Operational Policy for Cancer and Palliative Care Information & Support Services
NHS Walsall Community Health

NHS Walsall Community Health Integrated Governance Sub Group formally approved this policy on 10th March 2011

Signature: David Shakespeare
Head of professional practice

Signature: Phil Begg
Chairman of Community Health

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APPENDIX A Cancer and Palliative Care Information and Support Services Structure Chart

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1. **Introduction**

This document sets out the Cancer and Palliative Care Information and Support Services Operational Policy. The service will be referred to as the Information and Support Service/Centre from hereafter.

The Cancer & Palliative Care Information and Support Centre are part of NHS Walsall Community Health and aim to provide cancer and palliative patients, their carers and families with up-to-date information and support at each stage of their journey. Raising awareness and encouraging members of the public to think about cancer prevention and screening, including information on healthy lifestyles and quitting smoking, are also an important part of our remit.

When users are faced with cancer or a palliative condition, sometimes all they want are simple, clear facts. At other times, they may just need a listening ear and a chat over a cup of tea/coffee. Whatever they need, the Information and Support Services Team are here to help at every step of the way.

Information and Support Services aim to provide a safe and welcoming environment to all its users offering a strategic approach to the management of its information and support.

Information and Support Services aim to provide its users with access to support, an opportunity to talk, accurate comprehensive information; along with signposting and support to access other services.

2. **Purpose**

The purpose of this document is to set out the operational policy for Cancer and Palliative Care Information and Support Services ensuring all staff, volunteers and members of the public are aware of what the Information and Support Centre can offer, who will be using it, what facilities are available and the standards for material inclusion.

The Policy is based on the following referenced documents:

‘Provide information that supports people who use services, or others acting on their behalf, to make decisions about their care, treatment and support’. Regulation 17, Outcome 1: Respecting and involving people who use services, Care Quality Commission (2009).

‘Improving Prevention, Improving Screening and Improving Cancer Services in the Community’ are areas highlighted in the NHS Cancer Plan (2000).

‘Ensure that accurate, comprehensive and comprehensible information about cancer is accessible to all those who need it’ Cancer Information Strategy (2000).

‘The ability of patients to make choices about their healthcare depends on information: without information they have no real choices at all’. Department of Health (2004) Better Information, Better Choices, Better Health.

‘All patients and carers have access: to high quality information materials when they need them, in a format and a level of complexity appropriate to their needs.'
Patients and carers are offered help to understand information materials, should they so request, to enable them to decide what care options are most appropriate for them. Patients and carers have access to sources of emotional support to help them cope with the impact of information received'. NICE Guidelines in Improving Supportive and Palliative Care for Adults with Cancer (2004).

Information and Support Services are working to all the above by tackling inequalities, reducing the risk of cancer, raising awareness, and providing appropriate information on cancer and palliative conditions at the right time. Implementation of this policy will ensure that all users of Information and Support Services are aware of what it can and cannot provide.

3. Definitions

3.1 Users

Cancer and Palliative Information and Support Services has been set up primarily to be used by patients, relatives and carers providing information and support throughout their cancer and/or palliative journey. It is also relevant to members of the general public requiring information and support around cancer awareness, prevention and screening services, and also to support staff in finding information to provide to patients or to meet their own health information needs.

The Centre may be used by all of the following:
- Patients who are registered with a Walsall GP
- Patients receiving treatment from NHS Walsall Community Health / Walsall Manor Hospital
- Relatives or carers of cancer or palliative inpatient and outpatients in the borough
- Other NHS services
- Local or national support groups
- Healthcare staff wanting further information for themselves or their patients
- Members of the public who may wish to find out more about healthy lifestyles, specific health issues / conditions or related issues such as benefits or transport to and from hospital appointments.

For ease of use, all the above will be referred to as “users” in this document.

3.2 Information

Information will refer to everything given to users of the service in verbal, written or electronic formats. The information given will focus on health, illness and related issues such as benefits and financial support available.

It will include, but not necessarily be limited to, the following:
- Cancer and palliative specific information including surgical interventions
- Information on services in the Palliative and End of Life Care Unit / Walsall Hospitals NHS Trust
- Information on health promotion issues and healthy lifestyles, including: quitting smoking, alcohol, obesity, healthy diet and exercise
- Benefits Advice via Macmillan CAB (Citizens Advice Bureau) Benefits Advisor
- Information, signposting and supporting users to access other NHS and third sector services
- Information on patient support groups
3.3 Definition of Palliative Care by World Health Organisation

“Palliative care is an approach that improves the quality of life of patients and their families facing the problem associated with life-threatening illness, through the prevention and relief of suffering by means of early identification and impeccable assessment and treatment of pain and other problems, physical, psychosocial and spiritual.

Palliative care:
- Provides relief from pain and other distressing symptoms
- Affirms life and regards dying as a normal process
- Intends neither to hasten or postpone death
- Integrates the psychological and spiritual aspects of patient care
- Offers a support system to help patients live as actively as possible until death
- Offers a support system to help the family cope during the patients illness and in their own bereavement
- Uses a team approach to address the needs of patients and their families, including bereavement counselling, if indicated
- Will enhance quality of life, and may also positively influence the course of illness
- Is applicable early in the course of illness, in conjunction with other therapies that are intended to prolong life, such as chemotherapy or radiation therapy, and includes those investigations needed to better understand and manage distressing clinical complications”

Any mention of palliative conditions in this document will refer to:
- Cancer
- HIV / AIDS
- End Stage Respiratory
- End Stage Cardiac
- End Stage Renal
- Neurological Conditions: Motor Neurone, Multiple Sclerosis

Information on other rare palliative conditions can be obtained on request.

4. Responsibilities

4.1 Role of Operational Manager for Non Clinical Palliative & End of Life Care

The Operational Manager for Non Clinical Palliative & End of Life Care is responsible for:
- Managing Information & Support Services, the Complementary Therapy Service, the Bereavement Service, Voluntary Services, Screening Services and the Palliative Care Centre
- Dealing with user queries face to face and over the telephone
- Providing a listening ear to users accessing the service
- Ensuring all staff and volunteers adhere to the principles of this policy
- Lead in all service developments in line with national and local objectives
- To engage with users to ensure the service is meeting the needs of the local population
- Ensure compliance with all NICE Guidelines relevant to the service area
4.2 Role of the Centre Coordinator

The Information Centre Coordinator is responsible for:

- Ensuring the day to day running of the Centre
- Ensuring that information materials used in the Centre are accredited and up to date
- Dealing with user queries face to face and over the telephone
- Providing a listening ear to users accessing the service
- Ensuring that staff and volunteers operate within the context of the policy
- Ensuring systems are in place to record client contact data
- Ensuring each user contact is correctly logged onto a log form and then onto the database

4.3 Role of the Information and Support Officer

The Information and Support Officer is responsible for:

- Meeting and greeting clients, being the first point of contact for Information and Support Services
- Ensuring that materials are ordered and maintained in line with the guidance in this policy
- Ensuring that the FREEPHONE service is maintained during normal working hours and messages left on the answer machine are responded to as soon as possible
- Dealing with user queries face to face and over the telephone
- Providing a listening ear to users accessing the service
- Ensuring that information requested by users is sent to them in a timely manner
- Ensuring each user contact is correctly logged onto a log form and then onto the database

4.4 Role of Outreach Information & Support Officer

The Outreach Information & Support Officer is responsible for:

- Ensuring cancer and palliative patients and carers are supported at home, in hospital, in the community and in the Centre
- Ensuring referrals to the service are recorded and contact is made with users in a timely manner
- Ensuring hard to reach groups are made aware of the service and breaking down language and social barriers
- Assisting patients, carers and health professionals by providing language support in Hindi, Gujarati, Punjabi and Urdu
- Ensuring all Walsall community members have easy access to information and support around cancer and palliative conditions, cancer awareness, prevention and screening
- To organise and participate in awareness events throughout the borough engaging with users and members of the public
- Dealing with user queries face to face and over the telephone
- Providing a listening ear to users accessing the service
- Ensuring each user contact is correctly logged onto a log form and then onto the database

4.5 Role of Outreach Support Officer; specialising in Breast & Cervical Screening

The Outreach Support Officer is responsible for:

- Ensuring uptake rates for breast and cervical screening are increased within the borough of Walsall
- Ensuring cancer and palliative patients and carers are supported at home, in hospital, in the community and in the Centre
- Ensuring referrals to the service are recorded and contact is made with user in a timely manner
- Ensuring hard to reach groups are made aware of the service and breaking down language and social barriers
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- Dealing with user queries face to face and over the telephone
- Providing a listening ear to users accessing the service
- Ensuring each user contact is correctly logged onto a log form and then onto the database

4.6 Role of Volunteers

- To support and assist staff in the Information and Support Centre
- To maintain the library, ensuring ease of use for users
- To offer a manicure clinic once a week (when possible)
- To support and assist staff on awareness events throughout the borough

Organisational Structure Chart: see APPENDIX A

5. Resources

5.1 Written Materials

The Information and Support Centre will hold a stock of written materials on a wide variety of cancer and palliative care related areas. However, most organisations from where Information and Support Services obtains its printed materials from now provide facilities for the material to be downloaded from the internet. Internet based resources provide the most up to date versions of the materials and the Centre will, where possible, utilise these resources in preference to maintaining large stocks of printed material which can go out of date quite quickly.

Topics covered by printed materials held may include but are not limited to:
- A range of cancer and palliative medical conditions and surgical interventions
- Health promotion materials including smoking cessation, diet and exercise
- Benefits Advice
- Information on services within the Palliative and End of Life Care Unit / Walsall Hospitals NHS Trust
- Information on local NHS services
- Local and national support groups

The majority of written resources will be displayed in the Centre, but some information may also be stored away in cupboards and is available on request.
5.2 Library Resources

Books, CDs, DVDs, Videos, Cassettes are available to users on loan. Users are required to join the Information and Support Services Library, producing two forms of identification in order to become a member. On approval, users are then entitled to borrow up to four items for a period of four weeks. Users must return borrowed items within the specified period. Failing to do so will result in the user’s membership being cancelled. Users may renew items up to a maximum of two consecutive times; this can be done in person by visiting the Centre or by telephone.

Library items include:
- Cancer and palliative care specific titles
- True stories by cancer and palliative care patients and carers
- Self help
- Healthy eating and recipes, exercise, relaxation
- Fiction
- Items will be recorded on a database and will be kept up to date when new additions are added to the library

5.3 Criteria for Inclusion of Resources

Information and Support Services will use information materials that:
- Are relevant to the topic areas identified above
- Are not more than 5 years old (unless there is a specific identified reason for inclusion of an older text)
- Have the date of production on them or where the date of production can be easily sourced
- Have been designed for use in the United Kingdom

5.4 Criteria for Inclusion of Local Information Materials

Local information materials will be kept if they meet the criteria above and are related to nationwide resources’ and describe or promote local services relevant to Centre users.

5.5 Electronic Resources

There is one computer in the Centre for public use. This can be used free of charge with restricted access to selected websites related to health and social care issues and financial benefits advice. Information from websites may be able to be printed for personal use. Information and Support Services staff will be available to support users and find the information they require, either in paper or electronic format, and assist them with printing the materials. The use of this facility will be subject to fair and equitable use as determined by the Operational Manager for Non Clinical Palliative and End of Life Care.

Making access to some internet sites available does not mean that NHS Walsall Community Health endorses any of the particular sites, and does not take any responsibility for the information contained in any of the sites, other than those operated by NHS Walsall Community Health and Walsall NHS.
The conditions of use are:
- Agreement that the computer will only be used for purposes of finding information about health related topics
- The computer use will be limited to periods of thirty minutes at any one time if the Centre is busy
- This is at the discretion of the Centre Coordinator

6. Information and Support Services

6.1 Information and Support Centre

Information and Support Services will aim to provide:
- Accurate comprehensive and comprehensible information about cancer and palliative care conditions, cancer awareness, prevention and screening
- Information on local and national services
- Information on local and national support groups
- A drop in centre
- A relaxed and calming environment
- A listening ear
- Information prescriptions
- A library service
- Supervised internet access to look at cancer and palliative specific sites
- Bi annual newsletter
- Access to benefits advice
- Freephone line and out of hours answer machine
- Supporting Health Professionals
- Access to Psychological, emotional and practical support
- Access to Complementary Therapies
- Access to other services within Palliative and End of Life Care
- Signposting and supporting users to access third sector services: community organisations, voluntary groups
- Patient Parties / Events
- The Centre is wheelchair accessible

6.2 Outreach Support Service

Information and Support Services Outreach Team will aim to provide cancer and palliative care patients and their families with one to one support at home, in hospital or at the Centre. Language support will be available to users who speak Gujarati, Hindi, Punjabi and Urdu. Where other language support is required staff will make the necessary arrangements through SWISS Interpreting services.

Black and Minority Ethnic Group (BME) users will also have the opportunity to be part of the BME Support Group called ‘Mosam’ (meaning ‘Seasons’). Users meet every four to six weeks; addressing emotional, spiritual, cultural and religious needs along with learning about cancer and palliative care services in Walsall. ‘Mosam’ are facilitated by the Outreach team and are consulted when producing new documentation about cancer and palliative care and their views are sought in various aspects around cancer, palliative care, cancer awareness, prevention and screening.
6.3 Awareness & Prevention

The Outreach staff will organise and participate in awareness events throughout the borough engaging with users and members of the public. The Outreach Team will look at innovative ways of raising awareness and prevention around cancer. They will also engage with third sector providers and other organisations to promote awareness in the workplace. They will target hard to reach groups with a view to breaking down language, social and cultural barriers and build confidence within these groups.

6.4 Screening

Outreach staff will promote NHS screening services across the borough, highlighting the importance of screening, and looking at innovative ways of encouraging members of the public to attend their screening appointments. The Outreach Support Officer specialising in Breast and Cervical Screening will aim to improve the uptake rates of breast and cervical screening in the BME and hard to reach communities, along with supporting and translating for members of the public who attend for breast or cervical screening.

6.5 Consent

Centre staff will ensure that users’ consent is received prior to signposting or referring them to other services. Staff must record that consent has been given appropriately on the contact log form or in the users’ record file prior to a referral being made.

6.6 Staff Training / Education and Development

Staff will be trained in the following areas, but it is not necessary that all staff with be trained in all areas:

- Basic Counselling Skills Training
- Loss and Grief Training
- Palliative Care Awareness Training
- Listening Skills Training
- Communication Skills
- Non Malignant Disease Awareness Training
- Site Specific Awareness Training
- Mandatory Training (NHS Walsall Community Health)
- Organisational and local staff Induction (NHS Walsall Community Health)

Staff training needs will be evaluated annually.

6.7 Partnership Working

Information and Support Services will maintain and develop close working links with:

- The acute and community sector, working closely with Clinical Nurse Specialists, Macmillan Nurses, Occupational Therapists and other health professionals involved with the care of cancer and palliative care patients in Walsall
- Walsall Hospice
- Walsall Metropolitan Borough Council, liaising with social workers who are involved with the care of cancer and palliative care patients in Walsall
- Local and National Cancer and Palliative Care Support Groups
- Religious Groups
- Community Groups
- Local Employers
- Voluntary Groups
- The Patient Advisory Cancer Team (PACT)

6.8 PACT Group (Patient Advisory Cancer Team)

PACT represents a diverse community and aims to improve cancer services for everyone across Walsall and its surrounding area. The group is made up of cancer patients, carers and health professionals who meet every six weeks. The Information and Support Services team will work in conjunction with PACT to support and assist with Cancer Awareness Week, the patient party and other events when appropriate. The Operational Manager for Non Clinical Palliative and End of Life Care will attend PACT meetings regularly ensuring the views of PACT members are considered and that support is provided on addressing issues for cancer and palliative care patients in the borough. The PACT group are consulted when producing new documentation around cancer and palliative care and their views are sought in various aspects around cancer, palliative care, cancer awareness, prevention and screening.

7. Access to Information Centre Materials

7.1 Information Materials

Staff and volunteers assisting in the Centre will need to be aware of this policy. Centre staff will be available to talk to users about their specific information or support needs and work with them to find the information / support they need. It is assumed that users will require differing levels of input dependent on their specific needs.

These may include:
- Signposting and supporting users to access specific areas
- Provision of verbal, written or other format information about a specific subject
- Additional support in identifying their specific information or support needs
- Facilitated use of internet resources to enable them to find the information they require
- In-depth information / support due to the sensitive nature of their situation

The electronic resources can also be accessed with support from a member of staff through NHS Walsall website and/or NHS Walsall Community Health website or by searching recommended websites on Google.

7.2 Patient Information Prescriptions

Users accessing clinics at Walsall Manor Hospital can obtain an Information Prescription from their Clinical Nurse Specialist. Once issued, the information prescription will be faxed / posted or hand delivered to Information and Support Services who will then dispatch information to the user. Information can vary from
cancer and palliative care specific diagnosis, treatment and medications to benefits advice, transport, complementary therapies and other local services. Within two weeks of dispensing the prescription the Information Officer will contact the user via telephone to ensure that they have received the information and whether they require any further support. Information dispensed is accredited and is what the Clinical Nurse Specialists have recommended.

7.3 Organisation of the Information Materials

Paper materials will be displayed in the Centre. There is a Notice Board in the Centre for users, displaying posters relating to cancer and palliative care updates, events and services.

7.4 Opening Times

The Information and Support Centre is available as a drop in service. This will operate between:

- Monday to Thursday: 9:00am to 5:00pm
- Friday: 8:30am to 4:30pm
- Saturday and Sunday: Closed
- Public Holidays: Closed

The Centre can be accessed in person, by phone or email as follows:

- In person: Cancer and Palliative Care Information & Support Services, The Challenge Building, Hatherton St, Walsall WS1 1YB
- By phone: FREEPHONE 0800 783 9050 or 01922 775038
- By email: cissenquiries@walsall.nhs.uk

The Centre will be available for telephone enquiries, personal visits and appointments. The telephone line will be covered by an out of hours answer machine.

The Centre is wheelchair accessible.

8. Providing Information to Users

8.1 Medical Information

It is expected that information about the user’s diagnosis and treatment will be provided by the clinician caring for the patient. The Centre may be asked by the user for further information about the medical / surgical condition they have and will provide information in line with the user’s requests. Centre staff are not clinically trained and will therefore support and encourage users to speak with their clinician(s) for further information or clarification regarding any aspect of their personal treatment or care. The Centre staff will not engage in providing specific information related to any individual’s personal condition. Centre staff will be able to support users in approaching their clinician as appropriate.
8.2 Local Information and Support

Contact details will be held in the Centre for local and national support groups, charitable organisations, local services and services within Palliative and End of Life Care. This information will be available to users in relation to their specific condition.

8.3 What the Information & Support Centre will not provide

The Centre will not provide specific information related to a user’s personal medical condition as the Centre staff will not have access to personal healthcare records, or the clinical knowledge to deal with such enquiries. However, Centre staff will help users explore what they want to know, discover what their questions and concerns are, and support them in finding the answers from the relevant clinicians.

The Centre will not provide information to users on information or advice given to any other users. Centre staff and volunteers will maintain the confidentiality of all users in line with NHS Walsall Community Health’s policy on confidentiality.

Centre staff and volunteers will not provide counselling to users, though they will offer help in finding appropriate information and support for those requiring counselling, and will signpost and support users to access other services when necessary with the consent of the user.

The Centre staff will not provide specific benefits or financial advice to users as they will not have the necessary knowledge to do so. However, they will book the user an appointment to see the Macmillan CAB Benefits Advisor, or signpost the user to the Benefits Advisor to arrange their own appointment or home visit.

The Centre will not stock information on every possible medical or surgical condition or health related issue. However, Information and Support Services staff will, where possible, download information from the internet on any requested health related topic if no printed materials are held in stock, and / or provide contact information for the user so that they can contact another organisation themselves. The Centre will not provide any financial assistance to any users.

9. Code of Conduct

Centre staff and volunteers will assist all users in a professional, polite and courteous way. Centre staff will expect to be treated in the same way and verbal abuse, violence or aggression towards staff will not be tolerated. NHS Walsall Community Health has a zero tolerance policy towards violence or abuse towards its staff, and legal action will be taken where necessary. All centre staff and volunteers will treat any personal information of users in line with NHS Walsall Community Health’s confidentiality policy, and offer a confidential service to users, including the use of private space if requested.

10. Dissemination and Implementation

10.1 Dissemination of the Policy
After ratification the author will provide a copy of the policy to be placed on NHS Walsall intranet. The policy will also be included on the NHS Walsall Community Health website [www.walsallcommunityhealth.nhs.uk](http://www.walsallcommunityhealth.nhs.uk)

10.2 Implementation of the Policy

The Operational Manager for Non Clinical Palliative and End of Life Care is responsible for ensuring that this policy is followed by all staff and volunteers.

11. Document Control and Archiving

11.1 Library of Procedural Documents

The author is responsible for recording, storing and controlling this policy. Once the final version has been ratified, the author will provide a copy of the current policy to Governance and Communications so that it can be accessible to others.

11.2 Archiving Arrangements

All versions of this policy will be archived in electronic format within the Information Centre policy folder on G drive. Archiving will take place by the Information Centre Coordinator once the final version of the policy has been issued.

11.3 Process for Retrieving Archived Policy

To obtain a copy of the archived policy, contact should be made with the Information Centre Coordinator.

12. Monitoring Compliance and Effectiveness

12.1 Process for Monitoring Compliance and Effectiveness

Monitoring compliance with this policy will be the responsibility of the Operational Manager for Non Clinical Palliative and End of Life Care. Compliance with the policy will be monitored by ensuring that all materials provided comply with the quality criteria outlined in the policy and that a database of materials is maintained.

12.2 Standards/ Key Performance Indicators

Key performance indicator comprises:
Ongoing monitoring of electronic Information Centre database by: Information Centre Coordinator.

12.3 Data Collection

Data will be gathered on the number of users Information and Support Services has supported and also the level of intervention required for each user. Data will also be gathered on the topic of information or service area that the users have requested.

12.4 Comments Suggestion Box
A Suggestion Box for users' comments will be located in the Centre. NHS Walsall Community Health actively seeks feedback on its services from users. Centre staff will encourage users to complete the comments slip, in order to gain public feedback on NHS Walsall Community Health services including those in the Information Centre.

12.5 Satisfaction Surveys

The service will use satisfaction surveys annually to identify what users think about the service, providing users with an opportunity to constructively feedback to help with service improvement and development.

12.6 Audits

User records and data collection systems will be audited to ensure that they meet with NHS Walsall Community Health policies and procedures. Audits will be monitored by the Governance Department.

12.7 Equality Impact Assessment

NHS Walsall Community Health aims to design and implement services, policies and measures that meet the diverse needs of our service, population and workforce, ensuring that none are placed at a disadvantage over others. An Equality Impact Assessment has been undertaken and there are no adverse or positive impacts (see Appendix B).

13. References and Associated Documentation

13.1 References


Care Quality Commission (2009) Summary of Regulations, Outcome and Judgment Framework

Department of Health (2005) Creating a Patient-led NHS. Delivering the NHS Improvement Plan

Department of Health (2000) NHS Cancer Plan


National Institute of Clinical Evidence (2004) Guidelines in Improving Supportive and Palliative Care for Adults with Cancer

13.2 Associated Documents

• NHS Walsall Community Health Confidentiality Policy

Cancer and Palliative Care Information & Support Services:
• Patient Information procedure
• Information Centre procedure
• Use of Volunteers procedure
• Telephone / Freephone procedure
• Lone Working procedure
• Awareness Events procedure
APPENDIX A  Cancer and Palliative Care Information & Support Services Structure Chart

Head of Palliative & End of Life Care Business Unit

Operational Manager for Non Clinical Palliative & End of Life Care / Centre Manager

Information Centre Coordinator

Information Officer / Administrator

Outreach Information & Support Officer

Outreach Support Officer Specialising in Breast & Cervical Screening

Volunteers
## APPENDIX B  Equality Impact Assessment

<table>
<thead>
<tr>
<th>Title of the policy/guidance:</th>
<th>Operational Policy for Cancer and Palliative Care Information &amp; Support Services</th>
<th>Yes/No</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong> Does the policy/guidance affect one group less or more favourably than another on the basis of:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Race</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ethnic origins (including gypsies and travellers)</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nationality</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gender</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Culture</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Religion or belief</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sexual orientation including lesbian, gay and bisexual people</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Age</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disability - learning disabilities, physical disability, sensory impairment and mental health problems</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>2</strong> Is there any evidence that some groups are affected differently?</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>3</strong> If you have identified potential discrimination, are any exceptions valid, legal and/or justifiable?</td>
<td>n/a</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>4</strong> Is the impact of the policy/guidance likely to be negative? (If no, please go to question 5.)</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If so can the impact be avoided?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>What alternatives are there to achieving the policy/guidance without the impact?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can we reduce the impact by taking different action?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>5 Health inequalities</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>6</strong> Please consider the following questions relating to Human Rights Act:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Will it affect a person’s right to life?</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Will someone be deprived of their liberty or have their security threatened?</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Could this result in a person being treated in a degrading or inhuman manner?</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is there a possibility that a person will be prevented from exercising their beliefs?</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Will anyone’s private and family life be interfered with?</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is further detailed impact assessment required?</td>
<td>No</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
<th>Date completed</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sukhy Lally</td>
<td>Centre Coordinator</td>
<td>25/05/2010</td>
<td></td>
</tr>
</tbody>
</table>

## APPENDIX C  Checklist for the Review and Approval of Procedural Document

<table>
<thead>
<tr>
<th>Title of document being reviewed:</th>
<th>Yes/No</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Title</td>
<td>Operational Policy for Cancer and Palliative Care Information &amp; Support Services</td>
<td></td>
</tr>
<tr>
<td>Title of document being reviewed:</td>
<td>Yes/No</td>
<td>Comments</td>
</tr>
<tr>
<td>-----------------------------------------------------------------------------------------------</td>
<td>--------</td>
<td>----------</td>
</tr>
<tr>
<td>Is the title clear and unambiguous? It should not start with the word policy.</td>
<td>Yes</td>
<td>See front page</td>
</tr>
<tr>
<td>Is it clear whether the document is a guideline, policy, protocol or standard?</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

2. **Rationale**

   Are reasons for development of the document stated? This should be in the purpose section.      | Yes    |           |

3. **Development Process**

   Is the method described in brief? This should be in the introduction or purpose.               | Yes    | Section one |

   Are people involved in the development identified?                                             | Yes    | See contributions list |

   Do you feel a reasonable attempt has been made to ensure relevant expertise has been used?    | Yes    |           |

   Is there evidence of consultation with stakeholders and users?                                 | Yes    | See consultation list |

4. **Content**

   Is the objective of the document clear?                                                       | Yes    | See purpose |

   Is the target population clear and unambiguous?                                                | Yes    | See metadata |

   Are the intended outcomes described?                                                           | Yes    |           |

   Are the statements clear and unambiguous?                                                      | Yes    |           |

5. **Evidence Base**

   Is the type of evidence to support the document identified explicitly?                         | Yes    |           |

   Are key references cited?                                                                     | Yes    | See section 13 |

   Are the references cited in full?                                                              | Yes    | See section 13 |

   Are supporting documents referenced?                                                           | Yes    | See section 13 |

6. **Approval**

   Does the document identify which committee/group will approve it?                              | Yes    | See metadata |

   If appropriate have the joint Human Resources/staff side committee (or equivalent) approved the document? | N/A | |

7. **Dissemination and Implementation**

   Is there an outline/plan to identify how this will be done?                                     | Yes    | See section 10, stored on internet and sent out via SAB alert |
<table>
<thead>
<tr>
<th>Title of document being reviewed:</th>
<th>Yes/No</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does the plan include the necessary training/support to ensure compliance?</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

8. Document Control

<table>
<thead>
<tr>
<th></th>
<th>Yes/No</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does the document identify where it will be held?</td>
<td>Yes</td>
<td>WCH internet</td>
</tr>
<tr>
<td>Have archiving arrangements for superseded documents been addressed?</td>
<td>Yes</td>
<td>See metadata/records management policy</td>
</tr>
</tbody>
</table>

9. Process to Monitor Compliance and Effectiveness

<table>
<thead>
<tr>
<th></th>
<th>Yes/No</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there measurable standards or KPIs to support the monitoring of compliance with and effectiveness of the document?</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Is there a plan to review or audit compliance with the document?</td>
<td>Yes</td>
<td>See monitoring section 12</td>
</tr>
</tbody>
</table>

10. Review Date

<table>
<thead>
<tr>
<th></th>
<th>Yes/No</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the review date identified?</td>
<td>Yes</td>
<td>See metadata</td>
</tr>
<tr>
<td>Is the frequency of review identified? If so is it acceptable?</td>
<td>Yes</td>
<td>See metadata</td>
</tr>
</tbody>
</table>

11. Overall Responsibility for the Document

<table>
<thead>
<tr>
<th></th>
<th>Yes/No</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is it clear who will be responsible for co-ordinating the dissemination, implementation and review of the documentation?</td>
<td>Yes</td>
<td>Author of the policy</td>
</tr>
</tbody>
</table>

Lead Director

If you are assured that the correct procedure has been followed for the consultation of this policy, sign and date it and forward to the chair of the committee for ratification.

<table>
<thead>
<tr>
<th>Name</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signature</td>
<td>Ratification Committee</td>
</tr>
</tbody>
</table>

Ratification Committee Approval

If the committee is in agreement to ratify this document, can the Chair sign and date it and forward to the Head of Assurance.

<table>
<thead>
<tr>
<th>Name</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signature</td>
<td></td>
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</tbody>
</table>