.

For further information contact nicky.mckee@wsh.nhs.uk

A SURVIVORSHIP PROJECT

By Louise Smith, Survivorship Lead, West Suffolk NHS Foundation Trust and Ipswich Hospital NHS Trust

In the East of England there are over 56,800 people living with a diagnosis of cancer. Some of those people have been treated and are able to move on with their lives, but many are living with the physical and psychological consequences of treatment and may be struggling to return to work or regain a good quality of life.

Cancer patients and their families tell us that they often don't hear about services and support that might be helpful to them, and that after finishing treatment they still have a number of unmet needs that can prevent them getting their lives back on track.

In order to support these needs, Macmillan Cancer Support has funded a new, 2 year survivorship post alongside 3 support workers, covering east and west Suffolk. The survivorship project team will work with both secondary and primary care to introduce a number of supportive initiatives to help improve patient experience and quality of life. The key priority for this project is to ensure that cancer patients and their families have timely access to the care and support they need during their individual

experience of cancer and that this approach is embedded in the patient pathway.

There are already a number of supportive initiatives underway in west Suffolk. These include testing an electronic tool for holistic assessments, the HOPE self-management course for people who have finished treatment, Health and Wellbeing events, an exercise referral scheme, vocational support to stay in or return to work, and a benefits clinic for help accessing the financial support to which cancer patients and their families are entitled. For information on any of these, contact Lilla or Pete on 01284 713385.

Over the next two years the project will aim to raise awareness of these initiatives. We will also work with colleagues to develop and expand the services on offer to meet the needs of a growing number of people affected by cancer in Suffolk.

If you would like to know more about the project please contact Louise on 01473 726518.

GET INVOLVED

If you have any news or views on any of these projects, please contact the partners through this email address: getinvolved@westsuffolkeccg.nhs.uk

JIGSAW - THE EXTRA PIECE

WHO'S WHO?

THIS MONTH'S MESSAGES

Carewise - Sharing Care Information

A new Suffolk information portal for the care sector, bringing together information about all aspects of adult social care in one place, has been launched this month.

Carewise has been created by The Suffolk Brokerage and can be found at www.carewisesuffolk.co.uk

With topic headings covering a variety of issues including dementia, specific conditions such as diabetes and stroke, medication, health and safety and end of life, the website is designed to point the way to useful sources of care information, both nationally and in Suffolk.

Covering good practice and legislation, the website includes information on training and qualifications and current developments in the fast-growing care

sector – and the information is aimed at practitioners and anyone who is interested in social care.

The Suffolk Brokerage is an independent organisation supporting Suffolk's health and social care sector. Its services are designed to support the delivery of high-quality care throughout the Suffolk.

Head of workforce development at The Suffolk Brokerage Louise Whitely said: "We hope people will find the information on this portal useful. It's the first time that all the information on this topic has been put together in one place for everyone in Suffolk to access. We really welcome people's views and feedback." For further information, please email info@carewisesuffolk.co.uk

In this edition of Jigsaw



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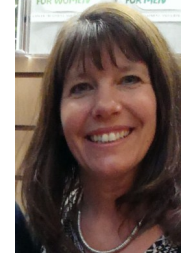
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STAY WELL THIS WINTER

Medicine Cabinets

Don't get caught out by minor injury or illness. If you keep a supply of basic medicines at home it means you can deal with the unexpected more easily - saving you time and hassle.

It's a good idea to talk to your local pharmacist about the best items for you to keep at home, which generally include:

- Paracetamol and ibuprofen
- Antacids/indigestion remedy
- Oral rehydration salts
- Antiseptic
- Bandages and plasters



Norovirus

Otherwise known as the winter vomiting bug, norovirus is easily spread from one person to another or by touching contaminated surfaces. There's no cure and it will mostly cause a nasty case of vomiting and diarrhoea. You should get better after a couple of days and there's usually no need to see your GP.

Avoid spreading or catching norovirus by washing your hands regularly with warm water and soap. Washing your hands effectively should take as long as singing "Happy Birthday To You" through twice.

Flu Vaccinations

According to Public Health England, in 2013, over 900 people in England were admitted to hospital with flu. 11% of those people died - so please don't underestimate just how serious flu can be.

People who are in certain "at-risk" groups are eligible for a free flu vaccination from their GP and include people who:

- Are aged 65 years or over
- Are pregnant
- Are a carer of an elderly or disabled person whose welfare may be at risk if you fall ill
- Have a long-term health condition
- Are a child aged two, three or four

FEEDBACK

Did you know Jigsaw is also available as a hardcopy newsletter?

[Please click here](#) to request a hardcopy to be sent to you.

Do you have an idea or would you like to write an article for a future edition?

If so, [please click here](#) to email your suggestion.

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