

Macmillan Support Worker Role at St Georges Hospital

Janice Minter - Lead Cancer Nurse

Karise Berry - Macmillan Support Worker

excellent
kind
responsible
respectful

Background

- St Georges historically has a low CNS ratio
- Difficulty recruiting band 7 CNS posts
- Financial special measures
- Improving position but lower end of NCPES league table
- Baseline data demonstrated high amount of time spent on non-clinical tasks

What we did

- Reviewed role in other organisations
- Involvement of CNS in developing roles
- Working group established with CNS and patient engagement
- 6 MCSW kindly funded by Macmillan
- 6 MCSW allocated to different tumour types
- Evaluated pilot after 1 year



Roles and Responsibilities

- Answer and Triage CNS phone calls
- Attend clinic with CNS
- Post discharge phone calls
- Data collection
- Introduce Holistic Needs Assessments
- Co-ordinate and participate in health and wellbeing events
- Ward visits
- Navigate Hospital
- Coordinating pathways



Outcome of pilot

- Increase CNS direct care time by 7 hours a week
- Improved patient experience
- Improved Recovery Package performance
- HNA offered within 31 days diagnosis increased 36% to 69%



CNS Feedback

- CNS scored 5/5 on feeling supported by their MCSW
- Overall Improvement in job satisfaction

For first time I can go on holiday and fully relax



NCPES

	SGH Prior MCSW 2015	SGH 2017	National Average
Patient given name of the CNS who would supported them through their treatment	89%	94%	91%
Patient found it easy to contact their CNS	82%	86%	86%

Patients told us.....

I've been coming for over two and half years and I can see the difference that the MCSW makes

She is a wonderful support to the CNS

I know my CNS will get any messages that are left with my MCSW

Don't always want to bother the CNS, great to have support worker to contact

Very polite, good communication

What Next

- Explore CNS role and further opportunities
- Further 4 MCSW coming to SGH in 2019
- Continue to evolve MCSW role
- Career opportunities for MCSW
- Role specific MCSW

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The Team



St George's University Hospitals NHS
NHS
Aphel Foundation Trust

In partnership with
MACMILLAN
CANCER SUPPORT

**WE LISTEN.
WE CHANGE.
WE CARE.**
Macmillan Cancer Support is a registered charity.