

South West Hertfordshire Cancer and Palliative Care Psychology Service End of Service Summary Report (December 2022- November 2024)

This report provides a summary of level 3 and level 4 service activity between the periods of December 2022- November 2024.

Contents

| | |
|---|----|
| Psychology referrals..... | 3 |
| Total referral..... | 3 |
| Number of referrals resulting in a service | 3 |
| Referrals that did not result in therapy | 3 |
| Demographics of referrals | 4 |
| Gender | 4 |
| Age | 4 |
| Source of referral | 5 |
| Type of referral | 5 |
| Diagnosis | 6 |
| Level of support offered | 6 |
| Appointments | 7 |
| Appointments offered and attended..... | 7 |
| Appointment type..... | 8 |
| Appointments cancelled by service users and DNAs..... | 9 |
| Discharges | 9 |
| Education and level 2 supervision sessions | 10 |
| Waiting times | 10 |
| Referral to first contact..... | 10 |

| | |
|---|-------------------------------------|
| Referral to IA..... | Error! Bookmark not defined. |
| IA to follow up appointment..... | 12 |
| Outcomes..... | 13 |
| Hospital Anxiety and Depression (HADS)..... | 13 |
| Service user feedback | 14 |
| Quantitative feedback..... | 15 |
| Qualitative feedback..... | 16 |
| Staff feedback | 22 |
| Staff Qualitative feedback | 22 |
| Level 2 CNS Supervision Questionnaire | 23 |

Psychology referrals

Total referrals received

Whilst the service officially went 'live' in May 2023, referrals sent to us prior to that date were accepted where appropriate. We closed to referrals in July 2024 but continued to receive some until November 2024. A total of 236 referrals were received as outlined below.

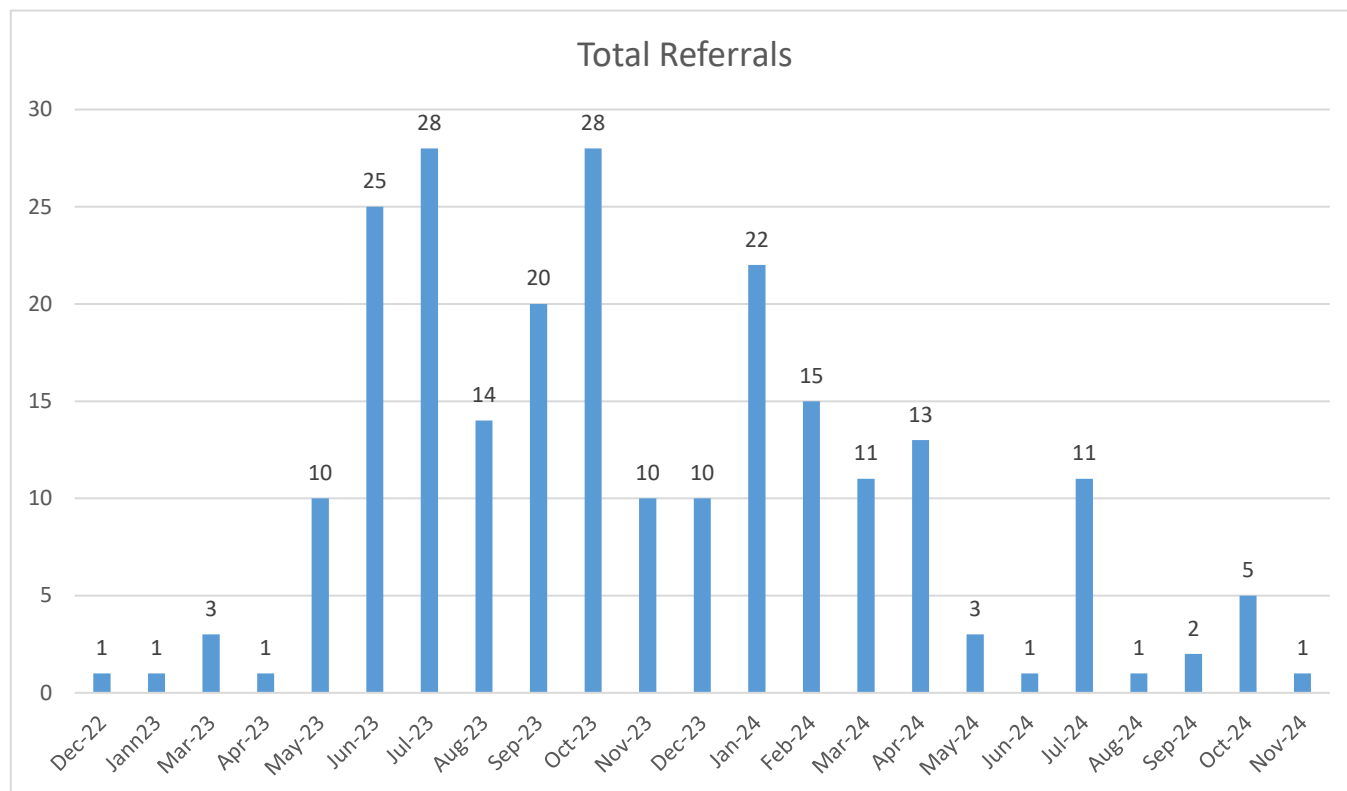


Figure 1. Total number of psychology referrals received from December 2022- November 2024.

Referral numbers decreased towards the end of the service when the level 3 clinician left her post. At this point referrers were advised of change of remit of the service and notice was given to all referrers and stakeholders of the service ending.

Number of referrals resulting in a service

Of 236 referrals received between December 2022 and November 2024, 167 were accepted for assessment (71%) and 143 resulted in ongoing treatment (61%). 23% did not meet the criteria for the service, 12% declined treatment, 2% died prior to starting treatment, 1% were referred on and 3% were not accepted due to closure of the service.

Referrals that did not result in therapy

All referrals that did not result in therapy were provided with consultation by a clinician.

Consultations are designed to support the care of the patient through sharing specialist expertise and by signposting on to relevant services where required if we are not the right service to support their needs e.g. support and advice around referring on to psychiatric liaison service referral.

Demographics of referrals

Gender

Of the 143 referrals that resulted in ongoing treatment between December 2022 and November 2024, 42 (29%) were male and 101 (71%) were female. No one identified as non-binary. The details of these are outlined below in Figure 2.

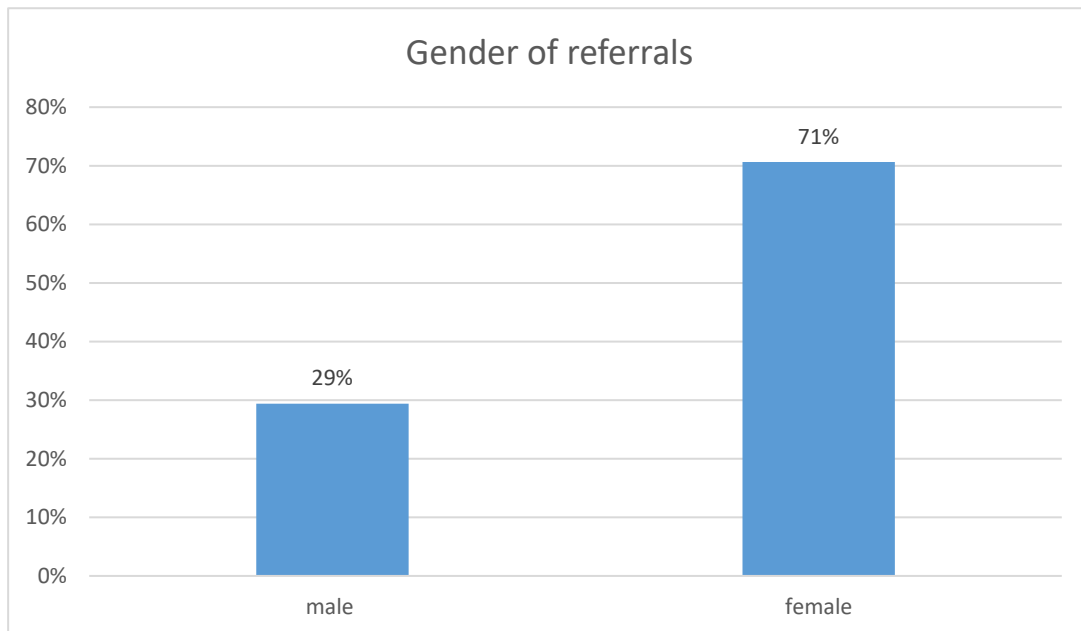


Figure 2. Referrals by gender received between December 2022 and November 2024.

Age

Of all referrals that resulted in ongoing treatment between December 2022 and November 2024, the most common age range of patients was 55-64 accounting for 31%. The details of these are outlined below in Figure 3.

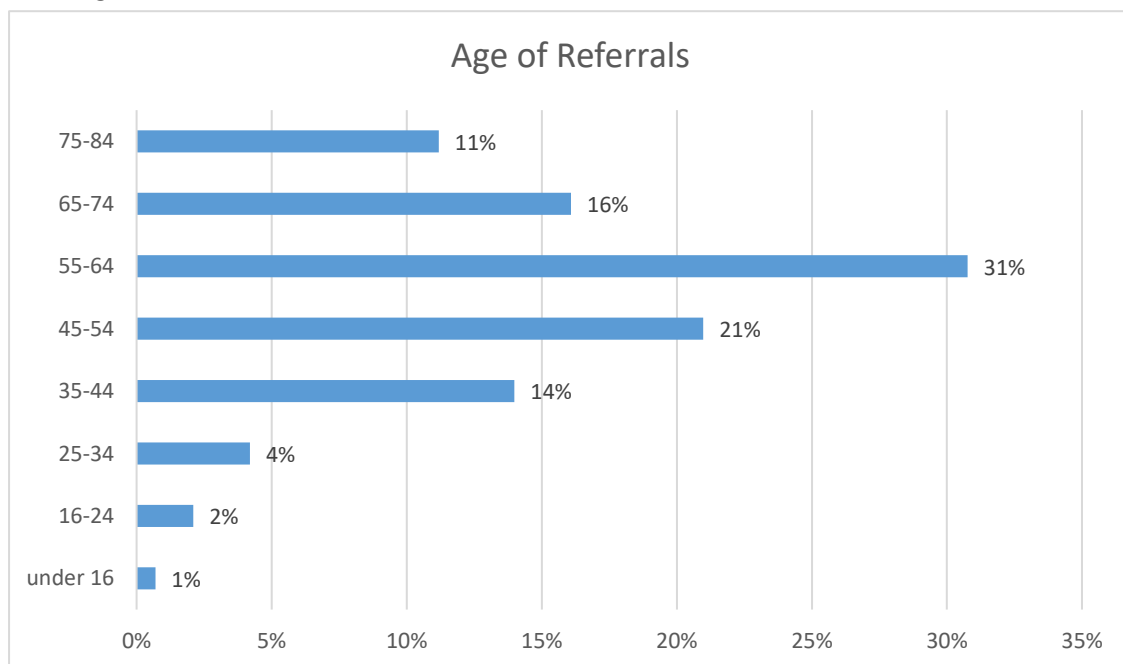


Figure 3. Referrals by age range December 2022- November 2024.

All referrals for those aged under 18 were seen in the context of family therapy.

Source of referral

Of all referrals that resulted in ongoing treatment between December 2022 and November 2024, the most common source of referral was Clinical Nurse Specialists (CNS) accounting for 65% of all referrals.

Referral sources include NHS Talking Therapies (IAPT), the hospice family support team at Rennie Grove Peace Hospice (RGPH) and The Hospice of St Francis (HSF), patient self-referrals and Macmillan Cancer Information and Support. The details of these are outlined below in Figure 4.

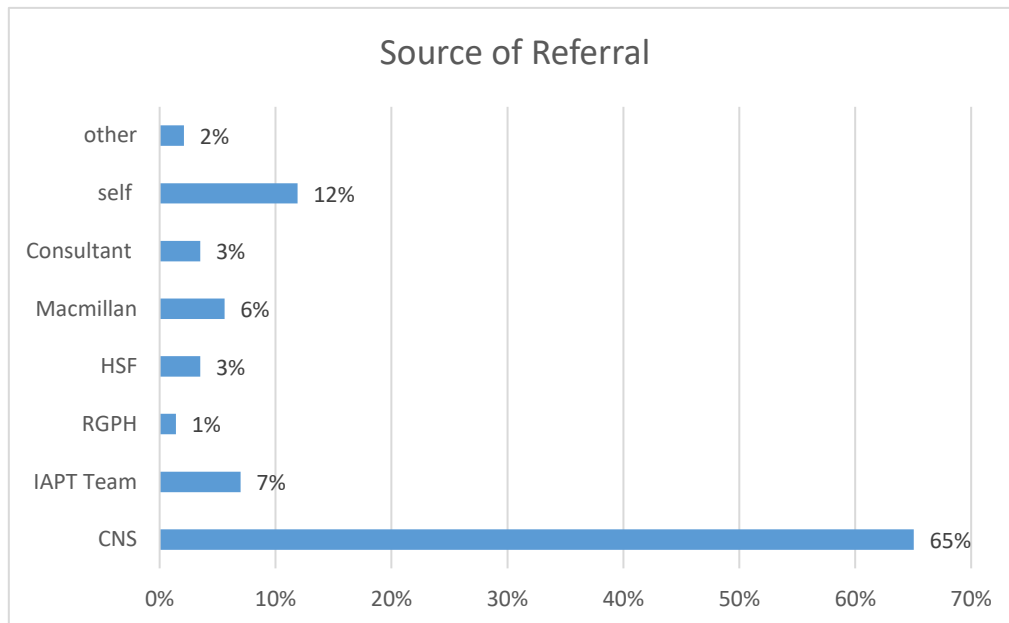


Figure 4. Source of referrals received by the service between December 2022 and November 2024.

Please note, referrals received from CNS' represent those working across Watford General Hospital, Hemel Hempstead Hospital, St Albans City Hospital and Luton and Bedfordshire.

Type of referral

Of all those referrals, 117 were patients with cancer or a palliative diagnosis (82%) and 26 were family/carers (18%). The details of these are outlined below in Figure 5.

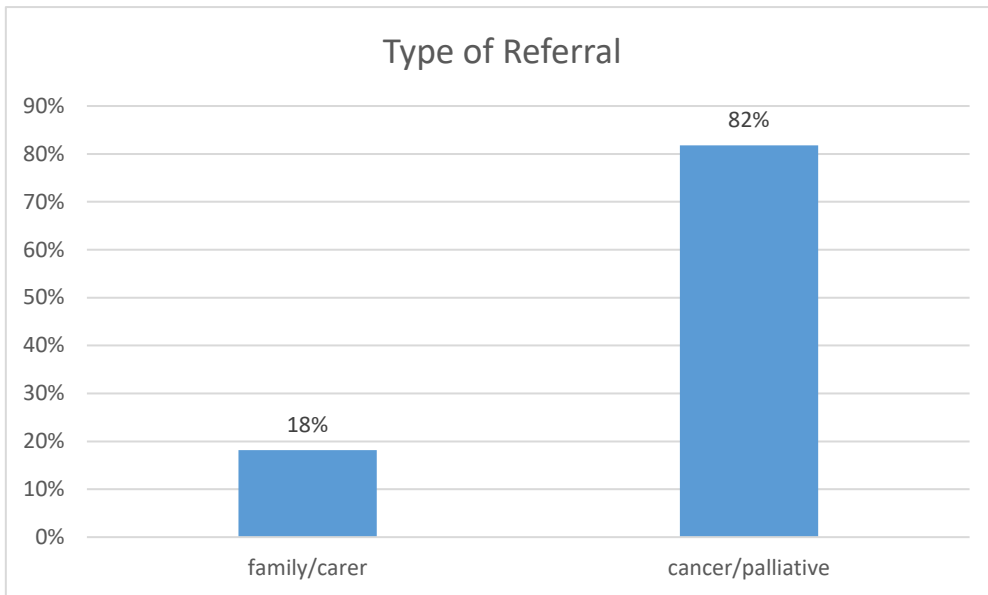
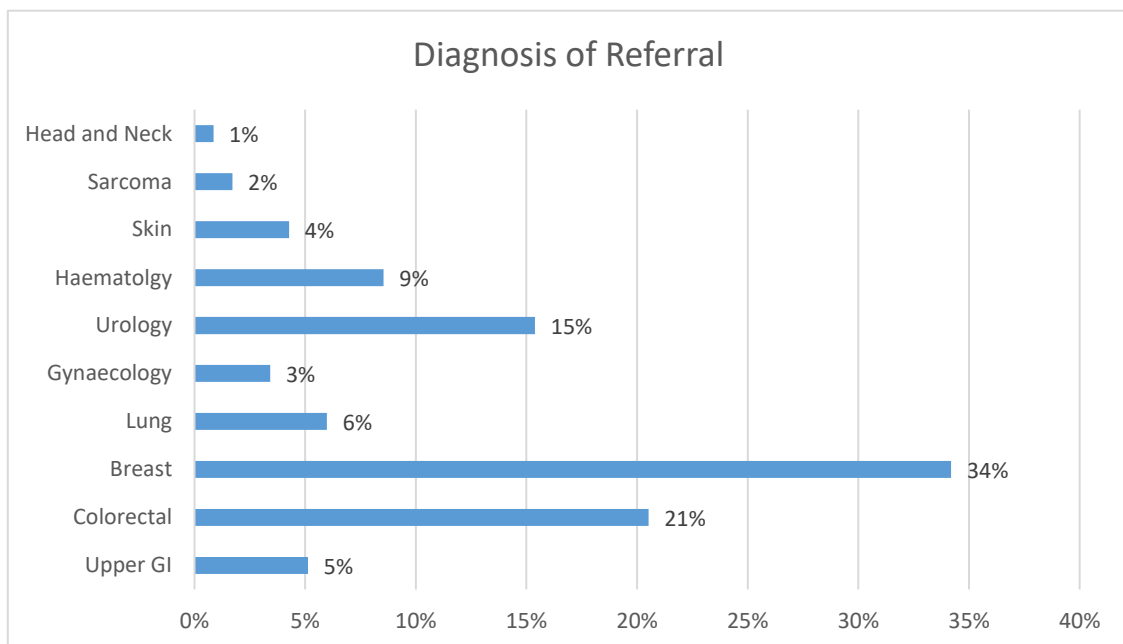


Figure 5. Referrals by type received by the service between December 2022 and November 2024

Diagnosis

Of the referrals with a cancer or palliative diagnosis, the most common cancer was Breast, accounting for 34% of all diagnoses. The details of these are outlined below in Figure 6.

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Please note, this figure excludes family and carer referrals.

Level of support offered

Of the accepted referrals between December 2022 and November 2024, 45% were offered level 3 psychological support and 55% were offered level 4 support.

Level 3 support was offered by our Macmillan Family Therapist. Level 4 support was offered by our Macmillan Principal Clinical Psychologist, Consultant Clinical Psychologist and Trainee Clinical Psychologist.

Please note that the service was unable to offer level 3 support after May 2024. This was due to the level 3 clinician leaving the service. We were unable to recruit to the post due to the lack of commitment to further funding.

The details of these are outlined below in Figure 7.

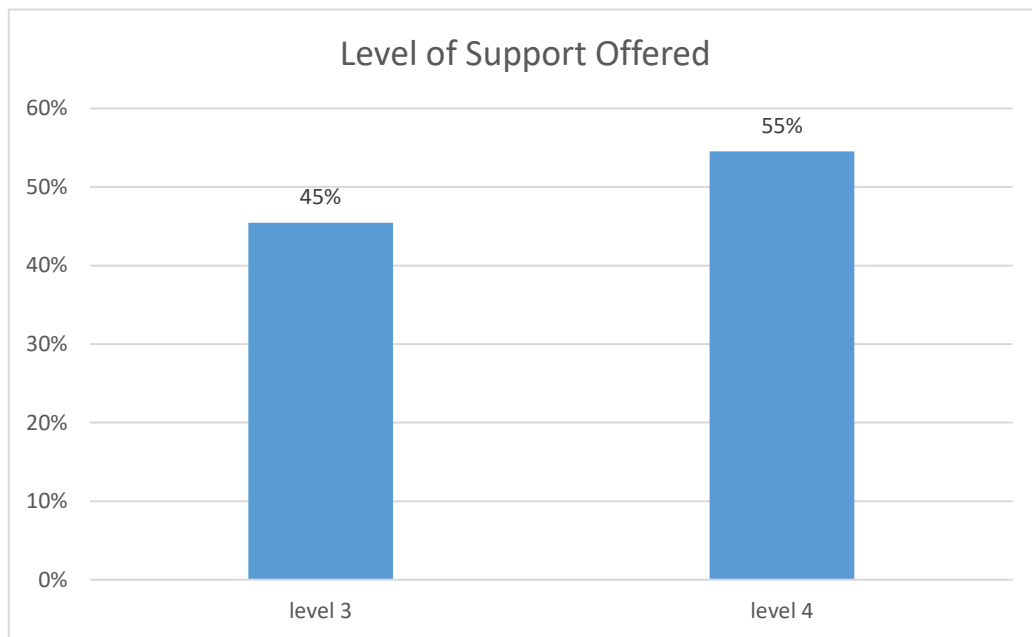


Figure 7. Level of support offered to accepted referrals between December 2022 and November 2024.

Appointments

Appointments offered and attended

Between December 2022 and November 2024, a total of 1,532 psychology appointments were offered across level 3 and level 4.

1,215 appointments were attended (79%).

The details of these are outlined below in Figure 8 and described further in figure 9 and 10.

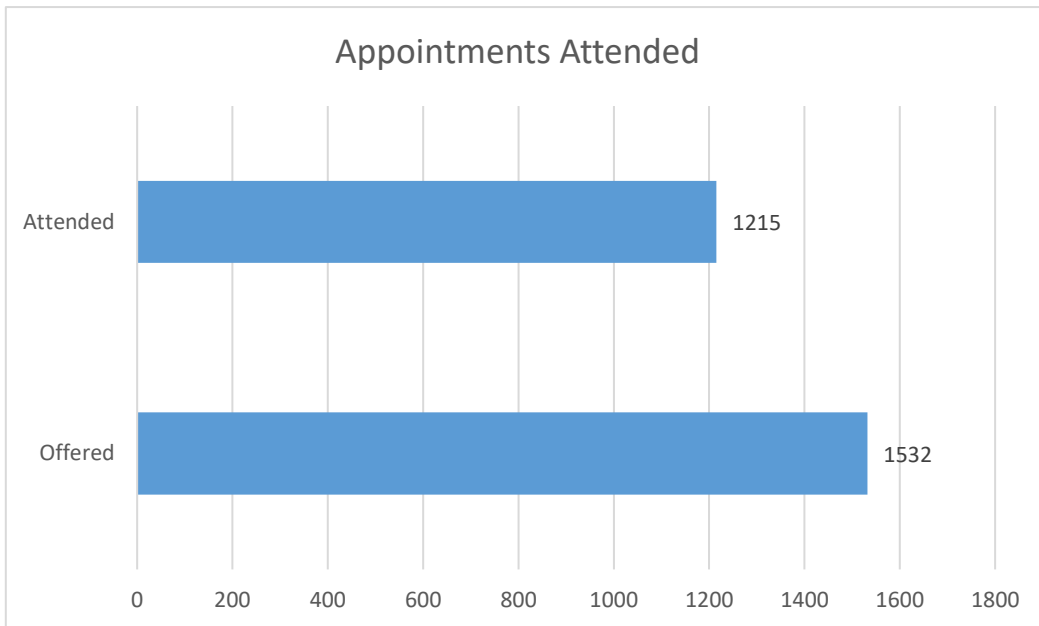


Figure 8. Number of appointments attended between December 2022 and November 2024

Appointment type

Between December 2022 and November 2024 813 appointments were face to face (67%), 153 were online (13%) and 249 were via telephone (20%). The method of delivery was determined by patient choice.

The details of these are outlined below in Figure 9.

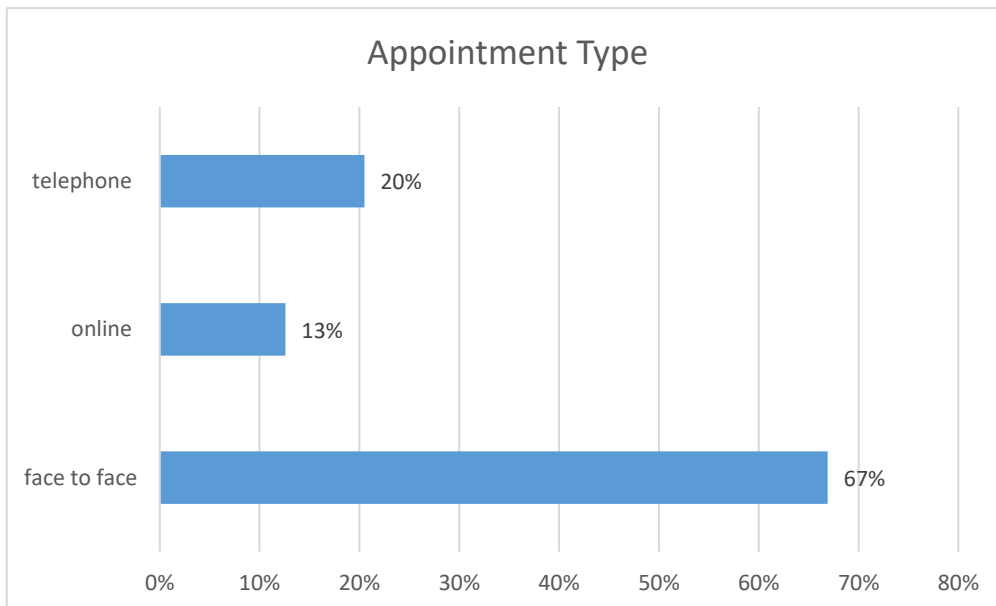


Figure 9. Appointments with service users by type between December 2022 and November 2024.

All face to face appointments were conducted in clinic spaces on NHS premises, hospices and patient home visits.

All online and telephone appointments were conducted in office bases on NHS premises (e.g., clinic and office spaces at WHTH) and from home offices.

Appointments cancelled by service users and DNAs

Between December 2022 and November 2024, 210 appointments were cancelled by service users (14%). Service users in this population sometimes cancel or reschedule appointments to undergo treatment or due to treatment side effects.

74 (5%) appointments were cancelled by the service due to staff sickness. All appointments were rebooked.

28 (2%) appointments were recorded as service user 'Did Not Attend' (DNA). This is consistent with our KPI of DNA \leq 5%.

The details of cancelled appointments and DNAs are outlined below in Figure 10.

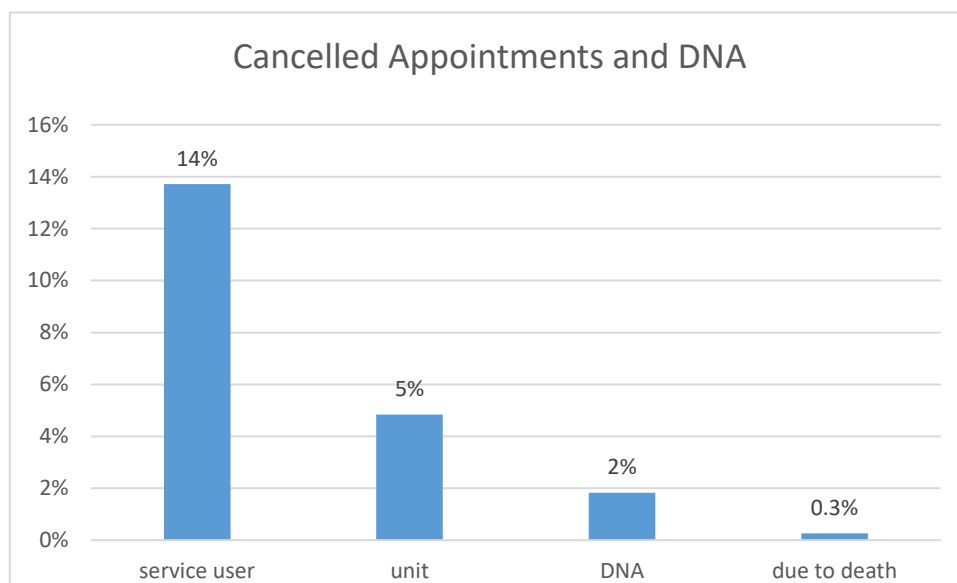


Figure 10. Cancelled appointments and DNAs in between December 2022 and November 2024.

Discharges

Between December 2022 and November 2024, 236 service users were discharged from the service.

The discharge reasons varied. 46% service users completed treatment, 11% declined treatment, 5% dropped out, 20% were unaccepted referrals, 4% were referred on, 8% were discharged due to death and 6% were not accepted due to closure of the service

The details of these are outlined below in Figure 11.

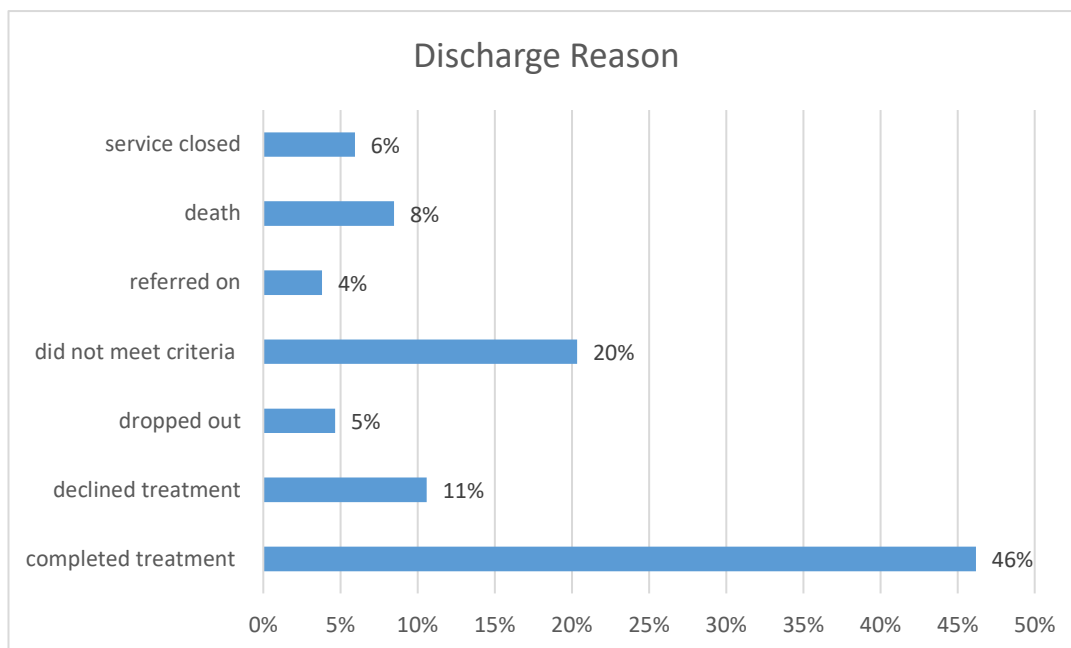


Figure 11. Discharge reasons from December 2022 to November 2024.

Education and level 2 supervision sessions

Between December 2023 and November 2024, the service provided 47 Level 2 supervision sessions. 24 of these supervision sessions were for Clinical Nurse Specialists (CNS), 12 supervision sessions for Palliative Care Nurses and 6 were for Hospice Nurses.

3 psychoeducation sessions were offered by the service as part of the Health and Wellbeing Event held by Macmillan in Watford in July 2023, November 2023 and May 2024

The service provided a presentation focusing on the psychological and emotional impact of cancer, particularly stress, anxiety and depression.

The service also offered 1 to 1 education session for CNSs when requested.

Waiting times

Referral to first contact

Data for the number of working days between referral to first contact was reported on from January 2023. Therefore we have this data from January 2023 until July 2024 when the service closed to referrals. Between January 2023 and July 2024, **99% of service users were contacted within 28** working days of their referral. One service user had a longer wait time due to an error in contact information provided by referrer and staff leave.

The waiting time for first contact ranged from 0 to 41 days.

The average wait time was 8 working days.

The details of these are outlined below in Figure 12.

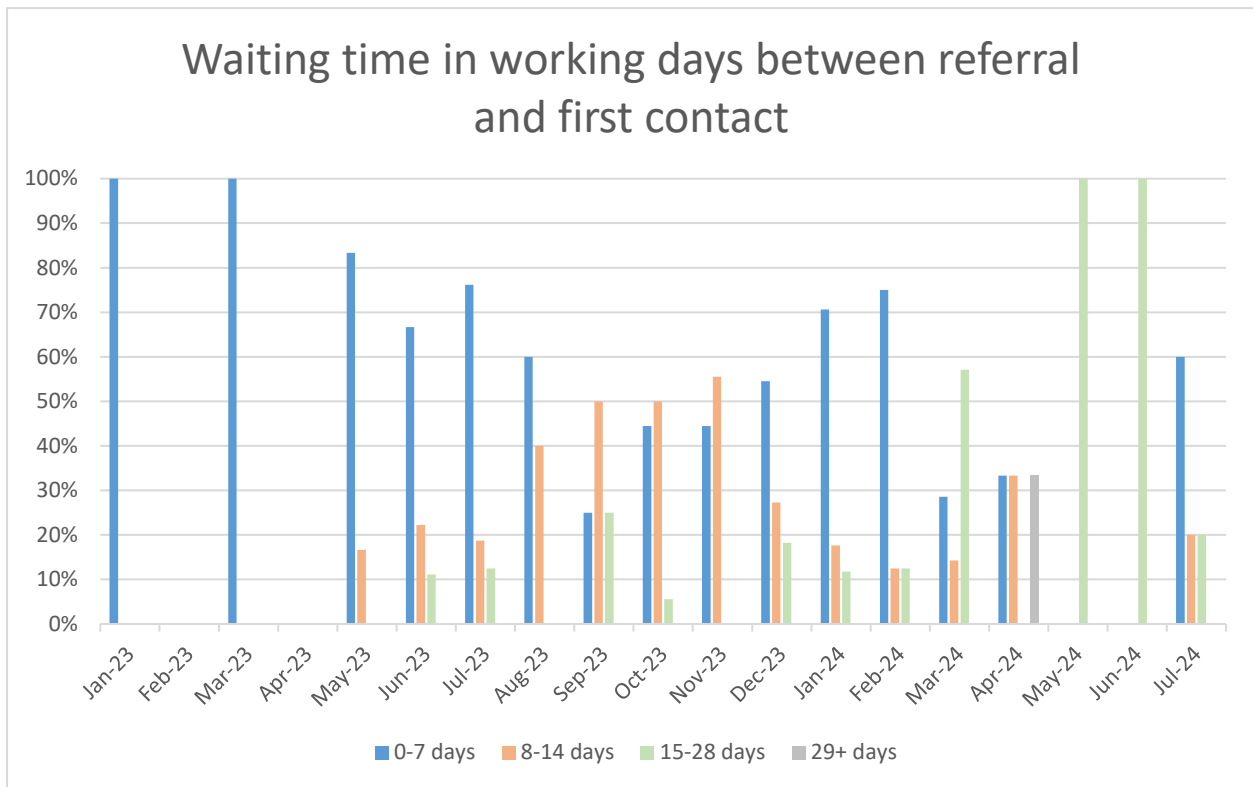


Figure 12. Waiting time in working days between referral and first contact in between January 2023 and July 2024.

Referral to initial assessment

Data for the number of working days between referral to initial appointment was reported on from January 2023. From January 2023 to July 2024 **99% of service users were offered an initial assessment (IA) within 28 working days of receiving the referral**. One service user had a longer wait time due to an error in contact information provided by referrer and staff leave.

The waiting time for IA ranged from 0 to 68 days.

The average wait time was 13 working days.

This is consistent with our service KPI of offering service users an IA within 28 working days of referral.

The details of these are outlined below in Figure 13.

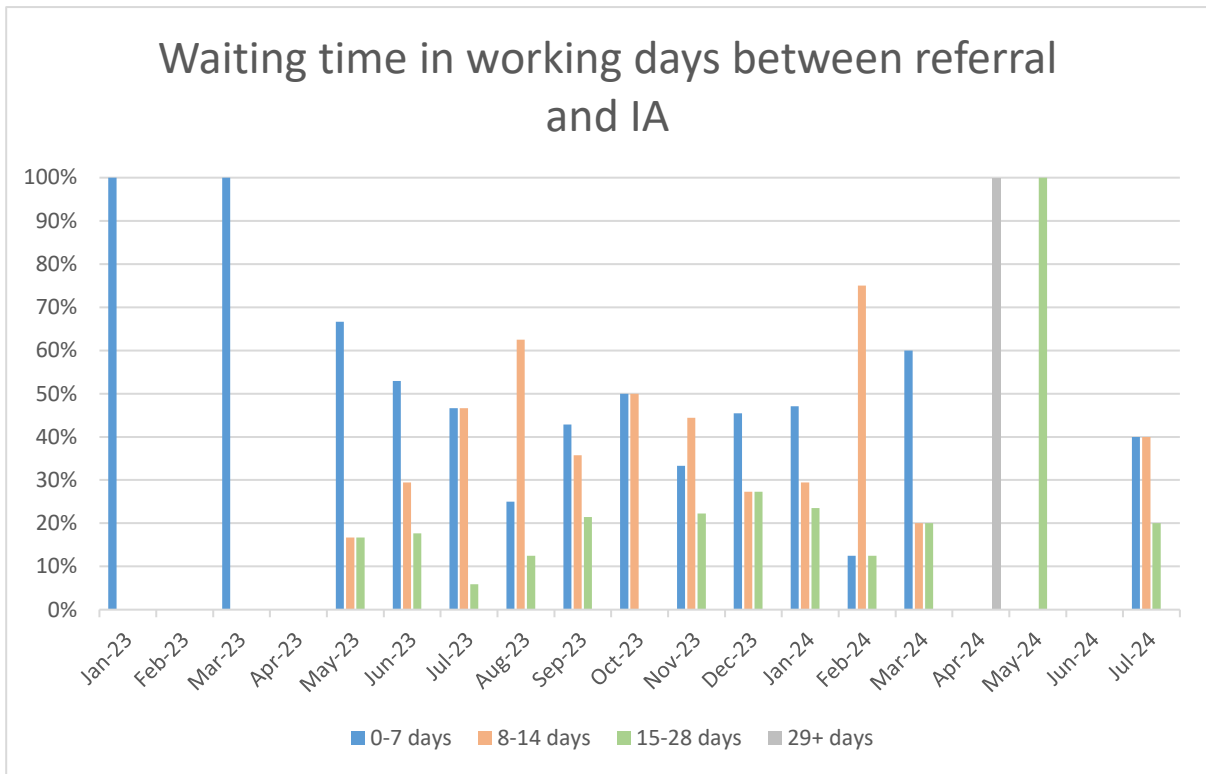


Figure 13. Waiting time in working days between referral and IA from January 2023 to July 2024.

IA to follow up appointment

Data for the number of working days from initial appointment to follow up was reported on from January 2023. From January 2023 to July 2024, **100% of service users were offered their next follow up appointment within 28 days of their IA.**

The average wait time was 8 working days.

The details of these are outlined below in Figure 14

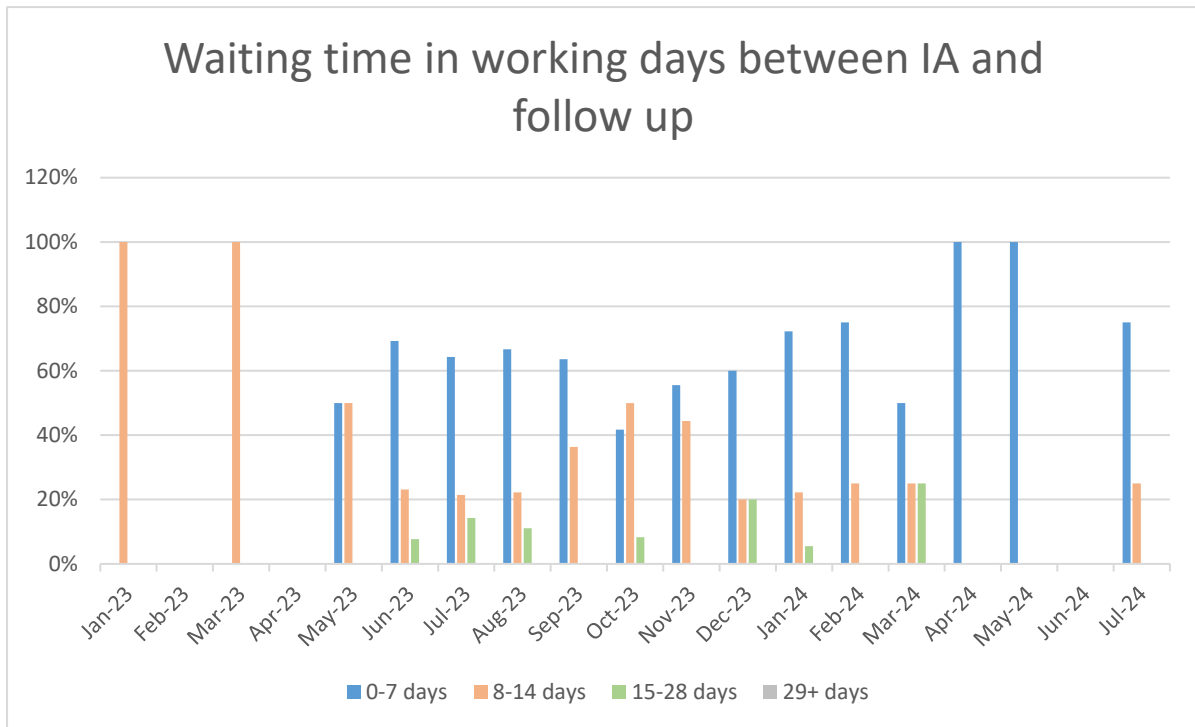


Figure 14. Waiting time in working days between referral and follow up from January 2023 to July 2024.

Outcomes

Hospital Anxiety and Depression (HADS)

The HADS is a screening tool used to record scores for a service user's mood on a scale of 0-21 for anxiety and depression, separately. Scores indicate whether an individual is within the normal range (0-7), mild range (8-10), moderate range (11-14) or severe range (15-21).

A decrease in HADS score indicates improvement. A clinically significant improvement refers to a service user returning from a clinical state (requiring level 3 or 4 intervention) to a non-clinical state.

The total number of service users who completed both pre and post intervention questionnaires is 46. Patients opted whether they wanted to complete the questionnaires.

The details of this are outlined below in figure 15.

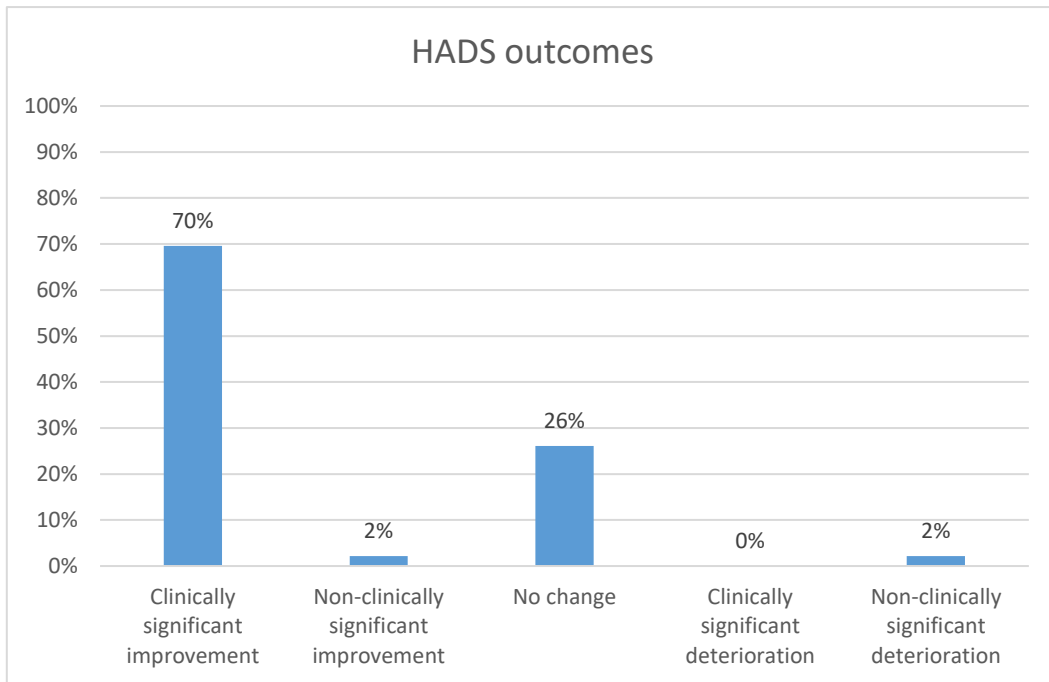


Figure 15. HADS outcome scores

Service user feedback

Following discharge, service users are asked to complete a service evaluation form, rating all aspects of the service by selecting; 'Not Satisfied', 'Sometimes Satisfied', 'Always Satisfied' or 'Not Applicable'.

In addition, the opportunity to provide qualitative feedback is provided in the free text box.

Between December 2022 and November 2024, 47 patients completed the satisfaction survey and 45 patients completed the friends and family recommendation.

The responses collated from quantitative measures are presented in Figures 16 and 17. Responses provided through qualitative measures are presented below.

Quantitative feedback

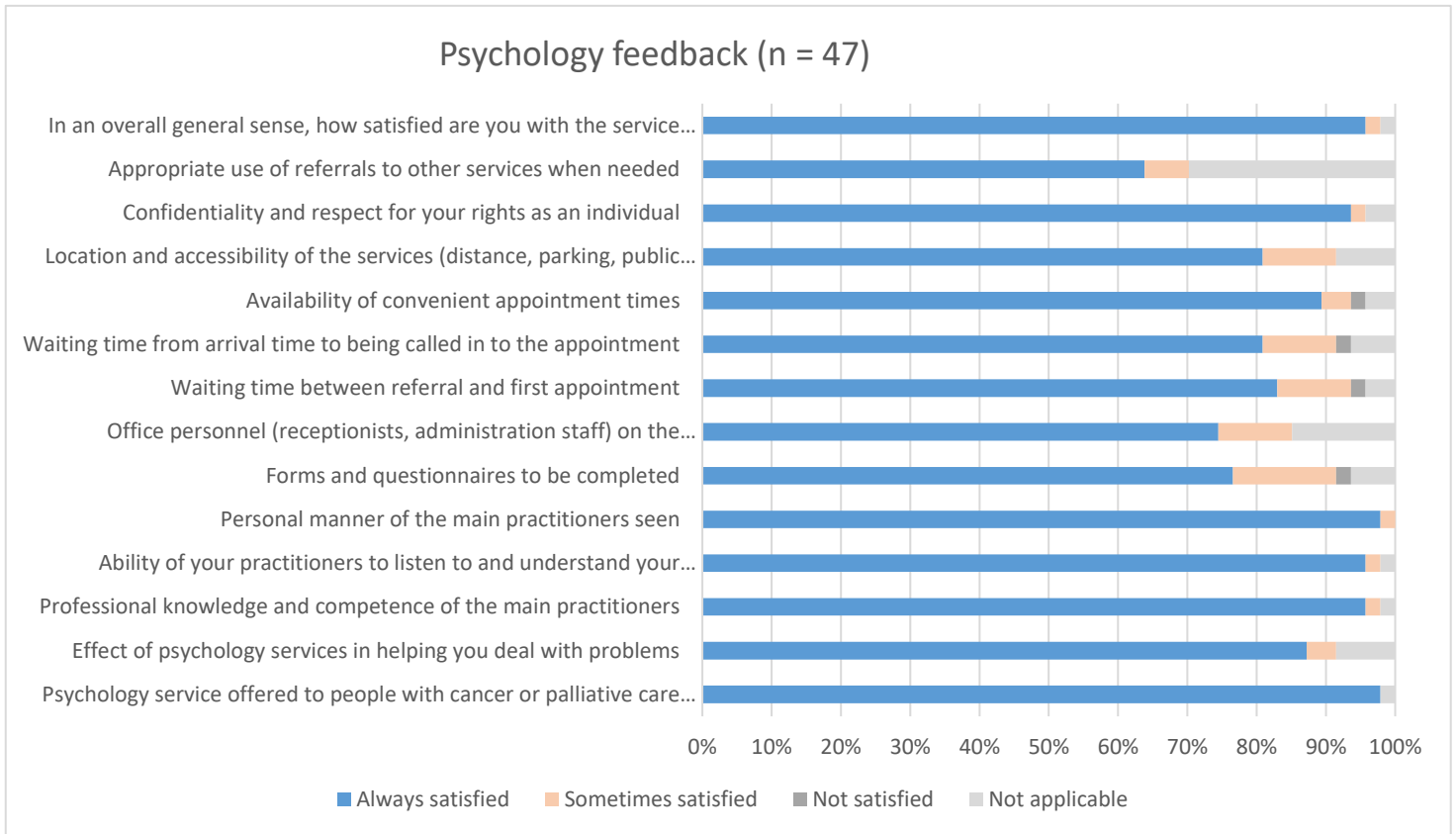


Figure 16. Quantitative psychology feedback from December 2022 to November 2024.

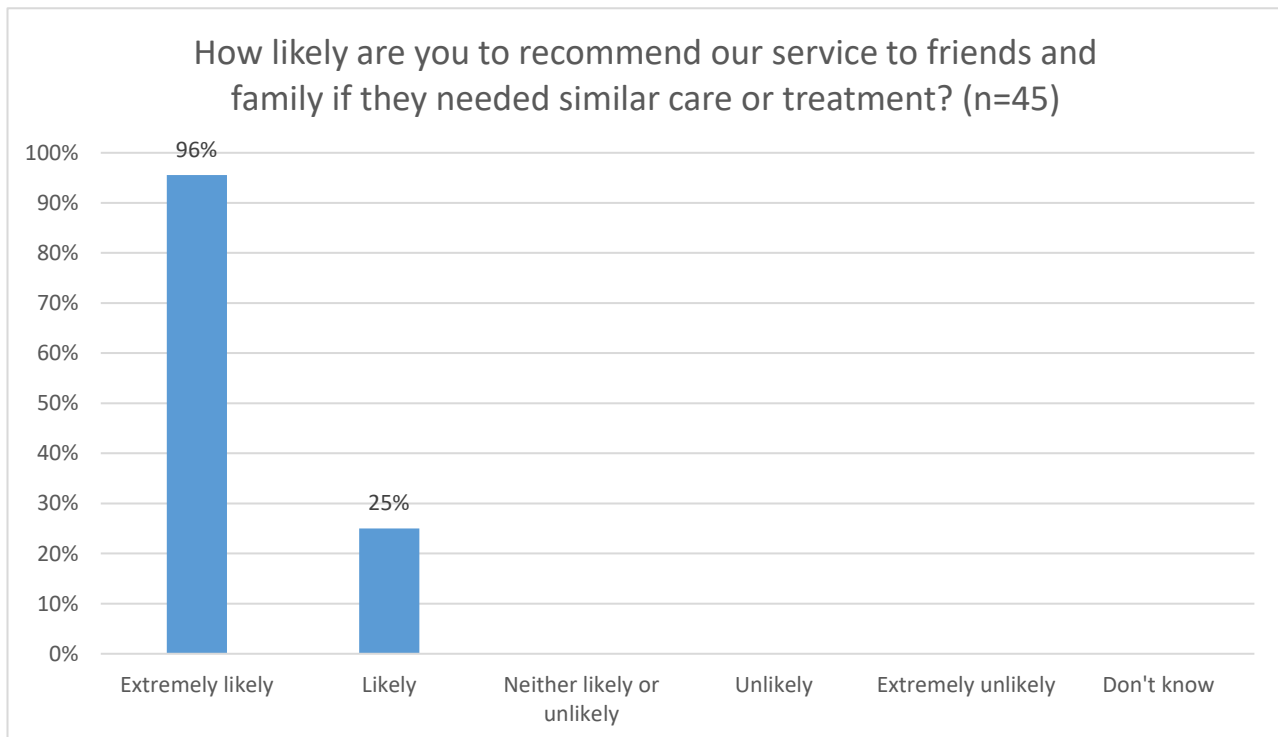


Figure 17. The percentage of service users likely to recommend the service to friends and family.

Qualitative feedback

"It was the right thing at the right time for me, the drugs and steroids were the wrong thing for me, between me and the various teams they cut them down and I feel so much better. [Name of clinician]'s intervention allowed me to regroup and differentiate between drug sensation and mental health and capacity. Now I would be able to differentiate between drug related emotions and having the mind-set that it will be pass rather than feeling overwhelmed by the emotions that the drugs are causing. I was given some good coping strategies and skills to differentiate between drug side effects and mental health."

(Patient, 20/07/2023)

"I should very much wish to continue my support sessions with [clinician's name]. I find them invaluable."

(Patient, 25/07/2023)

"Thank you for all the work you have done with mum, no words can describe how valuable it has been both for me and her. I will treasure the sessions we have had together and you really helped her to not be fearful. I can't thank you enough, you have the most incredible service."

(Patient, 01/08/2023).

"My sessions with [clinician] are like an oasis in my week. I walk out feeling lighter."

(Patient feedback received 29/08/2023).

"I really looked forward to my sessions with [clinician], she helped me calm down from the anxiety I was feeling initially, I am a much less anxious person now than I was. She mentioned the door is always open for extra support if I need it in the future."

(Patient, 25/09/2023).

The only thing I can say really is that she has helped me tremendously, it really helped talking things through and putting things into perspective. I guess it doesn't matter how much talking to her there's always that element of fear, but she helped me to manage that fear and learn to use strategies to keep the fear at bay. There was always that security of the door being open and me being able to self-refer if I need extra support in the future. I said to her maybe the anxiety I have now is that I won't be seeing her regularly and I asked if I was self-referred back in would I see her again. She just brought some fun and light hearted humour to it, no matter how hard things were I'm the same I always try to have a sense of humour about things so we had a laugh and a giggle about it all which really matched me as a person. She was just brilliant and I feel at ease knowing the support is there if I need it. It's such a worthwhile service, I had counselling at Mount Vernon before I was referred just after I was diagnosed and as much as I thought I was in a good place, I really wasn't. I guess I thought after 6 weeks counselling that it was enough but after the 6 weeks you're gone and things are still happening, so it was amazing that there was no fixed amount of sessions and I felt in control. I am so grateful I was referred, [clinician] is seeing me again for my last session after my hospital appointment because they are a big trigger for my anxiety, but she taught me questions to ask when I am confused or worried about anything during the

appointments, she taught me strategies to use and I'm just so grateful."

(Patient, 25/09/2023).

"Thank you so much for all your help, you've been amazing and helped me learn a lot about myself."

(Patient, 01/10/2023).

"I am amazed that this has worked so well for me, and in a short space of time considering the unexpected diagnosis. I don't have an experience of therapy but it seems to have worked very well for the situation I was in. I didn't know what to expect in the beginning I was overwhelmed, but I was really thankful for the nurse who asked me if I wanted this support, I would never have known about it had the nurse not told me about it. I think everybody who gets an unexpected diagnosis should be referred even if after the assessment they don't need it- there's a nightmare out there for most people and they don't even realise it.

*After the initial few sessions with [clinician] she brought to my attention what EMDR was and that it might help, she gave me some information about it which I read. [Clinician] used her expertise to focus on what was going on now to give me the confidence and the space I needed to deal with all this. I went away not feeling panicky and full of anxiety as the weeks went on which was amazing given the diagnosis I was given. It was like magic, I don't feel distraught anymore and even with all this going on.
Thank you"*

(Patient, 10/10/2023)

"The balance was just really good, [clinician] was brilliant with the type of counselling she provided. She was very relaxed and we got on so well, I've had counselling before where it's been super serious and a bit scary and made me quite upset and I felt traumatised, so [clinician] was the perfect balance between professional and kind. I felt apprehensive to come back into counselling support because of that previous experience but I am so glad I did. I've spoken to [Macmillan staff member] on the phone as well she's been brilliant and the girls on the ward, there was [nurse] and she was with me through my op and recovery. I have recommended the service to my niece as she's got some difficulties at the moment and I spoke about this with [clinician] who said I could recommend her into the service for similar support. What really helped me is having [clinician's] card and knowing I can come back into the service when I need it. I've been given the all clear and just had my 6 month check so I'm moving on with my life, but it's reassuring to know that a service like yours is only a phone call away. I've had such a great experience with the service and Macmillan as well, I'm going to do some coffee mornings and raise money too. Thank you so much."

(Patient, 17/10/2023)

"It was very good, I enjoyed that. Yeah they definitely helped, I was sad when they finished. For my granddaughter, it was good for her to have someone to talk to as well as me. I know what's going to happen and I'm worried for my family. There's different people giving me support now and I thank [clinician] for that. I didn't know where to go from there when I was referred but she really helped."

(Patient, 3/11/2023).

"She was very professional, she listened and then she picked up on things I said, we talked about anxiety and stuff. It definitely helped and the way she approached things with me, she gave me

alternative ways of looking at things and seeing things in a different light. I was doing all the tasks she gave me to do, but I wasn't realising what I was doing was actually quite unhelpful, she helped me to cope with my emotions. I told her that I don't feel I've gone far enough with her support but I can come back to the service if I need it in the future."

(Patient, 6/11/2023)

"I found the sessions helpful they gave me a different perspective on my thoughts. I think I will be okay, [clinician] said I could refer myself back in as I'm not sure this was the right time to leave so I have the reassurance that I can access support again in the future."

(Patient, 6/11/2023)

"You have been my parachute and my safety net."

(Patient, 23/11/2023)

"Thank you for your support, it was nice to speak to someone who could understand and be there to help me move on."

(Patient, 09/01/2024)

"The help you have given me has been really good and I am grateful to you."

(Patient, 19/02/2024)

"The service has been amazing. [Clinician] has been supportive and caring throughout my appointments. No issues to cancel or change appointments. Amazing guidance and enabled me to deal with a difficult time from diagnosis and throughout treatment"

(Patient, 26/02/2024)

"The fact that this is available for people at any stage of cancer is good, and that it is free because I could not afford to pay for a service like this with PIP payments. And that it is available for post treatment. It was easy to use the service because the referral from the hospice. The different types of therapy offered- EMDR and talking therapies, it was good I didn't need to go to a different service for a different type of therapy. Friendly, didn't feel judged. It was nice to be able to choose appointments around my treatment cycle"

(Patient, 26/02/2024)

"[Clinician] was lovely/put me at ease straight away. Good listener, showed empathy and reassurance. Helped me a lot with my attitude and response to difficult relationships, and also my thoughts about my cancer diagnosis."

(Patient, 20/02/2024)

"[Clinician] was excellent. Tuned into me and my family. She was able to support me effectively and give me challenges when needed. I haven't used psychology services before but I'm glad I did. The rooms which [Clinician] saw me were clinical/hospital based. Not very therapeutic environments, and I'd also say not the nicest for her to work in all day. "

(Patient, 20/02/2024)

"[Clinician] was absolutely fantastic. She listened, she asking through provoking questions that made me question myself and sometimes my reasoning She made me feel valued and respected as a client. I value my sessions with her. "

(Patient, 20/02/2024)

"Sessions has helped me on my journey- through the difficult times"

(Patient, 27/03/2024).

"Changed outlook of life and perspective, listening side has felt personal and adapted to my needs. Very accommodating with my work schedule"

(Patient, 27/03/2024)

" [Patient] and I wanted to let you know how valuable your input was to us. As you know at the start of our cancer journey, following a completely unexpected diagnosis, [patient] not only struggled to come to terms with his diagnosis but also suffered with extreme anxiety regarding hospital appointments, treatment and diagnoses. You've helped him so much [clinician] and have been his "rock" when he has struggled with his feelings and how to deal with all the emotions and thoughts that go around in his head. He listened to you, trusted you and put in place the strategies you gave him and in turn this has made him stronger and better able to deal with whatever is thrown at him. You also helped me to put into perspective what I needed to do and help me understand the negative thoughts going on in my head and why I was feeling so overwhelmed. We are of course devastated that we will no longer be able to continue this journey with you by our side and it has left us feeling rather vulnerable and uncertain of how we will cope when things really do get tough!!! know that there are services we can turn to via the MacMillan support, but felt it important that you were to know just how much we both valued and appreciated your input over the past six months or so. Finally, this email is to say we wish you every happiness and success in whatever path you take. There is no question that we shall miss you."

(Carer and patient, 15/04/2024)

"Been amazing, so helpful. I am so grateful, it has helped me manage. I had a breakdown and now I have a new lease of life. Really helped me."

(Patient, 16/04/2024).

"I was amazed by this service and that I didn't need to wait long. I really feel there should be clinics in Watford Hospital"

(Patient, 22/04/2024)

"Thanks again for you invaluable help over the last year. I appreciate enormously how you have adapted your approach with me and made it a joy to get me to where I was last December, well in range of my original objectives. And you made it fun (without masking other emotions, I hasten to add) too, which has been very therapeutic. In addition, you have been an immense support during my unplanned (in June last year) hospitalisations."

(Patient, 17/05/2024)

"Chances of survival much higher engaging with Psychology. Help in the early stages"

(Patient, 20/05/2024)

"However, I am really disheartened and disappointed to learn that the service is not available going forwards as it has been very helpful"

(Patient, 20/05/2024)

"Thank you for being so quick to refer and offer help. It has made to world of difference in helping to manage an unknown situation and how to move forward and deal with health, life. Work etc. Truly invaluable!"

(Patient, 11/06/2024)

"It has been so useful"

(Patient, 27/08/2024)

"Really good support. [Clinician] used questions which made me think about things in a different way. 5 stars for [clinician]"

(Patient, 28/08/2024)

"I just wanted to thank you for all your help and guidance through my treatment, I will be forever grateful. I do really appreciate the service that you provided for me, and for all the sessions. Hope you are all well, and thank you again for all your support"

(Patient, 01/10/2024)

"Thank you so much for all your help"

(Patient, 25/10/2024)

"Really appreciated it"

(Patient, 05/11/2024)

"Disappointed that the service has been stopped"

(Patient, 11/11/2024)

"I've been really impressed and it's been incredibly helpful. It's been a lifeline and I'm very grateful it existed. It has helped me deal with something that I didn't think I could."

(Patient, 11/11/2024)

"I wish I could have more. Disappointed at the end of service"

(Patient, 12/11/2024)

"Disgusted that they have cut funding"

(Patient, 13/11/2024)

"I recently heard that the therapy service that I have been offered is not continuing after November. I think that it is a real shame that it will not be available for other women as it has been so helpful for me in dealing with the trauma and anxiety I had after my breast cancer."

I previously tried counseling and speaking to another therapist but nothing has made such a lasting and impactful change as the sessions with [clinician] and the EDMR therapy. It has reduced my overall anxiety around my health and made it possible for me to recall these distressing times without them causing me to have a strong reaction. I was skeptical as to whether the EDMR would work but have been amazed by how effective it has been. I am now able to go to my appointments at the hospital and sit in the waiting room without feeling sick and panicked. I am also managing my day to day anxiety about the cancer recurring so much better which has made a real difference to my quality of life. I was feeling quite overwhelmed before and now feel much more confident that I can cope."

I really think this is an invaluable service to women or men who have had cancer and are learning to navigate life after.”

(Patient, 13/11/2024)

“Such a shame for the service to end for people with cancer. [Clinician] has been nothing but professional, sensitive and confidential, she has been amazing. [Clinician] went out of her way to make sure she gained my trust at the beginning and that meant a lot to me.”

(Patient, 14/11/2024)

“Such a shame the service is ending. It has had good lasting impact on improving my quality of life by reducing anxiety around recurrence of cancer and reducing of impact of trauma of treatment.”

(Patient, 14/11/2024)

“[Clinician] I would just like to echo what I mentioned this morning. I am very grateful and fortunate to have received the opportunity and therapy through this service, and more specifically by yourself. Trust is very important to me and I appreciate everything you did to gain that trust. It means a great deal, and I know that with that trust a lot of progress has been made. I feel much more confident going forward, and know I have the strength and the tools to do this with the encouragement provided by yourself today. Finally thank you again, it really has been an amazing whilst difficult process. Yet so worth it.”

(Patient, 18/11/2024)

“Firstly I would like to say a huge thank you for being provided the opportunity to receive the Macmillan cancer Psychology services, having being referred at St Albans City Hospital by my breast care nurse.

This referral was made due to trauma suffered through surgery for cancer treatment. I am so grateful to have had access to this service in the first place.

I do find it such a shame that the trust has removed funding for this service. To me it has been invaluable. I do not want to imagine what state I would still be in without access to this service. It is sad that it is no longer being funded as it could impact on other people who require the service

For me, it also meant things came to a forced end rather than a natural end in my sessions. I know which I would've preferred.

However, as mentioned I am very grateful to have had the access. I would also like to mention my Practitioner, [Clinician]. I was referred to her at a time I had no trust in the NHS, and pretty much anyone involved in it. Alongside the trauma I was dealing with. She built up that trust, and has always been very supportive and professional. [Clinician] has helped enable me to deal with that trauma and helped going forwards. So it is a special thank you for [Clinician]

I wanted to mention the feedback for the service and about Dr Mount, as said it has been invaluable for me”

(Patient, 25/11/2024)

Staff feedback

The service also receives feedback from staff we support. The Cancer and Palliative Care Psychology Service provides level 2 training and supervision sessions to level 2 cancer workforce, including Clinical Nurse Specialists (CNS) and Palliative Care Nurses (PCN).

Staff Qualitative feedback

"It's just so good to have you and your team there."

(CNS feedback received 26/07/2023).

"Thank you both so much for attending the event yesterday, your talk and delivery were brilliant! I really mean it. You were so interactive and engaging, people contributing at every point. The feedback was great, and your contribution added to people feeling more confident about self-management."

(Macmillan, 02/11/2023)

Feedback in response to a patient IA letter:

"Thank you for this letter. I was so moved by reading this. What a baggage these lovely people carries! You are doing an amazing job. Thank you for service to our cancer patients."

(CNS, 07/11/2023)

"I very much appreciate the support and advice you have given me in helping [patient]. Without that I am not sure I would have had the tools and confidence to get her to engage and agree to psychology."

(CNS, 23/11/2023)

"Thank you for all you do to support me and the lovely ladies I care for – their feedback for your service is overwhelmingly positive and it is such a privilege to see the huge difference you all make to their lives."

(CNS, 19/12/2023)

"I couldn't let you leave without thanking you for all the amazing work you do. It has been a lifeline to us to be able to offer our very vulnerable patients essential support that they otherwise would not have been able to access. I know from their feedback they have been very appreciative and it has made a positive difference to them."

On a personal note, thank you so much for all your advice, support, and encouragement. I have grown in confidence and feel better able to manage some more difficult conversations. You really are inspirational"

(CNS, 24/05/2024)

"It is lovely to see you on a Monday morning at Rennie Grove Peace Hospice, as I volunteer on Reception. It is clear that you offer an invaluable service to your clients and the rapport and trust that you build with them over the weeks. I am delighted that MacMillan offer a counselling service and only wish that it had been available to me when I received my stage 3 ovarian cancer diagnosis in April 2019 and my mum passing away just two months later when I was only weeks out of hospital and due to start chemotherapy. I did receive great support from MacMillan who helped me with my financial application but to have been given access to the type of service that you offer, is something that I really needed. My GP referred me to counselling services at Rennie Grove and although I took advantage of other services, the counselling was not open to me for a couple of years. Please never under-estimate the power of your role when people are going through the toughest of times and often find it difficult to express their feelings. I'm delighted that MacMillan now offer this service, and of course, I look forward to seeing you on a Monday morning."

(Volunteer, 30/08/2024)

"Thank you so much for providing us with valuable clinical supervision. It has really made a difference for us. Good luck with everything you go into do"

(Palliative Care CNS Team, 13/11/2024)

"So will say a BIG THANK YOU for all your support to me and the people I look after"

(CNS, 20/11/2024)

" I just want you to know how fantastic you have been and how much we have appreciated you being here. You have offered a service which has made so much difference to both the patients and the staff."

(CNS, 21/11/2024)

"Really sorry I cannot make today and just wanted to thank you so much for all your work and help with us and our patients. It is such a shame that you are leaving but hopefully the funding will return and you can rejoin West Herts again.

Good luck with everything."

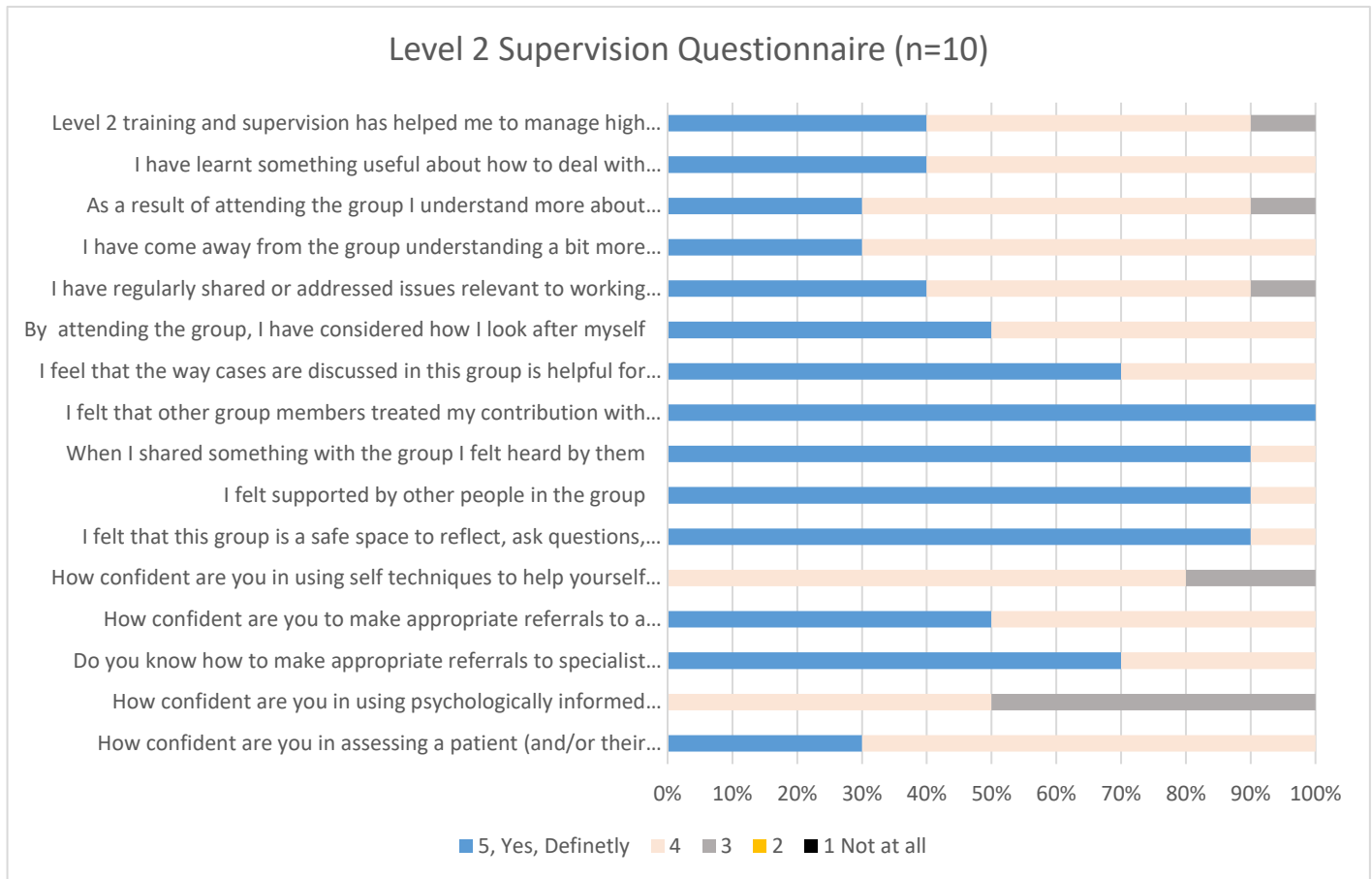
(CNS, 21/11/2024)

Level 2 CNS Supervision Questionnaire

The Level 2 CNSs were asked to complete a supervision evaluation form, rating all aspects of the service by selecting; 1 (Not At All) to 5 (Yes Definitely). This was to help develop supervision in the most helpful way.

In addition, the opportunity to provide qualitative feedback is provided in the free text box questions.

In December 2023 and February 2024 10 Clinical Nurse Specialists completed the supervision evaluation form. Responses provided are presented below.



What would you say is the value of attending supervision?

“To offload and share experiences knowing the team understands and feels the same and support each other”
 “Open and honest discussions with colleagues”
 “Valuable time to discuss issues that are causing stress and anxiety”
 “To learn and expand my understanding of my patients and colleagues”
 “Definitely helped with managing my own anxiety and stress related to job”

How do you feel it could be changed to better serve your needs?

“It feels good and my needs have been met”
 “Maybe teaching sessions”
 “No change necessary”

Are there any factors that prevent or assist you in being able to attend the monthly supervision group?

“We are very well supported and encouraged to attend by the line manager”
 “It sometimes feels too busy to participate, but luckily our line manager has been proactive in protecting this time. It’s held in our office building which is very helpful”

“Occasionally demand of service but all effort is given in attempts to attend”
“Off duty and work load”

What additional training on psychological support could you benefit from? “Unsure”
“Maybe teaching sessions”
“Scenarios may be helpful”

In August 2023 the Cancer and Palliative Care Psychology Service was nominated for the Stars of Herts Awards for WHTH 2023.



Report completed by:

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Under the supervision of:

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Essex Partnership University
NHS Foundation Trust