

Date: 25 May 2018

Re: Freedom of Information Request
Ref: 88-2018

Thank you for your email dated 27th April 2018 requesting information with regards to Health and Wellbeing events for breast cancer patients.

The information that you require is as follows:

1) Does your Trust offer a Health and Wellbeing event accessible to all breast cancer patients at the end of hospital-based treatment?

(A Health and Wellbeing event is defined as a group education and support event which helps people to manage their physical and psychological health after a cancer diagnosis.)

A. Yes

B. No- However, patients are given an information leaflet in their beginning of treatment pack to advise them of a service that is offered by Maggies.

2) If the Trust does offer a Health and Wellbeing event for breast cancer patients, are these events:

N/A

A. solely for people with breast cancer

or

B. for people with all types of cancer

3) For breast cancer patients who have completed their hospital-based treatment, do the nurses in the breast care unit routinely make direct referrals, where appropriate, to the following?

(By 'direct referral' we mean gaining consent from a patient to pass on their details to a support service or arranging for someone from the service to contact the patient)

Services provided by charities

- a. Support services provided by charities that support people with cancer (yes/no)
- b. Support services provided by charities that support people with breast cancer only (yes/no)

NHS Services

- c. Counselling / psychology services within the NHS (yes/no)
- d. Physiotherapy services within the NHS (yes/no)
- e. Fertility services within the NHS (yes/no)
- f. Lymphoedema services within the NHS (yes/no)
- g. Other support services – please specify below (yes/no) - However, we do advise patients of supportive services that are available at other hospitals within the network i.e. choir group, access to gyms etc.

4) If you do not refer to some/any of the services in question 3, is this due to any of the reasons below? Please indicate all that apply.

N/A

- a. Support services provided by charities that support people with cancer
 - Service not available (yes/no)
 - Unaware of service (yes/no)
 - Service is oversubscribed (yes/no)
 - Service is unsuitable for breast cancer patients (yes/no)
 - Patient is informed of the service but a direct referral is not made (yes/no)
 - Workload capacity does not allow time for referrals (yes/no)
 - Other (please give details)
- b. Support services provided by charities that support people with breast cancer only
 - Service not available (yes/no)

- Unaware of service (yes/no)
 - Service is oversubscribed (yes/no)
 - Patient is informed of the service but a direct referral is not made (yes/no)
 - Workload capacity does not allow time for referrals (yes/no)
 - Other (please give details)
- c. **Counselling / psychology services within the NHS**
- Service not available (yes/no)
 - Unaware of service (yes/no)
 - Service is oversubscribed (yes/no)
 - Patient is informed of the service but a direct referral is not made (yes/no)
 - Workload capacity does not allow time for referrals (yes/no)
 - Other (please give details)
- d. **Physiotherapy services within the NHS**
- Service not available (yes/no)
 - Unaware of service (yes/no)
 - Service is oversubscribed (yes/no)
 - Patient is informed of the service but a direct referral is not made (yes/no)
 - Workload capacity does not allow time for referrals (yes/no)
 - Other (please give details)
- e. **Fertility services within the NHS**
- Service not available (yes/no)
 - Unaware of service (yes/no)
 - Service is oversubscribed (yes/no)
 - Patient is informed of the service but a direct referral is not made (yes/no)
 - Workload capacity does not allow time for referrals (yes/no)
 - Other (please give details)
- f. **Lymphoedema services within the NHS**
- Service not available (yes/no)
 - Unaware of service (yes/no)
 - Service is oversubscribed (yes/no)
 - Patient is informed of the service but a direct referral is not made (yes/no)
 - Workload capacity does not allow time for referrals (yes/no)
 - Other (please give details)

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>