

hello my name is... **Helen Bright**

- Left school in ??????????????????????
- Worked as Health Care Assistant in Primary and Secondary Care.
- Adult Nurse training in 2003.
- District Nurse.
- Practice Nurse.
- Clinical Nurse Specialist in Urology.
- Macmillan Information & Support Centre Manager.



#hello my name is...

Helen Bright
Macmillan Information & Support Centre Manager

The importance of literature for the cancer patient and their loved ones



Blackpool Macmillan Information and Support Centre

- Situated in the Windmill Unit, Blackpool Victoria Hospital.
- High quality information.
- Quiet confidential room to discuss worries or concerns.
- Telephone and email contact system.
- Book an appointment or drop in to see us.
- Supporting anyone who has or is affected by cancer.
- Can support in community or at home if preferred.

The role of a Macmillan Centre & Community Support Worker in a nutshell



- Provide one to one community based support to patients living with a diagnosis of cancer and their carers.
- Provide face to face and telephone information & support to service users – signposting on to relevant teams.
- To connect patients to a range of support services to address issues that may be impacting on patient and carer wellbeing.

The role of a Macmillan Centre & Community Support Worker in a nutshell



- Support service users sensitively to help them understand clinical information they may have been given (e.g. around diagnosis, treatment, effects of the illness and treatment, cancer terminology). Make sure you have a CNS.
- Coordinate and liaise with Public Health teams, CCGs and GP's on campaigns and public awareness for neighbourhoods.

Information and Support Centre opening times:



**Monday – Friday
9:30 – 16:00**



To make an appointment call us on 01253 955710

Email: bfwh.macmillan.info@nhs.net

Fylde Coast Cancer Strategy

“Achieving World Class Cancer Outcomes”

- Raising awareness of and improving earlier diagnosis to reduce the number of late presentations.
- Prompt treatment following diagnosis.
- Promoting lifestyle changes to reduce cases of preventable cancers.
- Improving survival rates.

Fylde Coast Cancer Strategy

“Achieving World Class Cancer Outcomes”

- Improving support services for those living with & beyond cancer.
- Implementing comprehensive holistic care and support for increasing numbers of patients in recovery.
- Improving patient experience of cancer services.
- Providing the best possible quality of life, including end of life care.

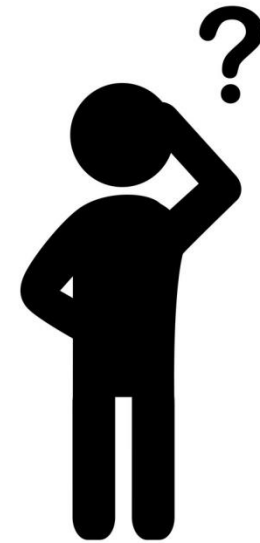
Why is good information important?

- Good understanding
- Information gives back freedom and control
- Quality life
- Informed choices
- Good decisions
- Gives back time



Consequences of bad information

- Mistrust
- Loss of Confidence
- Repeated visits to professionals
- Fear
- Anxiety
- Uncertainty
- No quality of life



Misconceptions

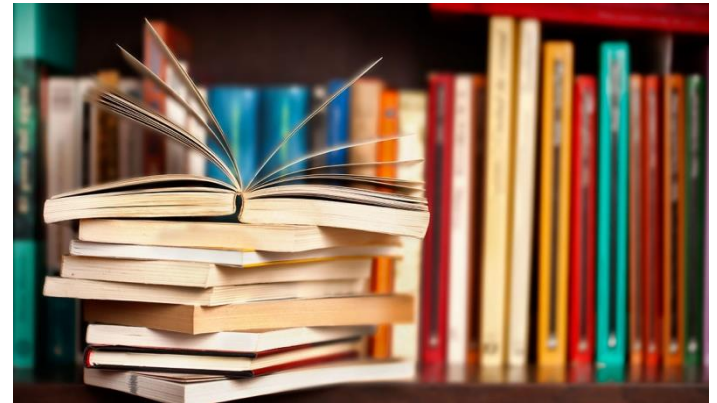


- Talking about cancer
- Talking about death
- Putting feelings into words may seem overwhelming
- Feel more supported
- Feel more in control
- Build bonds with loved ones. Valued

Supporting you and your patients with the best information

What can we do?

- Specialist library
- Quality information for patients
- Quiet area
- Working closely with our library & local libraries



Supporting you and your patients with the best information

Who can use it?

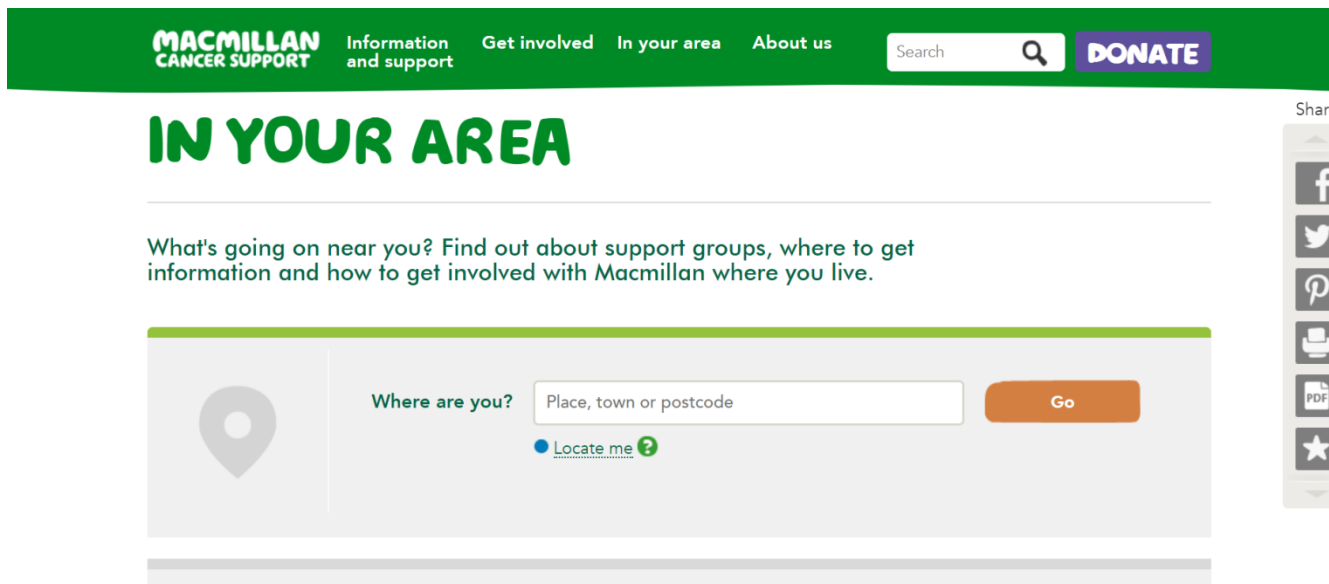
- Professionals
- Patients
- Loved ones
- Carers
- Bereaved friends and families
- Anyone who needs it



How to find your Macmillan Information and Support Centre

- Macmillan “In Your Area”
- Postcode search

www.macmillan.org.uk



The screenshot shows the Macmillan Cancer Support website. The top navigation bar is green and contains the Macmillan logo, links for 'Information and support', 'Get involved', 'In your area', and 'About us', a search box, and a 'DONATE' button. The main heading is 'IN YOUR AREA' in large green letters. Below it is a sub-heading: 'What's going on near you? Find out about support groups, where to get information and how to get involved with Macmillan where you live.' A search form is displayed with a location pin icon, the text 'Where are you?', a text input field containing 'Place, town or postcode', and an orange 'Go' button. Below the input field is a 'Locate me' button with a question mark icon. On the right side, there is a vertical 'Share' menu with icons for Facebook, Twitter, Pinterest, Print, PDF, and a star icon.

Resources available in other formats and languages



Cancer information in your language >

Download information in Arabic, Bengali, Gujarati, Punjabi, Urdu, Polish, Portuguese, Romanian, Russian, Chinese and Welsh.



Audio information >

Listen to audio information about cancer. You can listen online, download or order a CD. We have over 50 audiobooks covering cancer symptoms, cancer types, treatments and living with cancer.



Easy read cancer information >

Order or download easy read booklets about cancer. These use simple words and pictures to tell people about cancer.



British Sign Language (BSL) videos >

We have British Sign Language (BSL) videos about cancer and its treatment.



PDFs and eBooks >

Visit be.Macmillan to download cancer information as PDFs or eBooks.



Braille or large print

If you would like any information in Braille or large print email cancerinformationteam@macmillan.org.uk

Social Media

- Facebook: @blackpoolmacmillan
 - Twitter: @bfwhMacmillan
- Instagram: @blackpoolMacmillan





Together we care

Blackpool Teaching Hospitals
NHS Foundation Trust



**THANK
YOU!**

**MACMILLAN
CANCER SUPPORT**