

OUR NEWS

Health and Wellbeing Clinics – autumn 2010

We're off to a flying start

It may be cold outside, but we'd like to extend a warm welcome to our second newsletter for Macmillan's Health and Wellbeing Clinics. We launched these clinics to help meet the needs of the rising numbers of people in the UK living after cancer, and they've certainly got off to a fantastic start. We're delighted to report that all our test sites have now run at least one clinic and the positive feedback has been flooding in. It's all down to your hard work, so we'd like to say a huge thank you. An interim report will be with you in November, but in the meantime here's the low-down on what's been happening.

What have we learned so far?

- A lot of factors affect how often a clinic can run – for example, how rare a type of cancer is or how rural an area is.
- People with cancer feel their needs aren't met once their treatment ends.
- People with cancer feel that if they're more confident about managing their own health then they won't need to go to their doctor as much.
- People with cancer benefit from the opportunity to make action plans.
- Carers of people with cancer have needs that should be addressed too.



Want to make your clinic first class? Consider these points:

- When should you run your clinic and how long should each session be? Evening clinics that last no longer than three or four hours are popular.
- Have you allowed enough time for the people who attend to develop a self-management action plan?
- Can you hold your clinic at a non-medical venue? It may help the people attending to feel more comfortable.
- Do you have a medical consultant who can tell people about your clinic?
- Does your clinic offer a varied mix of information?
- Have you organised a stakeholder steering group for your clinic? It's a great way to plan for future clinics, ensure all the key players are onboard, and make sure standards are kept high.

Thanks for your feedback

Thank you to everyone who sent us feedback about our Learn and Share event on 14 September. The next one will take place on 18 January at Mary Ward House, London. We've listened to what you've said and this is an additional event that will allow all test sites to share lessons learned. We'll be asking you all to do a short presentation. Jackie Persse will send out the details very soon. Our

Macmillan Cancer Support

Questions about living with cancer? Call the Macmillan Support Line free on 0808 808 00 00 or visit macmillan.org.uk

final Learn and Share event is scheduled for April (date to be confirmed), and will replace the event on 1 March which we asked you to put in your diary.

The latest from the evaluation team

Understanding people's experiences of our Health and Wellbeing Clinics is the key to making sure their needs are met. That's why the evaluation team has been sending out questionnaires to everyone who attends. We've received lots back already, but we'd still like more. Please tell the evaluation team the dates of your forthcoming clinics so that they can send questionnaires through in good time.

The team is also in the process of arranging clinic visits. They want to hear from staff and volunteers about their experiences of the clinics and get a feel for how the clinics are marketed and branded. Please help them out as much as you can.

Want to see how your data has helped to shape the evaluation so far? Head to **macmillan.org.uk/learnzone** to check out the interim evaluation report.

To access it, click on the 'Special Interests Group' option on the home page, then select 'Health and Wellbeing Clinic' from the list of groups. When you're asked for an enrolment key, please enter 'he3lth'.

Volunteers mean the world to us

Volunteers are at the very heart of the Health and Wellbeing Clinics, so we want to support them and give them a great experience. Don't forget that Macmillan offers some useful training resources for volunteers on Learn Zone, and runs some effective training courses too. Contact Jane or Fay for more details.

What's more, nominations for the Macmillan Volunteer Awards are now open. If you'd like to celebrate an exceptional volunteer, find out how at **macmillan.org.uk/getinvolved/volunteer/macmillanvolunteerawards**

Putting help at your fingertips

From 17 November you'll be able to order Macmillan's new guide to self-management for people who attend your clinic. This invaluable resource includes handy self-help tips and also provides a space to jot down useful information gathered at the clinic. Head to Learn Zone next month for details on how to order. In the meantime, if you're interested in getting your volunteers more involved in supporting self-management, please contact Suma Surendranath on **020 7840 4982** or at **ssurendranath@macmillan.org.uk**

Any questions? Please get in touch:

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