

Voice Annual Report 2022-2023

Our first activity of the year was supporting the Annual Macmillan Biggest' Coffee morning, the first one held in person at St George's since the lockdown, and it was a great success. Sharon Gayle, one of our CORE members came along and sold copies of her book, [Why Me?](#), to benefit the collection. The total raised was nearly £2000.00 a good result for 5 hours selling cakes and drinks. This year, the coffee morning is on Friday 29th September at the main entrance, with a great raffle so do come along or if you can't make the day, pick up some raffle tickets from the Macmillan Centre.

The [Macmillan benefits advisers for South-West London](#) have returned to the Macmillan Centre to hold face to face appointments. They can also help with applying for Special Hardship grants that have been made available by Macmillan in response to the extreme rise in the cost of living.

The National Cancer Patient Experience Survey results in 2022 showed St George's had improved, scoring above the expected range on 10 areas but areas that needed improvement included waiting times in clinics and information about immediate side effects and support from GPs.

The Health and Wellbeing programme for cancer patients and carers at St George's has continued to grow and flourish under with the enthusiasm of Estelle Le Galliot driving it forward. Voice works closely with Estelle on these developments, and she attends our monthly CORE meetings, continually consulting with the members and identifying the needs of the patients.

New developments this year have included a Reading for Wellbeing activity with support from the charity [The Reader](#), a Hair and wig workshop in partnership [Art St George's resident artists](#) started visiting the Trevor Howell and Ruth Myles day units offering crafts activities and music, and a very successful new support group, George's Green Club, which meets in the delightful hospital gardens once a month.

The vision of George's Green Club is based on research that being in nature and with peers has very beneficial emotional effects and John Greco, head Gardener at St George's, has been very generous with his time and support. The group was the idea of one of our new CORE members, Jan Rose and Estelle. the Cancer staff have given it their full support as it gives patients and carers the chance to meet up in an informal setting to exchange thoughts and experiences whilst also appreciating the gardens. The flowers, vegetation and the environment are photographed and will be presented at an evening exhibition. Refreshments have been very generously provided by Jan who has also now become a Macmillan Centre volunteer.

The need for help and advice on hair matters was highlighted by a very good article in the Cancer Connect newsletter by Sharon Gayle and the new workshop with charities [Hair Reborn](#) and [Headwrappers](#), has been eagerly awaited. The three areas covered are hair loss, wigs and headscarves wraps. Another great addition to the health and wellbeing programme and the details of all the workshops, groups and the patient help videos can be found at the [Macmillan Centre webpage](#) on the St George's website.

At the end of 2022, Voice Core group Member, Janet Duff, joined a steering group of multi-disciplinary healthcare professionals to produce new series of videos named IMPACT which stands for "I'M Prepared for Anti-Cancer Treatment. The series aims to support patients ahead, during and after having Systemic Anti-Cancer Treatment (SACT). It joins the successful prehabilitation videos created for Get Set For Surgery. These initiatives have been developed by the Trust in partnership with Cancer Patients to ensure they have relevant health and wellbeing information. In the months ahead there will be invitations for patients to contribute their views and opinions

The Vice Chair of Voice, Bruce Johnston, was invited to present at the International Forum on Quality & Safety in Healthcare, in Copenhagen in May 2023. Bruce, in his role as Lived Experience Partner, was presenting with NHS England on "Coproducting Cancer Experience of Care Improvement Collaboratives in England". The presentation focused on aspects of the NHS England programme, particularly the principles and effectiveness of codesign/coproduction (patients and health professionals), how the model can be adapted and embedded, meeting the challenges of Covid and continuously improving into the future. Vice Chair of Voice, Bruce Johnson was invited to present at the International Forum on Quality and Safety in Healthcare in Copenhagen in May 2023. Needs details

St George's introduced a new healthier food menu for staff and patients after consultation and tasting sessions with volunteers including Voice members.

Members of Voice made a report to the head of patient experience about their concerns about the wrongly folded patient letters which result in confidential information such as date of birth being visible in the envelope window.

We published the first [Cancer Connect](#) post Covid issue in February 2023 and another in September. The Editorial team aims to publish 3 editions a year moving forward. If you would like to make a comment, want more information about any article or have suggestions for a future article, please email the Macmillan Information & Support Centre at cancer.information@stgeorge.nhs.uk.