



# The Sir Robert Ogden Macmillan Centre (SROMC) Newsletter

## Award given to Centre

### The SROMC receives the Macmillan Quality Environment Mark (MQEM)



The SROMC is proud to announce it has been awarded a Macmillan Quality Environment Mark MQEM. This is the first award of its kind in the UK given in recognition of the quality of environments delivering cancer care.

Developed by Macmillan Cancer Support and in collaboration with over 400 cancer service users, stakeholders and the Department of Health, the standards measure whether a cancer care environment meet the requirements of people living with and beyond cancer.

Macmillan Cancer Support state,

*"Whether you work in a hospital, hospice or a cancer and information support Centre, we know that intelligent, sensitive design improves the wellbeing of people living with cancer. For instance, having enough space to chat in confidence to a nurse about your cancer diagnosis makes a real difference to how you cope with day-to-day life."*

Following assessment the SROMC has successfully demonstrated that it meets all of the standards required to ensure the provision of a quality cancer care environment these include:

- \* Welcoming and accessible to all
- \* Respectful of people's privacy and dignity
- \* Supportive to users' comfort and well-being
- \* Gives choice and control to people using the service
- \* Listening to the voice of the user.

The SROMC joins only 15 other cancer care environments granted this prestigious award so far in 2015. The MQEM award is valid for three years, and will then be renewed only if the SROMC is able to demonstrate it continues to provide a quality service.

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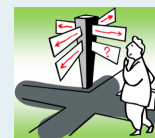
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#### Regular Features;

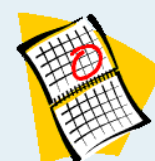
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## Cheers!

**WE ARE  
MACMILLAN.**  
CANCER SUPPORT



Thank you to everyone who supported this years

### **'World's Biggest Coffee Morning'**

held at the SROMC on Friday 25th September.

Special thanks go to the Harrogate Macmillan Fundraising Committee, who kindly ran this years event, in particular Bev Thompson. Everyone who generously donated cakes and prizes for the raffle, especially the Harrogate Marks and Spencers and Boots .

We couldn't have done it without all of your support!

## Grand Total Raised

# £208.19

## THANK YOU SO MUCH FOR COMING



## **SROMC Staff raise skin cancer awareness at the Yorkshire Show**

The Macmillan North Mobile Information Service attended the Yorkshire show in July for the first time this year.

As well as providing general information to support anyone affected by a cancer diagnosis, the team were also able to raise awareness about the risks of skin cancer and promote sun safety. Visitors to the stand were given free sun cream, greatly needed due to the glorious weather enjoyed by this years show. A total of 1,400 people were seen during at the event held between 14th - 16th July

HDFT Nurses, Louise Binns, Skin cancer clinical nurse specialist and Sarah Grant, Macmillan Patient Information and Health & Wellbeing Manager provided additional clinical and information support whilst also helping to raise the profile of the Sir Robert Ogden Macmillan Centre.

The team are hoping next year 'Beryl' the mobile information bus will also be able to join them!

## SROMC Volunteer News

### My Role as an Information Volunteer by Trish Brodlie



Trish Brodlie in the SROMC information area



I joined the team of SROMC Volunteers when the unit opened in March 2014. My role as an information volunteer is one I had previously held in the Bexley Wing at SJUH Leeds, before I moved to Harrogate.

One of my main duties is to make sure that we have a good supply of Macmillan booklets covering all aspects of the care of cancer patients. The booklets cover not only the treatment of specific cancers but also complementary therapies, coping with pain and other side-effects experienced by patients and also managing financial problems. There are also several booklets for carers and to help patients once their treatment is completed.

I ensure that the display units around the department are well stocked and also make up the general chemotherapy and breast cancer support information packs for the specialist nurses. I also help patients and carers to find the information they need, or direct them to the information manager who can help them with more complex enquiries.

I particularly enjoy the role as it gives me a chance to meet our patients, other volunteers and staff on the unit.

## SROMC Volunteers Annual Meeting

Thursday 30th July saw the second SROMC volunteers annual meeting. The event gives the opportunity for staff to thank the volunteers for the invaluable support they provide to the services held within the Centre.

It also enables the SROMC volunteers to meet each other and share their experiences of the wide range of supporting roles they provide. This is something that they all enjoy as they rarely get to see each other at any other time.

This year the volunteers enjoyed a very informative presentation by Phil Bremner, Macmillan Welfare and Benefits Adviser. Phil explained his role and gave an update of how patients and carers' affected by a cancer diagnosis can be referred to him for financial and welfare support.

The contribution made by HDFT volunteers throughout the Trust is also celebrated at the Volunteer Awards in December.

**The SROMC  
Volunteers  
Annual Meeting**

**Thursday  
30th July 2015**

**A chance to celebrate the help  
and support you give  
to the Centre**

**Tea and Cake  
Guest Speakers  
Annual Updates**

**All Welcome**

## Macmillan Volunteer Awards 2015

The Macmillan Volunteer Awards are a way of saying a well-deserved thank you. If you know an exceptional Macmillan volunteer or team of volunteers who have gone above and beyond to help people affected by cancer, why not nominate them for an award today?

Last year we celebrated Colette Lain, a volunteer from the SROMC when she received the Douglas Macmillan Award.

Nominations close on 31 October 2015. To enter follow the link on the Macmillan website [www.macmillan.org.uk](http://www.macmillan.org.uk)

### The award categories

#### The Sir Hugh Dundas Volunteer of the Year Award

This is Macmillan's most prestigious award. For exceptionally passionate and committed individuals.

#### The Fundraising Group/ Committee Award

For exceptional achievement through team work.

#### The Corporate Volunteer Award

For employees of our corporate partners who make an outstanding contribution through volunteering.

#### The Deborah Hutton Award

For supporting people affected by cancer.

#### The Douglas Macmillan Award

For promoting Macmillan and leaving a lasting legacy.

#### The Richard Hambro Award

For inspiring leaders.

#### The Vicky Clement-Jones Award

For using a personal cancer experience to help others.

#### Young Macmillan Champion Award



## Nomination Form for the Harrogate Volunteering Oscars 2015

There are 16 categories for nominations this year ranging from 'Young Volunteer of the Year' to 'Lifetime Volunteer.'

If you know someone who you feel deserves an award for their contribution to volunteering in the Harrogate and Rural Districts, follow the link and nominate them now!

[www.harvolunteercentres.org.uk](http://www.harvolunteercentres.org.uk)

Two of our volunteers at the Sir Robert Ogden Macmillan Centre were commended at last years award ceremony , and Boots were recognised for their support of the Centre in the 'Corporate Engagement Award.'

**The closing date for nominations is 12 noon on Tuesday, October 13, 2015.**



# Fundraising for the SROMC

## How to get involved



Raising funds to support the SROMC could not be easier. Harrogate Hospital and Community Charity can offer advice and support to anyone wishing to undertake one of a wide range of fundraising events.

From sponsored events, cake sales and charity functions to sky diving, marathons and once in a lifetime challenges - we are here to help.

The SROMC is currently trying to raise **£50,000**, to support further expansion of the Complementary Therapy service available to patients and carers. So far money raised has increased the service from 3 to 4 days a week, resulting in more patients and carers being treated and reducing the waiting list times for complementary treatments to start.

If you are part of a school, community group, company or just someone who would like to support us please get in touch - we would love to hear from you.

If you would like to help support the work of the Charity or find out more information contact **Harrogate Hospital & Community Charity at [www.HHCC@hdfn.nhs.uk](mailto:www.HHCC@hdfn.nhs.uk)**

Alternatively contact Sarah Grant, Macmillan Patient Information and Health and Wellbeing Manager  
Tel 01423 55 7317 or email [cancerinformation@hdfn.nhs.uk](mailto:cancerinformation@hdfn.nhs.uk)



## Please Support Simon



I'm Harrogate's Macmillan Lung Cancer Nurse Specialist. On Sunday 11th October, I'll be taking part in the Yorkshire Marathon in York to raise money for Mesothelioma UK. Meso UK is a charity which supports those affected by this rare form of cancer which is almost always associated with asbestos exposure.

I see the help and support given to many of my patients first hand by this charity, and so wanted to show my support and thanks to them by taking on this marathon challenge.

Please visit my JustGiving page to learn more about my run and the charity and please consider making even a small contribution.

<https://www.justgiving.com/simonbolton/>

## Junco Partners raise £1,200 for the SROMC

Dave Sproat and his band the 'Junco Partners' held their second gig to raise funds for the Sir Robert Ogden Macmillan Centre. Once again this popular local group put on another entertaining evening of great music and fun. Not only raising the roof but also an amazing £1200.00 for the Centre.

Held at the Frazer Theatre in Knaresborough on 3rd October the audience were treated to a host of classic 60's, R'n B hits and a great raffle.

Once again a huge thank you from everyone at the SROMC to all those who attended the event and special thanks to the Junco Partners.



More information about the group can be found at:

[www.facebook.com/  
TheJuncoPartners](http://www.facebook.com/TheJuncoPartners)

# The SROMC Chemotherapy Unit

## Goodbye but not farewell to Dave Anson



Dave pictured in his new role as the Macmillan Haematology Cancer Care Co-ordinator

I have enjoyed seven amazing years as part a truly great team on the Macmillan Unit. I am extremely proud and honoured to have worked with such a brilliant team of Health Care professionals who are dedicated to give the very best care to their patients. The team have been tremendously supportive to me throughout my time working with them and I have developed and learned so much from each and everyone in the team. The energy and enthusiasm that each member brings to their role, has made the unit a much more pleasant and uplifting place for patients to receive their treatment. I have very much enjoyed the relationships I have developed with all the patients I have worked with and hope I have made a small difference to them and helped to make their whole experience a little bit more pleasant.

I am looking forward to continuing working even more closely with all the haematology patients I will see within my new role. It is an exciting and challenging time ahead and I am looking forward to working within another fantastic and dedicated team. I am also looking forward to continuing to work and support patients been treated at the SROMC within the Haematology speciality. Making sure that all our patients move smoothly through their pathway of care and feel well supported throughout their experience with us.

## Key To Nursing Staff Uniforms on the unit and in the hospital



Lead Cancer Nurse



Clinical Nurse Specialist



Unit Sister



Staff Nurse



Clinical Support Care Worker



Care Support Worker



## Patient Information,

## Wellbeing & Benefit Service

### The SROMC Complementary Therapy Service Welcomes first Volunteer Therapist



We are delighted to welcome Lynne Gray, who has joined us as a volunteer complementary therapist on Wednesdays here in the centre.

Lynne has a wealth of experience having run a successful complementary therapy business of her own, whilst also working as a complementary therapist in The Holistic Cancer Care Centre at James Cook University Hospital in Middlesbrough.

Lynne subsequently sold her private business to become manager of the centre in Middlesbrough, taking early retirement in 2013.

We consider ourselves very lucky to have Lynne working with us on a volunteer bases, practising; massage, reflexology and The Bowen Technique.

## ‘Look Good Feel Better’ Is recognised in print by Boots and Macmillan

The monthly therapeutic beauty , nail, make-up and skincare programme has been celebrated in print by both Boots and Macmillan Cancer Support.

A patient who attended the sessions wrote to say how helpful she had found the programme.



An article about the development of the programme and the partnership with Boots, has also been published in the autumn edition of ‘Mac Voice.’ This is the charity’s quarterly magazine produced and distributed to all Macmillan professionals working within the UK.

*“I have attended two of the four beauty sessions so far and have to say they are amazing and so worthwhile. Losing my hair has affected me more than I ever thought it would and those two girls have found ways to make me feel good about myself with a few changes to makeup etc. that will replace true eyelashes and other features I take for granted.”*

Boots included this lovely feedback in their company bulletin, which is circulated nationwide.

If you are interested in attending or would like more information please contact;  
Sarah Grant , Macmillan Patient Information and Health and Wellbeing Manager  
Tel: 01423 55 7317 or Email [cancerinformation@hdfnhs.uk](mailto:cancerinformation@hdfnhs.uk)

**Session dates and content;**  
**6th October**      **Make-up**  
**3rd November**   **Skin Care**  
**1st December**   **Nail Care**





## Christmas Cards on Sale

Once again we will be selling Christmas cards on behalf of the Harrogate Hospital and Community Charity in the SROMC during the lead up to the festive season.

Cards will be available from the Macmillan Cancer Information Area opposite the SROMC Reception.

## *Save the Date* *SROMC* *Spring Ball*

*Saturday 14th May 2016*

*At the Old Swan Hotel*  
*Harrogate*

*For more information & Tickets*  
*contact Sarah Grant*  
*01423 55 7317*

### SROMC Wellbeing Services

#### The Complementary Therapy Service

offering;

Therapeutic Massage,  
Daoyin Tao, Bowen  
Technique, Reflexology and  
Reiki.

**FREE**

to patients and carers.

To arrange a referral or for  
more information please  
speak to the nurse/clinician



### Feel More Like you



For expert advice on caring  
for your skin, hair and nails  
during cancer treatment our  
Boots Macmillan Beauty  
Adviser will help to provide  
practical help and tips.

For more information  
contact Sarah Grant  
Tel: 01423 55 7317  
Email: [cancerinformation@hdfnhs.uk](mailto:cancerinformation@hdfnhs.uk)



## Feel the Benefit with Phil's Top Tips!



### SROMC Hair Loss Service

## Keeping Warm without the Worry



**npower** are working in partnership with **Macmillan** to help people affected by cancer.

**npower** customers who are being treated for cancer or are terminally ill pay no more than 10% of their income for fuel bills on their Fuel Management tariff. To check if someone qualifies, contact the Macmillan Support Line on **0808 808 00 00** and ask to speak to one of the Macmillan Energy Advisers.

**npower** also run the **Health Through Warmth** scheme which helps fund heating and insulation measures for eligible low income homeowners with a long-term illness. You **don't** have to be a npower customer to qualify for this scheme. Contact the number above to apply.

Some people on means tested benefits may also qualify for a **£140.00** credit towards their electricity bill as part of the **Warm Home Discount**. Most energy suppliers participate in the scheme and you can find more information at;

<https://www.gov.uk/the-warm-home-discount-scheme>  
or contact your electricity supplier for further details.

### Scalp Cooling

For more  
information speak  
to the nursing staff

### The Wig Service

To arrange an  
appointment  
contact the Orthotics  
Department

Tel: 01423 55 3445

on the  
Chemotherapy Unit

**S.A.S.H.**  
(Scarves And Stylish  
Headwear)

Every Wednesday  
2 – 4pm  
In the Ripley Room  
Just Drop In

**When Hair  
Grows Back  
After Treatment**

A Free consultation  
service offering  
support and advice,  
To book an  
appointment

# Cancer Support Information

## Need Information?



The Macmillan Cancer Information Support Service at The Sir Robert Ogden Macmillan Centre provides information to help and support patients, staff and carers on all aspects of living with cancer.

Open for appointments  
Mon - Fri  
9.30am - 4pm

Or drop in  
Mon - Fri  
8.30am - 4.30pm

Tel: 01423 55 7317

Email:  
cancerinformation  
@hdfnhs.uk

**Macmillan Cancer  
Support Line**  
Open 9am— 8pm  
Tel: 0808 808 00 00  
[www.macmillan.org.uk](http://www.macmillan.org.uk)

## Mesothelioma Support Yorkshire

Meet every 6 weeks  
Time 2-4pm  
At Park Plaza Hotel, Leeds  
Contact Simon Bolton, Lung CNS  
Tel 01423 55 5872

## Harrogate Lung Cancer Support Group

Time 2-4pm  
At Fire Station, Skipton Road,  
Contact Simon Bolton, Lung CNS  
Tel 01423 55 5872

## Oesophageal Patients Association

Meet Drop in session every 3rd Thursday of the Month  
Time 11.30am - 2pm  
At The Ripley Room,  
The Sir Robert Ogden Macmillan Centre,  
Harrogate.

## Golden Girls Gynaecology Cancer Support Group

Contact Marion Webb  
Tel 01423 55 5732

## Prosper Prostate Cancer Support Group

Meet Monthly  
Time 7-9pm  
At Christchurch Hall,  
Harrogate.  
Tel 01423 55 3318

## Welfare and Benefits Advice

Contact Phil Bremner  
At The Sir Robert Ogden Macmillan Centre.  
Tel 01423 55 7318  
Email [benefitsadvice@hdfnhs.uk](mailto:benefitsadvice@hdfnhs.uk)

## Breast Cancer Care

### Living with Secondary Breast Cancer

Contact 0345 077 1893 OR 0808 800 6000  
Time 11.00am  
3rd Wednesday of the month near Harrogate & York



## Just For Fun

G	E	T	A	N	R	E	B	I	H
O	Y	S	D	C	R	M	H	A	I
W	P	A	C	O	R	N	L	E	N
H	U	L	O	E	S	L	U	J	Z
A	M	E	N	I	O	T	W	O	Q
R	P	A	K	W	D	B	V	F	D
V	K	V	E	R	I	F	N	O	B
E	I	E	R	A	U	T	U	M	N
S	N	S	S	E	N	R	L	A	P
T	S	K	R	O	W	E	R	I	F

**Acorn**  
**Autumn**  
**Bonfire**  
**Conkers**  
**Fireworks**  
**Halloween**  
**Harvest**  
**Hibernate**  
**Leaves**  
**Pumpkin**

Dates for your diary!



**November**

Mouth Cancer Awareness Month

Lung Cancer Awareness Month

Movember - sign up to raise funds for male cancer Charities

<https://uk.movember.com/register>

**May 14th 2016**

The SROMC Spring Ball, Old Swan Hotel  
Harrogate

Harrogate and District **NHS**  
NHS Foundation Trust

You matter most

**INVESTORS  
IN PEOPLE**

For more information on any of the articles within this publication  
please contact;

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 The Sir Robert Ogden Macmillan Centre  
 1 Willaston Crescent  
 Harrogate  
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 Fax: 01423 55 7319

**WE ARE  
MACMILLAN.  
CANCER SUPPORT**

**Harrogate Hospital  
& Community Charity**