

Macmillan Professionals Excellence Award Category Descriptions, Criteria and Questions

Categories	Description	Criteria
Innovation	This category recognises individuals and teams who have introduced a new approach to service or project development and delivery. The initiative should demonstrate improved outcomes and experience for people living with cancer* and measurable improvements in the quality and effectiveness of a service or project.	Judges will look for examples of truly innovative ideas, where challenging custom and pushing boundaries have resulted in a new approach to the planning and delivery of a service or project. Providing evidence of impact and improved outcomes for people living with cancer.
Integration	This category recognises individuals and teams who have improved the coordination of services and specialities and enabled integration across settings such acute, primary, social and voluntary or through digital services, to provide a seamless experience for people living with cancer*.	Judges will look for collaboration with a range of stakeholder groups including people living with cancer, and evidence of measurable impact at local, regional or national level.
Quality Improvement	This category recognises individuals and teams who have made significant improvements within an existing service offered to people living with cancer*.	Judges will expect to see Quality Improvement methodology that has led to providing a high quality service; providing evidence of outcomes, patient safety and evidence of patient involvement.
Whatever It Takes	<p>Macmillan Professionals are known for their quiet and determined passion to do the best for people with cancer*.</p> <p>The Whatever It Takes award category aims to recognise individuals and teams that have truly gone the extra mile. The nominee should demonstrate values of heart, strength and ambition through compassion, kindness, and teamwork. This category is for the 'unsung heroes' – individuals or teams who have demonstrated extraordinary efforts to adapt, collaborate, advocate for others, shown great resilience and lead with compassion.</p>	<p>Judges will be looking for examples of how the individual or team:</p> <ul style="list-style-type: none"> ▪ has gone above and beyond using courage and determination to achieve the best possible result for people living with cancer. ▪ has demonstrated they are an advocate for patient care and are committed to doing it as best they can – by adapting, innovating, and continually improving services - during exceptional circumstances ▪ has acted with genuine kindness and compassion while acknowledging distress and vulnerability in others. ▪ has demonstrated that quality of care is at the heart of everything they do.

*Where we refer to supporting people living with cancer, it is important to acknowledge that those professionals working in palliative and end of life care support anyone with a life limiting illness irrespective of whether they have a cancer diagnosis or not.

Innovation Questions

Summary: this section **will be** scored and requires up to a maximum of **350** words.

Questions 1 – 5 require up to a maximum of **200** words for each question, **using bullet points** where possible.

Please provide a clear summary of the Innovation initiative and how the individual or team have met the criteria for this award.

Make sure you include the following information:

- *Outline the problems or issue that this initiative was seeking to address, and how this was identified.*
- *Explain in what way is it truly innovative and what the nominee or team were aiming to achieve and how they went about this.*

Q1: Describe how the individual or team have influenced / engaged / collaborated with key stakeholders and worked across boundaries.

Make sure you include the following information:

- *Where possible, provide examples of patient involvement.*
- *Demonstrate how they led the project:*
 - *how changes were adapted to*
 - *how feedback was received and acted upon*
 - *how contribution from others was encouraged*
- *Include detail of any challenges and how these were managed.*

Q2: Provide evidence of both the impact this initiative has had on service delivery and the improved outcomes for people living with cancer. **N.B.** *Please make sure to use clear **bullet points** and we recommend you attach appropriate/relevant documents to support the narrative in this section.*

Evidence should include: *How this impact has been demonstrated e.g. through quantitative and qualitative data i.e. costs savings, patient feedback, data analysis or survey results.*

Q3: Provide evidence of how the individual or team have ensured that achievements continue to be sustainable and demonstrate a lasting legacy that supports positive changes to healthcare services. **N.B.** *Sustainability does not just mean funding and should show how the achievements have been integrated into existing services.*

Evidence should include: *Demonstrate what measures the nominee or team have put in place throughout the pathway to ensure the changes will be sustained.*

Q4: Provide evidence of how the findings and impact of this initiative have been shared beyond the initial stakeholders

Evidence should include: *Demonstrate how the nominee or team have shared their success and learnings through; evidence of working with other services who wish to adopt their ideas, published articles, and any local/national media coverage.*

Q5: Demonstrate how the individual or team have shown a commitment to diversity and inclusion to ensure that disadvantaged communities have equal access to services.

For example: Demonstrate how the service is inclusive and equitable and explain the steps and mitigations they have taken via an Equity Impact Assessment to ensure the project / initiative either removed barriers, or increased opportunities for involvement for its patients from marginalised backgrounds and their community.

Integration Questions

Summary: this section **will be** scored and requires up to a maximum of **350** words.

Questions 1 – 5 require up to a maximum of **200** words for each question, using **bullet points** where possible.

Please provide a clear summary of the Integration initiative and how the individual or team have met the criteria for this award.

Make sure you include the following information:

- *Outline the problems or issue that this initiative was seeking to address, and how this was identified.*
- *Explain what the nominee or team were aiming to achieve and how they went about this.*

Q1: Describe how the individual or team have influenced / engaged / collaborated with key stakeholders and worked across boundaries.

Make sure you include the following information:

- *Where possible, provide examples of patient involvement.*
- *Demonstrate how they led the project:*
 - *how changes were adapted to*
 - *how feedback was received and acted upon*
 - *how contribution from others was encouraged*
- *Include detail of any challenges and how these were managed.*

Q2: Provide evidence of both the impact this initiative has had on service delivery and the improved outcomes for people living with cancer. N.B. Please make sure to use clear **bullet points and we recommend you attach appropriate/relevant documents to support the narrative in this section.**

Evidence should include: How this impact has been demonstrated e.g. through quantitative and qualitative data i.e. costs savings, patient feedback, data analysis or survey results.

Q3: Provide evidence of how the individual or team have ensured that achievements continue to be sustainable and demonstrate a lasting legacy that supports positive changes to healthcare services. N.B. Sustainability does not just mean funding and should show how the achievements have been integrated into existing services.

Evidence should include: Demonstrate what measures the nominee or team have put in place throughout the pathway to ensure the changes will be sustained.

Q4: Provide evidence of how the findings and impact of this initiative have been shared beyond the initial stakeholders.

Evidence should include: Demonstrate how the nominee or team have shared their success and learnings through; evidence of working with other services who wish to adopt their ideas, published articles, and any local/national media coverage.

Q5: Demonstrate how the individual or team have shown a commitment to diversity and inclusion to ensure that disadvantaged communities have equal access to services.

For example: Demonstrate how the service is inclusive and equitable and explain the steps and mitigations they have taken via an Equity Impact Assessment to ensure the project / initiative either removed barriers, or increased opportunities for involvement for its patients from marginalised backgrounds and their community.

Quality Improvement Questions

Summary: this section will be scored and requires up to a maximum of **350** words.

Questions 1 – 5 require up to a maximum of **200** words for each question, using **bullet points** where possible.

Please provide a clear summary of the Quality Improvement initiative and how the individual or team have met the criteria for this award.

Make sure you include the following information:

- *Outline the problems or issue that this initiative was seeking to address, and how this was identified.*
- *Explain what the nominee or team were aiming to achieve and how they went about this.*

Q1: Describe how the individual or team have influenced / engaged / collaborated with key stakeholders and worked across boundaries.

Make sure you include the following information:

- *Where possible, provide examples of patient involvement.*
- *Demonstrate how they led the project:*
 - *how changes were adapted to*
 - *how feedback was received and acted upon*
 - *how contribution from others was encouraged*

Include detail of any challenges and how these were managed.

Q2: Provide evidence of both the impact this initiative has had on service delivery and the improved outcomes for people living with cancer. N.B. Please make sure to use clear **bullet points and we recommend you attach appropriate/relevant documents to support the narrative in this section.**

Evidence should include: How this impact has been demonstrated e.g. through quantitative and qualitative data i.e. costs savings, patient feedback, data analysis or survey results.

Q3: Provide evidence of how the individual or team have ensured that achievements continue to be sustainable and demonstrate a lasting legacy that supports positive changes to healthcare services. *N.B. Sustainability does not just mean funding and should show how the achievements have been integrated into existing services.*

Evidence should include: Demonstrate what measures the nominee or team have put in place throughout the pathway to ensure the changes will be sustained.

Q4: Provide evidence of how the findings and impact of this initiative have been shared beyond the initial stakeholders.

Evidence should include: Demonstrate how the nominee or team have shared their success and learnings through; evidence of working with other services who wish to adopt their ideas, published articles, and any local/national media coverage.

Q5: Demonstrate how the individual or team have shown a commitment to diversity and inclusion to ensure that disadvantaged communities have equal access to services.

For example: Demonstrate how the service is inclusive and equitable and explain the steps and mitigations they have taken via an Equity Impact Assessment to ensure the project / initiative either removed barriers, or increased opportunities for involvement for its patients from marginalised backgrounds and their community.

Whatever It Takes Questions

Summary: this section **will be** scored and requires up to a maximum of **350** words.

Questions 1 – 5 require up to a maximum of 200 words for each question, **using bullet points where possible.**

Provide a clear summary explaining why you are nominating this individual or team and how they have met the criteria for this award.

Q1. Describe how the individual or team have truly gone that extra mile to achieve the best possible result for people living with cancer and are seen as an advocate for patient care.

Q2. Describe how the individual or team have adapted and improved the service during exceptional circumstances.

Q3. Describe how the individual or team have demonstrated values of heart, strength and ambition through compassion, kindness, and teamwork.

Q4. Demonstrate how the individual or team have demonstrated that quality of care is at the heart of everything they do.

Q5: Demonstrate how the individual or team have shown a commitment to diversity and inclusion to ensure that disadvantaged communities have equal access to services.

For example: Demonstrate how the service is inclusive and equitable and explain the steps and mitigations they have taken via an Equity Impact Assessment to ensure the project / initiative either removed barriers, or increased opportunities for involvement for its patients from marginalised backgrounds and their community.