



Ref: FOIA Reference 2020/21-492

Date: 23rd February 2021

Email foi@uhn.nhs.uk

Dear

I am writing in response to your email dated 30th January 2021 (received into our office 1st February) requesting information under the Freedom of Information Act (2000) regarding cancer

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 What support do you offer for the family members of patients being treated for cancer within your NHS Trust? (Support can include anything that would contribute to the emotional well-being of an individual, such as support groups, counselling or advice).

A1 UHNM provides support for family members of patients being treated for cancer by giving advice, providing supportive and active listening, and signposting to other specialist services/charities as required. This is provided by a variety of UHNM professionals across both hospital sites and can be offered on wards if required:

- By our clinical nurse specialists, both during and after consultations and in response to telephone calls or emails. Several nurse specialists also run local cancer support which extends to family members or attend groups to provide some clinical support for both patients and their families. The hospital palliative care team also provide this support for family members, as appropriate.
- By our two Macmillan Cancer Support Centres (one on each hospital site) which are available for anyone affected by cancer to either visit (without needing an appointment or a referral), telephone or email. The centres have a wide range of information resources available including those aimed specifically at family members (including children) and a team of volunteers provide information throughout both hospital sites at various locations ensuring information is easily accessible. The centre staff will also signpost/refer to local and national charities/services for additional and on-going support as required.
- Our oncology inpatient ward, radiotherapy and chemotherapy units as well as wards caring for patients requiring and recovering from surgery involve family members in the care of their loved one and provide advice and support as required.

Q2 Does your NHS Trust provide any tailored support specifically for young people (under 25s) who have family members being treated for cancer?

A2 The nurse specialist can arrange to meet or talk to a family member at their request.

The UHNM Macmillan Cancer Support and Information Service can provide a spacious environment away from clinical areas for anyone affected by cancer including young people under the age of 25 who have family members being treated for cancer and can provide 1-1 support to listen to their concerns and questions, to introduce relevant information resources including toys and story books as age appropriate to further support their needs.

The staff will also signpost/refer to local carers associations and national charities specialising in working children/young people and provide on-going support and activities as well as day trips, counselling, family days. The staff maintain a local/national directory of support for all ages and research new information resources and charities to share with nurse specialists, display in our centres, share with our ward staff.

The UHNM Macmillan Cancer Support and Information Service provide a Telephone Support Service to maintain contact with those who may be struggling until longer term support is in situ if required.

Q3 If so, please could you provide details?

A3 Refer to Answer 2.

Q4 Are services actively offered to patients' family members, or do they have to approach the Trust themselves to request support?

A4 Patients are actively offered a Holistic Needs Assessment by their nurse specialist soon after diagnosis, during treatment and after treatment, and during this assessment, family support can be identified by the patient, and family if in attendance, as an area of need.

Suitable signposting/referral to the UHNM Macmillan Cancer Support and Information Service and/or local carers associations and/or national charities can be discussed and contact information given.

The UHNM Macmillan Cancer Support and Information Service is also able to offer this assessment for those family members accessing this service either with the patient or independently.

Family members who live local to UHNM but have a loved one receiving cancer treatment in a different part of the country or even abroad can also access this service for support.

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

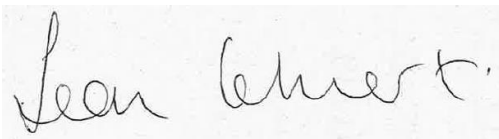
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,



Jean Lehnert
Data, Security & Protection Manager