



#CanyouCme

**JULY - SEPTEMBER
2024**

Quarterly REPORT

PREPARED BY
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PRESENTED TO
MACMILLAN CANCER SUPPORT


CROYDON BME FORUM

In partnership with

**MACMILLAN
CANCER SUPPORT**

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01

KEY ACHIEVEMENTS

Key Achievements

- Held our first conference in Croydon on July 3rd which received positive feedback
- Zak presented our project at ARCC and CVA's wellness day
- Formed working relationship with Sutton Carers
- Held first focus group for Richmond and Kingston
- Met local homeless refugees at Kingston Wellness event. Some have been diagnosed with Cancer and had no idea where to get help and support
- Roll out of our voices and visions forms after meeting with Emma Hammett
- Fruitful conversations with men from the Asian community at Community Matters at Purely Mosque event, which can be a difficult demographic to speak to.
- First steering groups for Sutton & Wandsworth, and Kingston & Richmond
- Hosted a Macmillan Coffee Morning and raised over £200 during our 2-hour event, Croydon's Deputy Mayor attended
- The team secured a place at Macmillan's Professional Conference in November, an opportunity to network more and collaborate with other Macmillan community initiatives

02

NUMBERS & SOURCE
OF CLIENT CONTACT

Numbers & Source of Client Contact

July - September	Total No. of Contacts			
	July 2024	August 2024	Sept 2024	Total
Croydon	0	1	2	3
Merton	0	0	0	0
Sutton	5	6	3	8
Wandsworth	1	3	5	9
Richmond	1	3	5	9
Kingston	2	2	7	11
Total	4	14	22	46

Source of referrals

July	Referral source totals			
	Primary Care referral	Secondary Care referral	Community Setting	Self-referral
Croydon	0	0	0	0
Merton	0	0	0	0
Sutton	0	0	0	5
Wandsworth	0	0	0	1
Richmond	0	0	1	0
Kingston	1	0	1	0
Total	1	0	2	6

Source of referrals

Aug	Referral source totals			
	Primary Care referral	Secondary Care referral	Community Setting	Self-referral
Croydon	0	0	0	1
Merton	0	0	0	0
Sutton	0	0	0	6
Wandsworth	0	0	2	1
Richmond	0	0	1	2
Kingston	0	0	1	1
Total	0	0	4	11

Source of referrals

Sept	Referral source totals			
	Primary Care referral	Secondary Care referral	Community Setting	Self-referral
Croydon	0	0	0	2
Merton	0	0	0	0
Sutton	0	0	0	3
Wandsworth	0	0	0	5
Richmond	0	0	1	4
Kingston	0	0	1	6
Total	0	0	2	20

Source of referrals

Local street setting

MULTICULTURAL RICHMOND

MILAAP FOCUS GROUP EVENT

Carers group

Wellness Centre Macmillan Coffee Morning

Met in community

Rochampton Library

Met at Wellness event

COMMUNITY EVENT

REFERRED BY ANOTHER
CLIENT

Local charity

Doddington Rollo Estate Hub

KINGSTON GP CHAMBERS

walk in wellness centre

RBK event

Chantelle's Community
Kitchen

HIGH STREET

Sutton Library

leaflet seen in community

ARCC event

Bus stop chat

03

DEMOGRAPHIC DATA ET CLIENT NEEDS

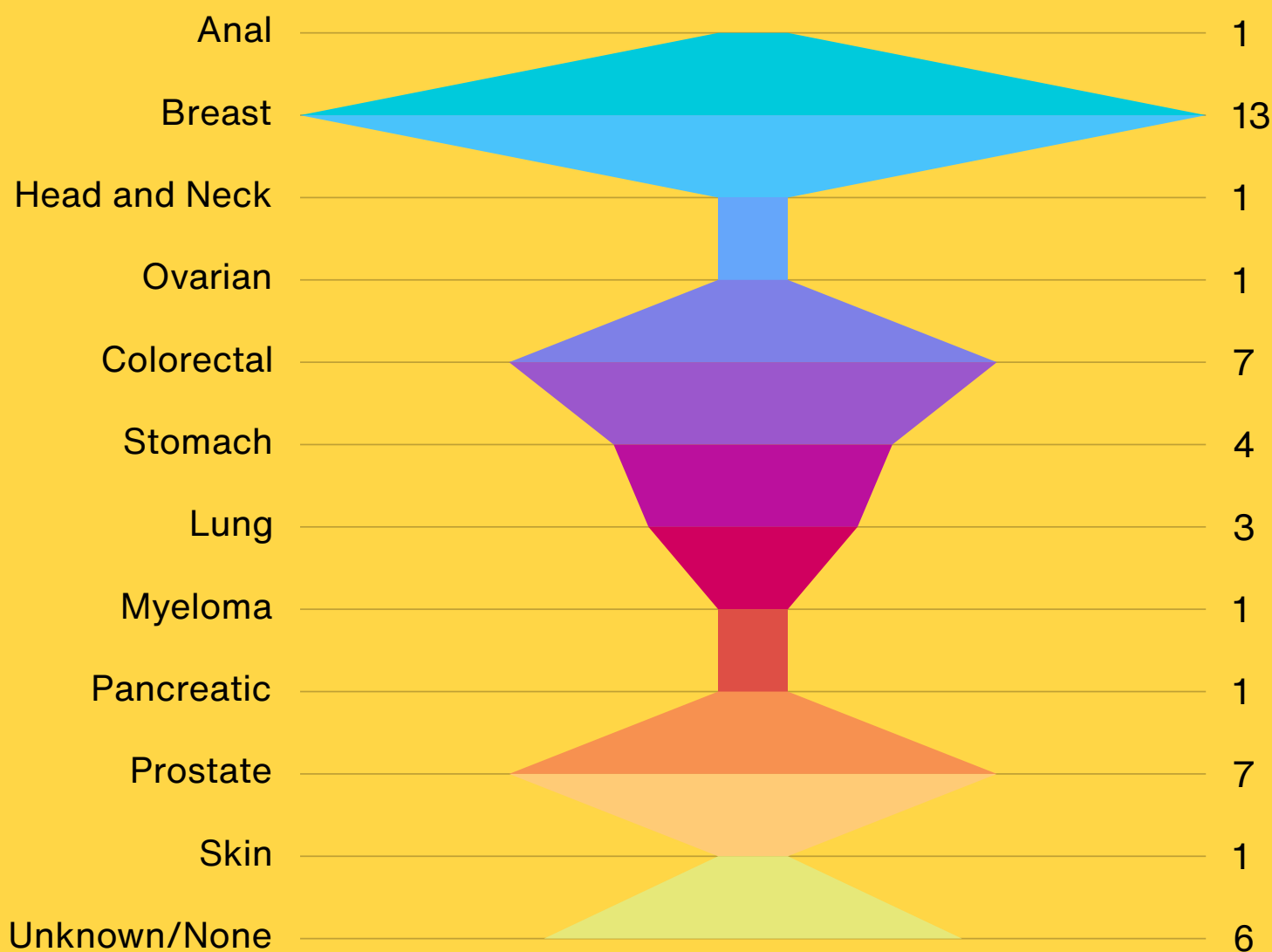
Demographic Data & Client Needs

	Someone with cancer	Affected by cancer (caring for someone)	Other/Unknown
Croydon	3	0	0
Merton	0	0	0
Sutton	0	10	4
Wandsworth	3	6	0
Richmond	6	2	1
Kingston	5	4	2
Total	17	22	7

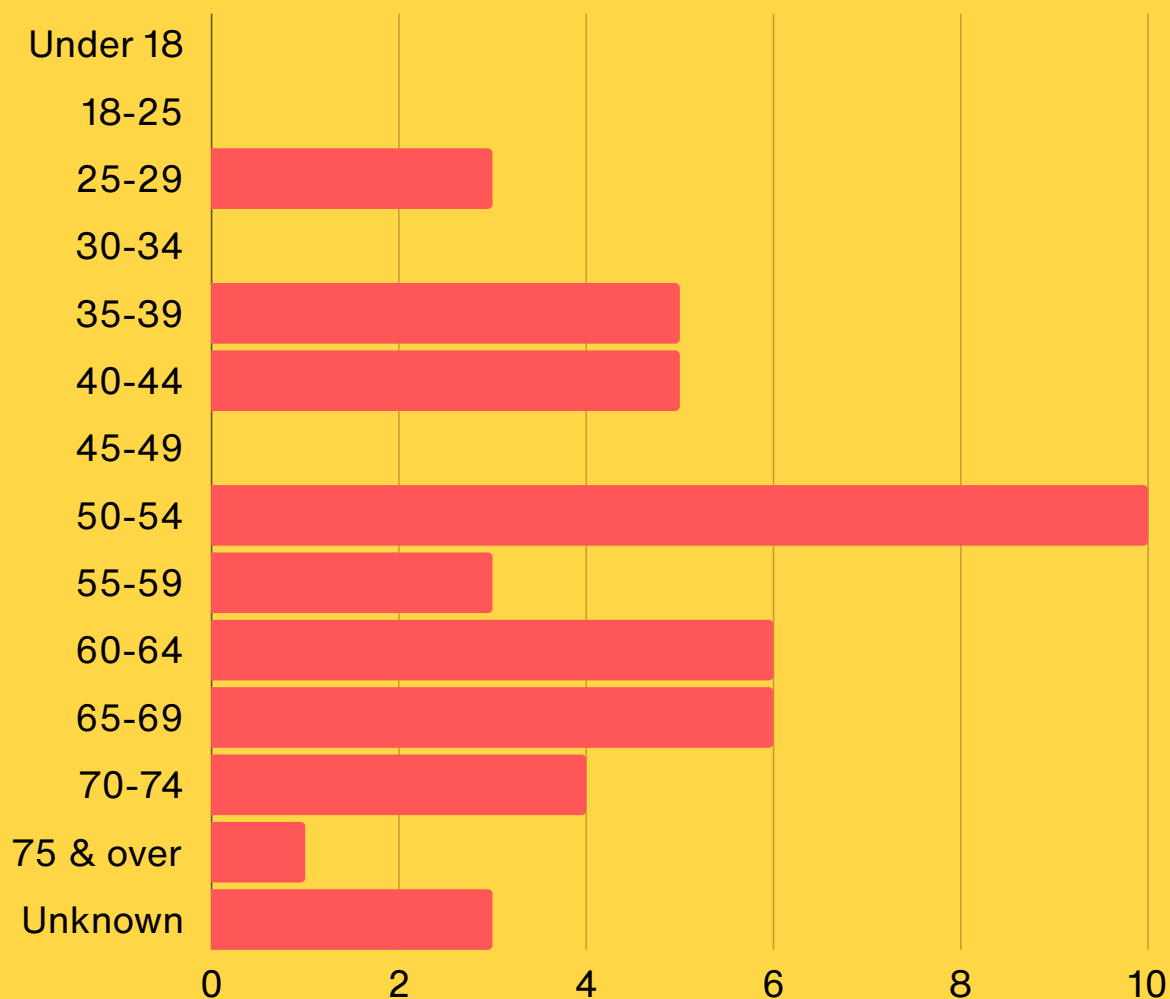
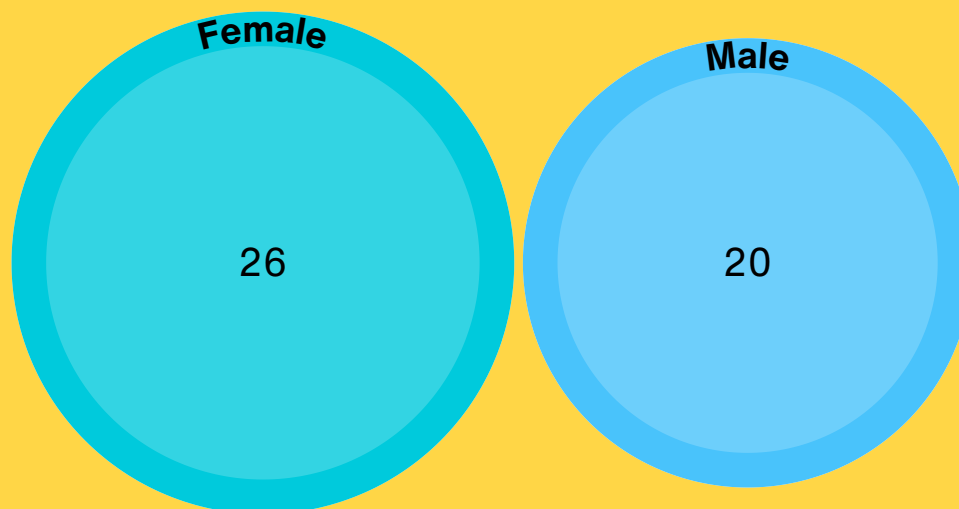
Demographic Data & Client Needs

Cancer Stage	No. of Clients
Signs/symptoms	6
Initial diagnosis	6
During treatment	10
End of treatment	11
Surveillance	1
Diagnosis of recurrence	1
Terminal DS1500	0
Not applicable or unknown	11

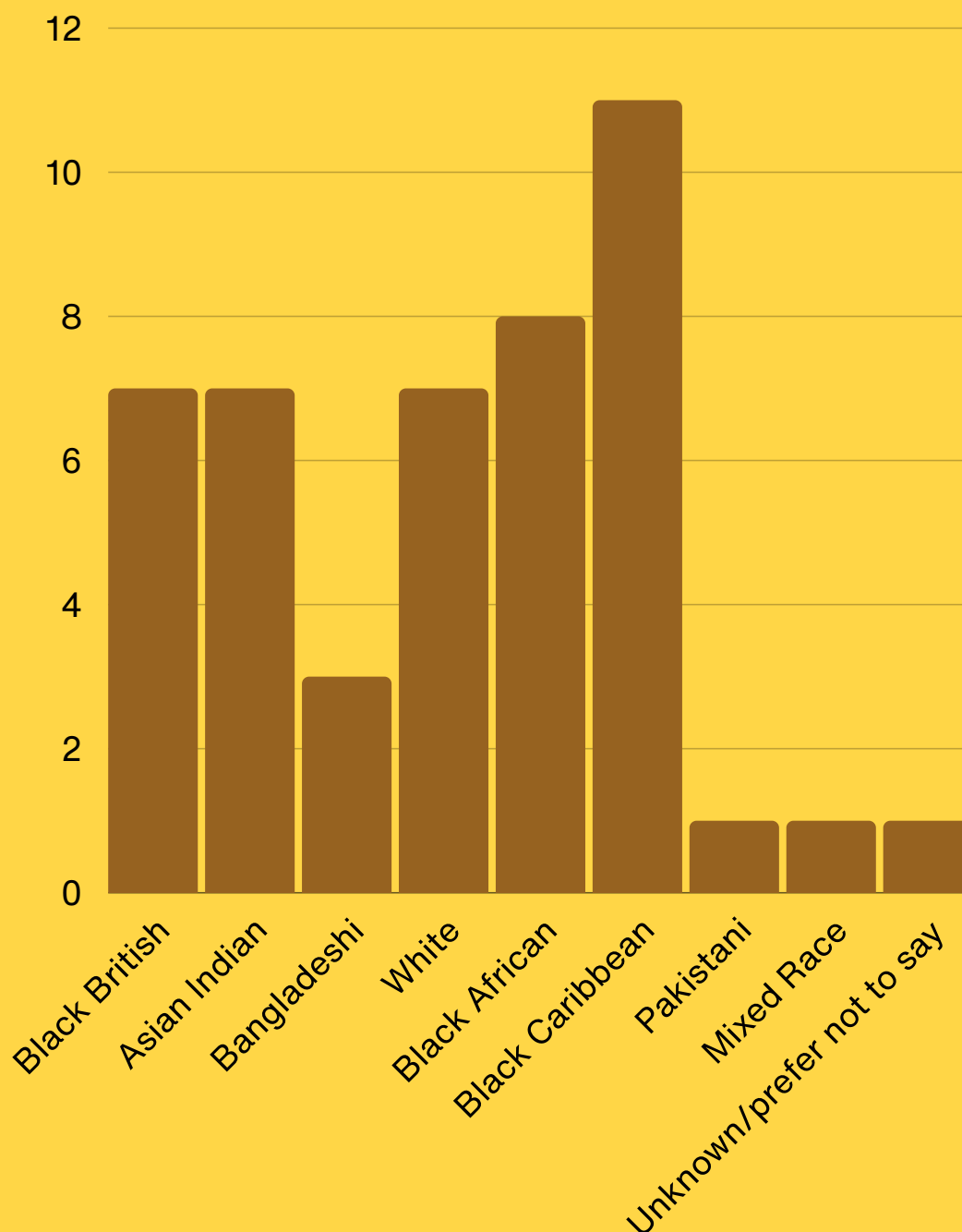
Primary Cancer Type



Client Gender & Age

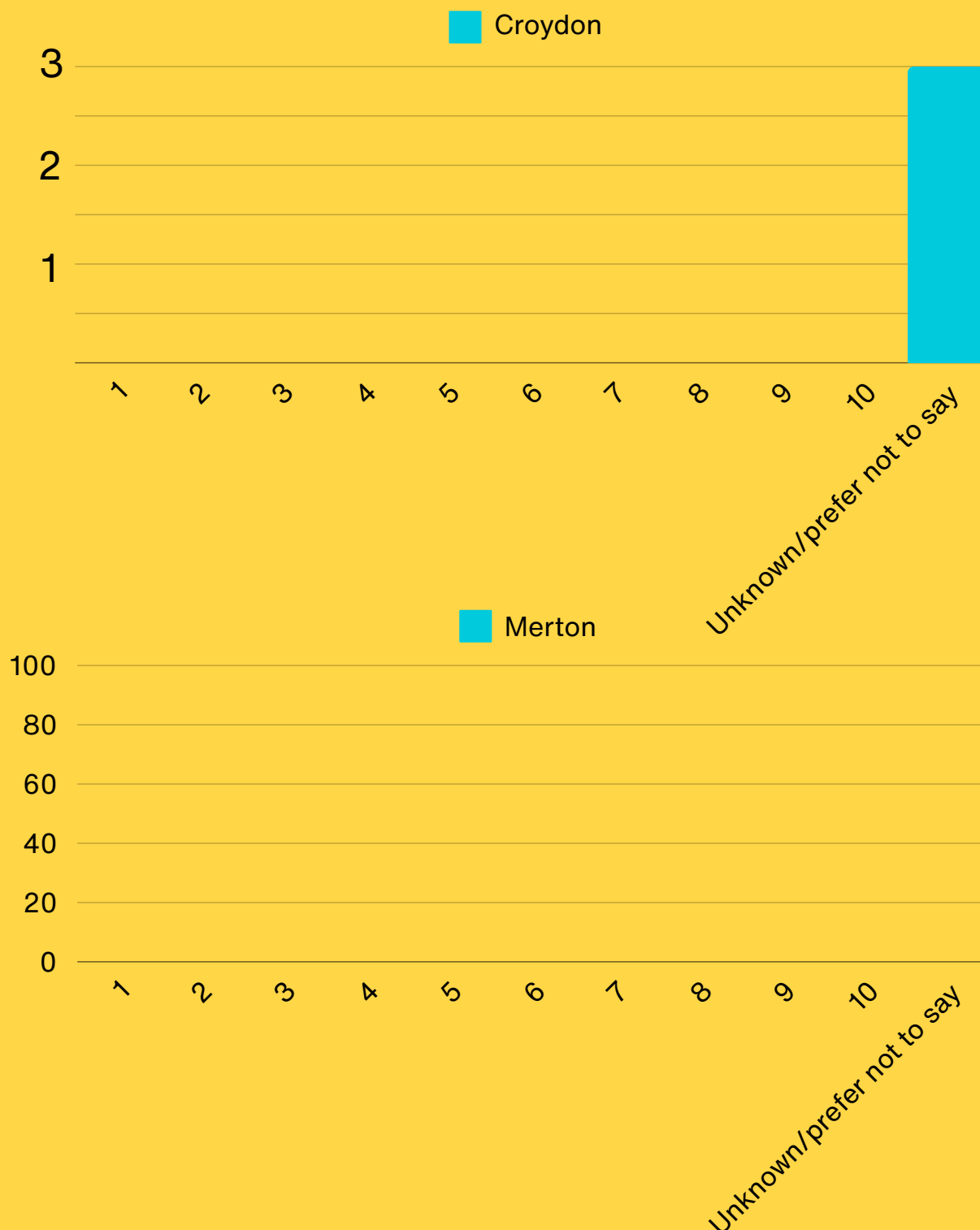


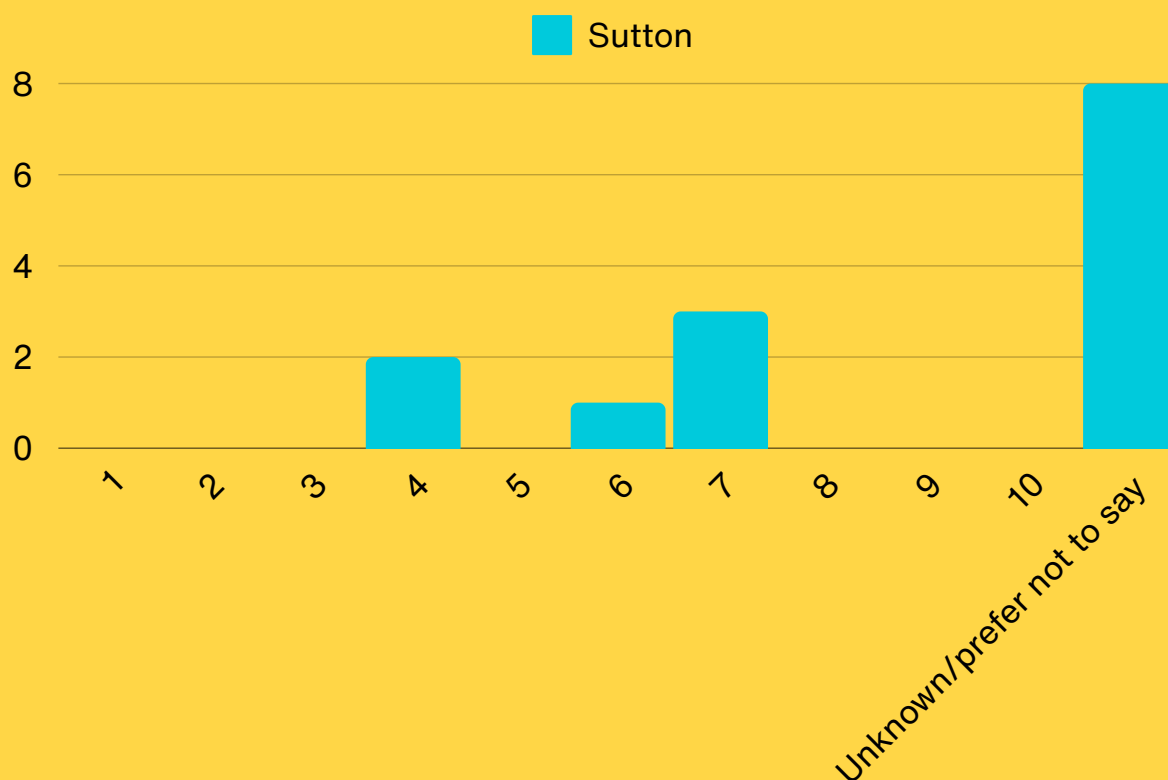
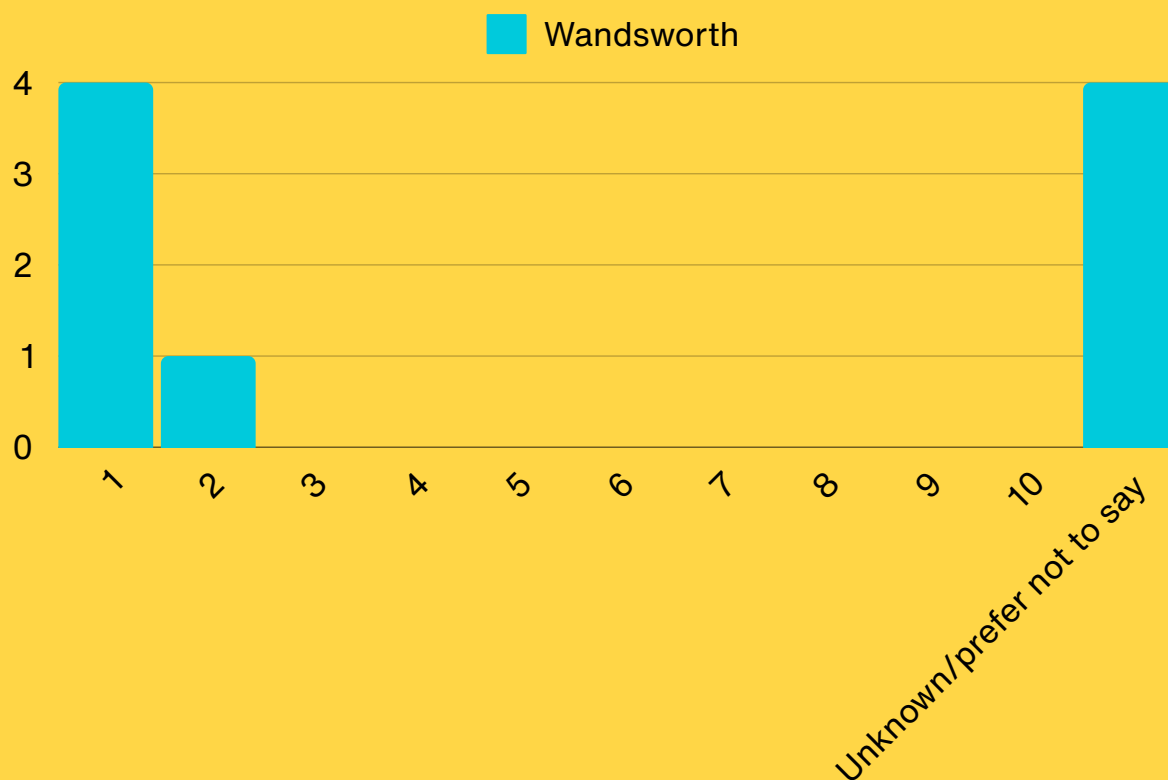
Client Ethnicities

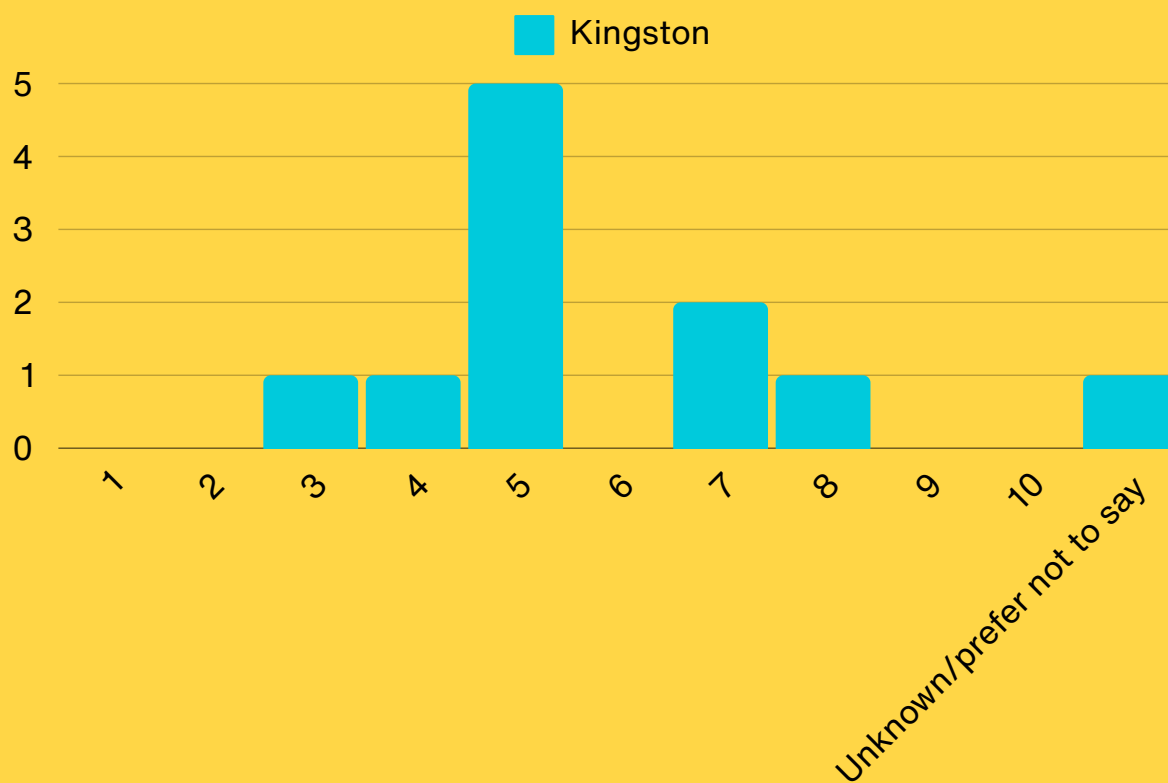
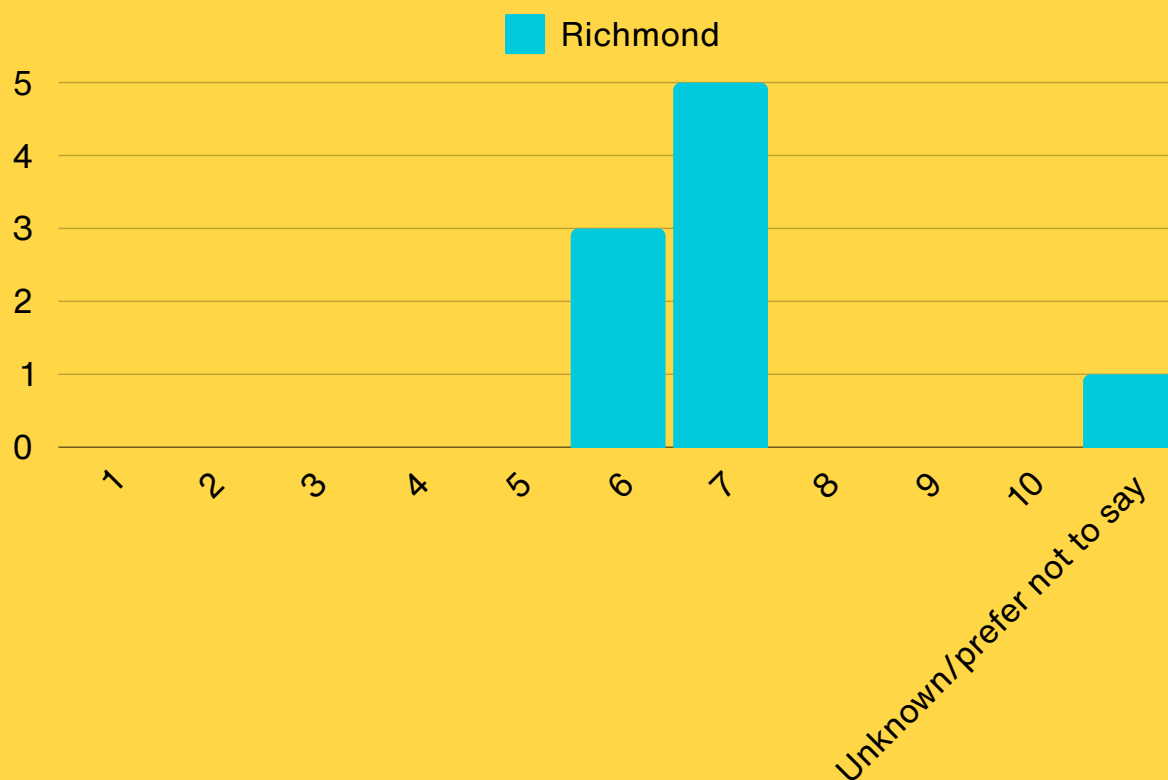


Deprivation Scores

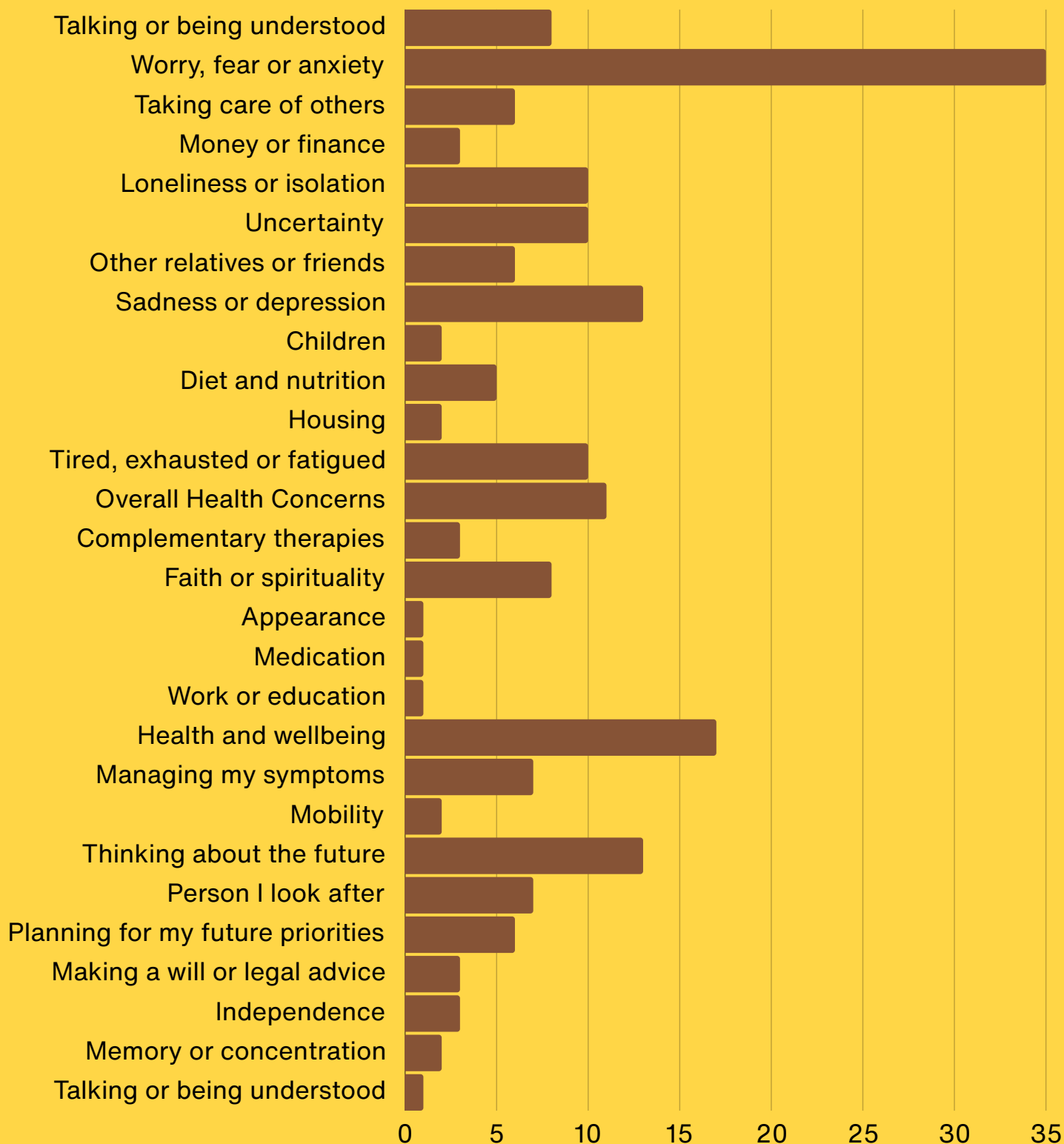
The Index of Multiple Deprivation decile, where 1 indicates the most deprived decile and 10 the least deprived decile.







Client Needs



Client barriers to accessing cancer healthcare/support

“ —

Yes, feels GP has treated him a certain way due to his ethnic background

English not first language

Unwilling to discuss

Sister has difficulty with English as not first language

None

Unknown

Unsure where to access support locally

Difficult getting appointments and explaining symptoms.

Understanding doctors

Unsure where to get support or health. Also a refugee

Issue with language being understood as they were from Bulgaria. Due to speech impairment and memory loss due to treatment for throat and neck cancer

Has not used Macmillan before

unsure what is available and where to go for support locally

Client barriers to accessing cancer healthcare/support

“ —

Unsure where to access help and support. Feels doctors are not listening to him and he is just another number.

No family to support.

She does not know where to get help from

Not sure where to access support

Unsure where to get support or having cultural issues being understood

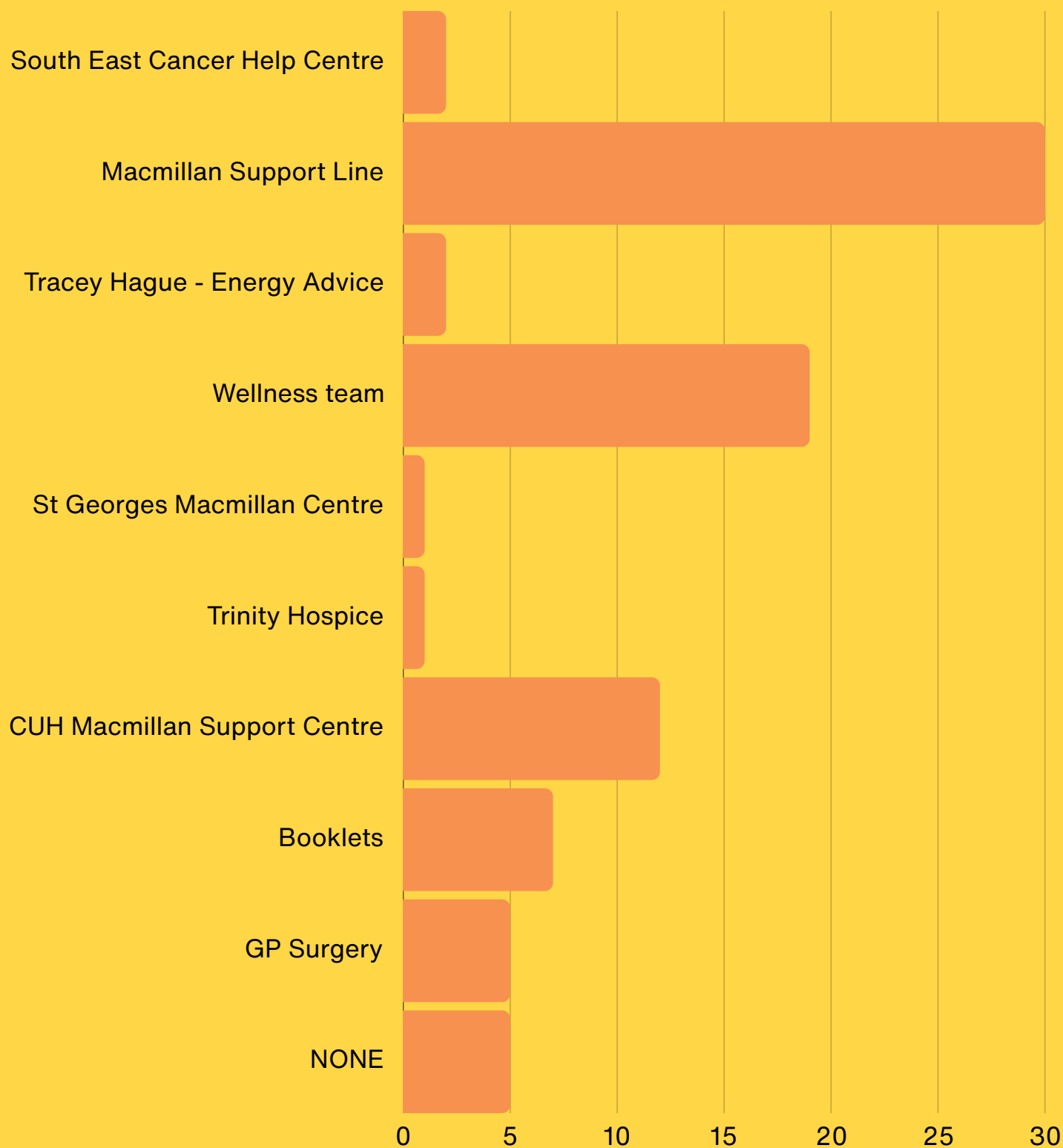
She explained she needed screening but the GP in UK kept saying she is fine, she thought/and did go back to Poland and got herself checked and she was diagnosed that she had right breast cancer she managed to get a screening done

No

Yes language barrier

Support for physiotherapy

Signposting



04

SERVICE ENGAGEMENT

Croydon

Date	Meeting with	Organisation	Description
29/07/2024	Malcolm Gill	St Christopher's Hospice	View Hospice
07/09/2024	Hameeda	Croydon Masjid	Introduced project
11/09/2024	Laura Foster (Team lead)	St Christophers	Introduced project to Laura
14/09/2024	Khodja & Shurma	Shirley Masjid	Introduced project

Please note: we had no coordinator in place between June - Sept

Merton

Date	Meeting with	Organisation	Description
12/08/2024	Susannah Brunert	Cancer Community Programme Manager, One Vision	Discuss each others projects and see where there are cross overs

Please note: we had no coordinator in place between June - Sept

Wandsworth

Date	Meeting with	Organisation	Description
04/07/2024	Hub	Doddington Rollo Community	
11/07/2024	Hub	Doddington Rollo Community	
02/08/2024	Emma Louise - Naef/ Polly Balsom/Isatta Sisay	Royal Trinity Hospice	Initial meeting with hospice to view facilities and resources
05/08/2024	Claire Bailey / Sara Ilea	South West London Screening Service	Meeting to discuss facilities within Breast Screening service
16/8/2024	Cancer support team / Physio Therapy	Royal Marsden Hospital	
06/09/2024	Helen Rickets / Caitlen Harvey	St Georges Hospital	Staff Training events , user stories/ Macmillan day
06/09/2024	Caitriona Ni Mhuirís	St Georges Hospital	Macmillan Coffee Morning

Wandsworth

Date	Meeting with	Organisation	Description
08/09/2024	Help Through Hardship Crisis Conference	Community Empowerment Network/ CAB Wandsworth	Event with over 150 attendees able to raise awareness of Project
10/09/2024	Fera of cancer Recurrence	South Forest Centre	Workshop regarding The return of Cancer
11/09/2024	Voluntary Sector Forum	Balham Library	meeting to discuss Wandsworth provision
09/12/2024	Glynis Nathan	Online	Discuss attendance at Wandsworth cancer Conference
26/09/2024	Jane Spayne	Croydon University Hospital	Meeting to discuss volunteer recruitment management
30/09/2024	Team	Rose Community Centre Wandsworth	working with community / plans in place to attend community events
06.09.2024	Tutors	Wandsworth Collage	Possibility of Students becoming volunteers

Sutton

Date	Meeting with	Organisation	Description
07/09/2024	Healthwatch Sutton	Healthwatch Sutton	Collaboration discussion and leaflet drop
23/07/2024	Sutton Carers	Sutton Carers	Collaboration discussion and leaflet drop
18/07/2024	Receptionist	St Anthony Hospital	Dropped off leaflets and introduced project
08/08/2024	Dr Caroline Leek	Fruitfly Collective	Discussed collaboration
20/08/2024	Team	Sutton Carers Cancer Support Centre	Meeting to introduce myself to the Sutton Carers Support Centre
23/08/2024	Sophie	Royal Marsden Partners	Discussed project and upcoming presentation
30/09/2024	Sophie	Royal Marsden Partners	Discussed upcoming presentation

Kingston

Date	Meeting with	Organisation	Description
10.07.2024	Support Worker CoP	Macmillan Cancer Support	Understanding the support worker role for MCS
11.07.2024	Joint Working Forum	Multiple organisations	Looking to find overlaps in projects and better understanding of what each project entails
11.07.2024	Anslim	Kingston Hospital	Referral Support
18.07.2024	Anslim	Kingston Hospital	Support
19.07.2024	Mulberry Centre	West Middlesex hospital	Cancer Care - Project awareness
01.08.2024	Anslim	Kingston Hospital	First treatment Injection
06.08.20204	Anslim	Kingston Hospital	Treatment plan
05.09.2024	Sheetal	Milaap Trustee	Organising a focus group and continued monthly meetings and events

Kingston

Date	Meeting with	Organisation	Description
06.09.2024	Kim	Korean Association Trustee	Organising a presentation for project and working together in the near future.
13.09.2024	Anslim	Royal Marsden Hospital	Client Support
16.09.2024	Reiss	Enable	Joint Project Planning
16.09.2024	Anslim	Kingston Hospital	Support
26.09.2024	Reiss	Enable	Focus group and event planning
27.09.2024	Kath	Kingston KAB	Focus on Disabled Cancer sufferers from BME community.

Richmond

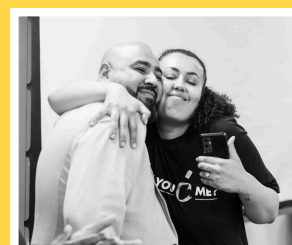
Date	Meeting with	Organisation	Description
24.07.2024	Schizophrenia Awareness Day		Online meeting and discussion
14.07.2024	Lydia	Client	Support
02.08.2024	Subi	RMC	Event support and CYCM project discussion. Barriers to treatment
05.08.2024	Dr Meeran	Sheen Surgery	CYCM project and Steering group
04.09.2024	Dwayne	Web designer	Creation of "Can you C Me" web page and layout. Having a CRM system incorporated. Easy access to conference and future events.

05

CROYDON CANCER
CONFERENCE

Croydon Cancer Conference

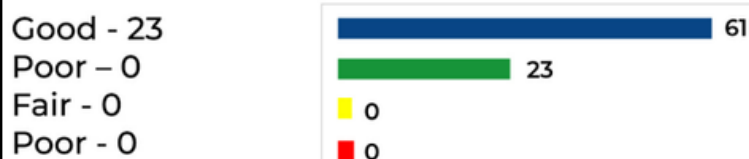
"Beyond Statistics: Humanising Cancer Care for BME Patients"



● MEN 28.00%
● WOMEN 72.00%

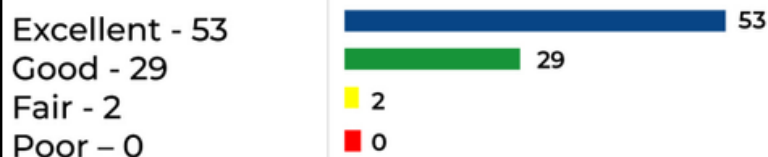
1. Overall Experience

How would you rate your overall experience of the conference?



1. Speakers

How would you rate the quality of the speakers and their presentations?



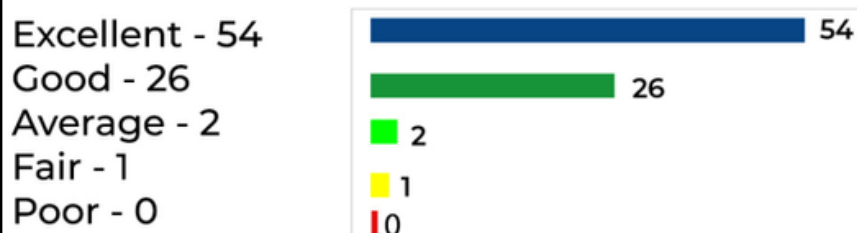
4. Workshop

How effective and informative did you find the workshops?



5. Venue and Facilities

How would you rate the venue and facilities?



Full report



06

VOICES AND
VISIONS

After a meeting with Emma, from Macmillan at the end of August, we rolled out our 'Voices and Vision' forms.

Professionals

1.What is your professional role?

Community Connector

2.Where do you work?

St.Christopher's Hospice

3.What boroughs does your place of work cover?

Lambeth, Southwark, Lewisham, Bromley and Croydon.

4.How many years have you been working in your current role?

1-5 years

5.Have you always worked within Cancer Services?

No

6.How would you rate your understanding of the specific cancer care needs of BME communities?

Fair

7.Do you believe there are health inequalities in cancer care for BME communities?

Yes

8.In your experience, what are the most common challenges faced by BME patients in accessing cancer support services?

Lack of trust in healthcare system; Limited access to healthcare services; Cultural beliefs and practices; Language barriers; Socioeconomic factors; preconceived view of what support there is available.

9.Please expand and/or be more specific on the above if you are able to:

There is a common problem with older people's experience of the health care system influencing decisions and knowledge for the younger. This is very apparrent with people's belief of what a hospice and palliative care is. Often when they have a chance to see what it is in reality it does improve their experience and builds confidence.

10.What strategies or initiatives would you suggest to improve cancer care and support for BME communities?

Have a more holistic approach to the entire circle around the patient. Better support and information re being a good carer and having best practise sessions would improve the wellbeing for everyone living with a patient's diagnosis

11.What barriers do you feel your organisation face currently?

Assumptions of what happens at a hospice and who it provides care for really impacts our outreach. Finding ways to overcome preconceived impressions and experiences is key to supporting Health Inequalities through build trusted relationships and knowledge together

12.How can we best support you in your organisation to overcome these barriers?

Help to build knowledge of what happens at the hospice and the community outreach we do. Improve connections between differing health inequalities that can grow a solid base of community wide support for one another

Members of the Community

1.Which London Borough did you live in at the time of the cancer diagnosis? (If you have not had a cancer experience, please select where you currently live)

Croydon
New Malden

2.What is your age group?

65-74
65-74

3.What boroughs does your place of work cover?

Female
Female

4.What is your ethnicity?

white
Asian

5.What is your religion or belief?

Prefer not to say
Christianity (all denominations)

6. Do you consider yourself to have a disability, impairment, or long-term health condition (including mental health and/or physical health)?

I would rather not say
Yes

7. Do you believe there are health inequalities in cancer care for BME communities?

Yes

8. Do you consider yourself to be neurodiverse/neurodivergent? This could include but is not limited to Autistic spectrum, ADHD, OCD, Tourette's, stuttering, muteness, dyslexia, dyspraxia, dyscalculia.

No
No

9. What best describes your sexual orientation?

I would rather not say
I would rather not say

10. Have you ever been diagnosed with cancer or are you affected by cancer?

Yes, affected by cancer (e.g., family member, friend);
Neither;

11.Which of these cancer support services are you aware of that Macmillan Cancer Support provides?

Cancer information
Healthcare professionals (including nurses / physical support?)

12.Do you believe there are health inequalities in cancer care for BME communities?

Yes

13.In what year were you, or your family member / the person you cared for, diagnosed with cancer?

2019
10 years ago my husband had prostate. My mother had skin cancer 20 years before

14.Where was the Primary Cancer Site of your/their cancer diagnosis?

I would rather not say
Prostate

15.What stage of cancer treatment are you (or your family member / person you care for) at now?

Receiving palliative care / end of life
I would rather not say

11. Were you offered information and support relating to your cancer experience? And how was this received?

Yes – but still had unmet needs
I would rather not say

12. In your ideal scenario, how would you have liked to have received information and support?

More in depth information. Maybe telephone numbers and contact name and emails
Maybe

13. How comfortable did you feel discussing your health concerns with healthcare professionals?

Neutral
Comfortable

14. Please tell us why you feel this way?

I need to arrange palliative care, and get support for referral for my husband
Normal

15. What ideas do you have for how cancer support and information could be improved in the local area?

More information how to access Macmillan services in local area
No idea

11. In your experience, what are the most common challenges faced by BME patients in accessing cancer support services?

Limited access to healthcare services;
Lack of awareness about available services;

12. Please expand on the above and be more specific if you are able to:

Don't know where to access
No idea

13. What additional resources or support do you think would help you or others in your community affected by cancer?

Comfort and emotional support
No idea

14. Do you have any other comments or suggestions on how to improve cancer healthcare and support for BME communities?

N a
No idea

07

**PUBLIC ENGAGEMENT
EVENTS**

11.07.2024

Joint Working Forum

Attendees: 20

15.07.2024

Repowering London

Attendees: 15

19.07.2024

Mulberry Centre

Attendees: 4

26.07.2024

Wellness event

Attendees: 50

24.07.2024

Schizophrenia Awareness Day

Attendees: 15

26.07.2024

ARCC & CVA Wellness day

Attendees: 48

11.07.2024

Volunteers initiative

Attendees: 9

07.03.2024

Croydon Cancer Conference

Attendees: 250

07.09.2024

Roehampton Library

Attendees: 20

07.08.2024

Purley Mosque

Attendees: 20

28.08.2024

Friends with ARCC

Attendees: 45

17.08.2024

Costa Del Croydon

Attendees: 40

06.08.2024

Vaxi Taxi

Attendees: 30

16.08.2024

Cancer Awareness Tea

Attendees: 10

08.08.2024

Health and Wellbeing Event

Attendees: 100

21.08.2024

Health & Wellbeing event for children

Attendees: 80

29.08.2024

Doddington Rollo Estate drop in

Attendees: 19

07/09/2024

Roehampton Library

Attendees: 20

03.09.2024

RBK Wellness Event

Attendees: 300

27.09.2024

St Georges Coffee Morning

Attendees: 100

30.09.2024

Healthday and focus Group at Milaap

Attendees: 55

19.09.2024

Kingston & Richmond Steering Group

Attendees: 4

18.09.2024

Community Matters at Purley Mosque

Attendees: 20

25.09.2024

Macmillan Coffee Morning

Attendees: 30

27.09.2024

Sutton Carers Centre Carers Conference

Attendees: 80

09.04.2024

Wandsworth & Sutton Steering Group

Attendees: 2

09.05.2024

Doddington Rollo Estate drop in

Attendees: 14

09.03.2024

Roehampton Library Estate Drop in

Attendees: 8

12.09.2024

Doddington Rollo Estate drop in

Attendees: 10

24.09.2024

GP Health and Wellbeing event

Attendees: 45

19.09.2024

Kingston & Richmond Steering Group

Attendees: 4

18.09.2024

Community Matters at Purley Mosque

Attendees: 20











08

CLIENT CASE
STUDIES

A.P, age 59. Self-referral.

The client was originally suffering from severe back pain. The pain was so severe that he is unable to walk at all some days. After just over two years of waiting for surgery, he was finally given an operating date at St Georges.

On the morning of the surgery, he was given devastating news by the surgeon who was due to operate on his back. He was informed that they were unable to carry out the scheduled operation that day as they had just looked at his blood reports and unfortunately, he has Cancer.

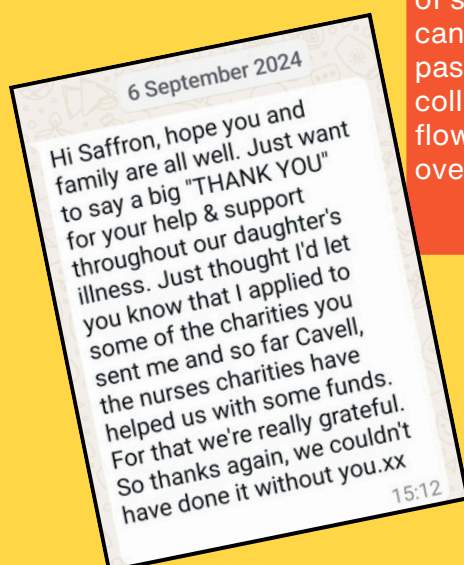
The client resides in Worcester Park in the Royal borough of Kingston. After contacting me, I have provided A.P with continued support which includes attending all hospital appointments with him. A.P has requested that I be present with him at every appointment as at times he doesn't fully comprehend what is being said to him by doctors. He also finds it comforting that I am around when his emotions get the better of him and he gets very angry and agitated.

I have not only connected A.P to local groups and sign posted him to the relevant support, but I have also been there to provide 1-1 support either face to face as well as over the phone. We often have wellbeing calls every week.

A.P has recently had his back surgery, which unfortunately has not been successful, and I have again been there with him at each step even visiting him at hospital to provide him with food and moral support.

A.P has been through a roller-coaster journey, and we have agreed for him to share his journey and experience and to share the learnings from it at our upcoming Wandsworth Cancer conference and hopefully inspire others that are on a similar path.

We have been supporting a client since early on in the year. J.P and her family have been in need of support as her daughter had been battling cancer. Unfortunately, her beautiful daughter passed away in June. For the funeral, the family collected for Macmillan Cancer Support in lieu of flowers, due the support we had given the family over the months.



09

PROJECT COMMENTS
ET FEEDBACK

Anietie Aliu

9 July 2024 11:52 AM

Dear Michael,

Congratulations again for a great conference at Croydon. It was a pleasure meeting you, Zak, Saffron and the whole team.

Helen Ricketts

22 July 2024 11:07 AM

Dear Orin and Michael,

I hope you are both well and had a good weekend.

Orin, I am getting in touch after hearing your inspirational talk at the fantastic Can you C me conference that Michael and his colleagues coordinated recently.

Your session, really made me stop and think. The work that you and your wife have done has really made a difference. Caitlin (the head of cancer nursing) and have spoken about you several times since the conference. Your important messages have remained in our minds.

26.07.2024

Maris Alam

“Great engaging presenation. Using audience participation and making it a two way conversation was brilliant.”

16.08.2024

Lisa, CORE20

“Attendees loved the presentation and loved having an engaging discussion.”

28.08.2024

Amjid, ARCC

“Appreciate all the support you have given.”

30.09.2024

Mrs Patel, Richmond & Kingston Focus Group

“Thank You so much for today. Very informative. I loved the Line dancing.”

30.09.2024

“Thank you so much for your support today. I will definitely get my sister who is diagnosed with Cancer to call you.”

30.09.2024

“Today was great. I will definitely take your advice about Dr's appointments onboard.

30.09.2024

“It's great that we now have a voice through you.”

30.09.2024

“Thank you for today. The presentation was great and interactive. Look forward to seeing you again soon.”

30.09.2024

“I have picked up a nice range of booklets and information from today to pass on to my son who has Cancer. I have your business card and will get him to call you.”

03.09.2024

RBK Wellness Event

“Thank you so much for your support. We have been struggling so much. God bless you.”

03.09.2024

RBK Wellness Event

“Your are an angel.”

09.06.2024

Caitlin Harvey / Helen Ricketts

“It is always so good when we meet you and your colleagues / we get so much out of these meeting / helping the team to bring clarity and advice to what we are trying to achieve.”

18.09.2024

Community Matters at Purley Mosque - Organiser

“It was great that you spoke to everyone in a circle in amongst them, rather than on a stage. It felt personal and more engaging.”

25.09.2024

Macmillan Coffee Morning - Deputy Mayor

“Amazing work you guys are doing. I can see everyone is having a great time. I hope you raise lots of money for a great charity. Look forward to your Wandsworth Conference and I shall confirm attendance closer to the time.”

19.09.2024

Kingston and Richmond Quarterly Steering Group

“The project has achieved so much in such little time - Well Done!.”

09.06.2024

Caitriona Ni Mhuiris

“Look forward to bringing to life this new joint project as it could be a really impactful learning tool for us here at St Georges Hospital.”

10

LOOKING AHEAD

Looking ahead

Next quarter
October - December 2024

Looking ahead to the next quarter, we will strengthen our partnership with St George's Hospital. After a recent meeting, they have requested case studies from our communities where patients have faced barriers, challenges, or negative experiences. These stories will be re-enacted by actors for the hospital's medical teams, who will respond to the scenarios in real-time. Afterwards, the teams will view a video of the actual patients sharing how the experiences impacted their treatment and what could have been done differently. We believe this will be a powerful training tool for medical staff.

St George's also provides monthly well-being sessions on topics like post-surgery fatigue and neuropathy, which we are working to extend to a wider audience. We are coordinating with organisations in Kingston and Richmond to stream these sessions live, allowing local residents to attend remotely and engage with medical professionals in real-time. The next session is scheduled for 18th November.

We are also collaborating with Claire Knight from Kingston Hospital to develop a more inclusive programme for BME cancer patients. Claire has identified gaps in services, and we will be working together to address these issues.

In November, I will present at an ARCC Wellbeing event, delivering a cancer awareness session entirely in Bengali to better engage attendees from the Bangladeshi community. This will enhance understanding and encourage questions in their native language.

Additionally, in December, we plan to host a focus group event with the South Korean Association, which has over 80 members. I have also connected with Kala, who runs a non-profit for Sri Lankan/Tamil cancer patients, and we will work together to support that community around New Malden.

Lastly, we are moving forward with our second conference in Wandsworth on 28th November and starting preparations for the third. Our 'Voices and Vision' forms will also be a key focus as we gather data and insights directly from the community, and continue our regular activities such as steering groups, focus groups, and community outreach. We are also progressing with the design of our booklets, which we hope to have developed and printed soon.

Looking ahead

Next quarter
October - December 2024

Expanding monthly well-being sessions on fatigue and neuropathy to Kingston and Richmond via live streams for broader access.

Presenting cancer awareness in Bengali at an ARCC Wellbeing event in November to engage the Bangladeshi community.

Partnering with Kala's non-profit to support Sri Lankan/Tamil cancer patients in New Malden.

Focusing on 'Voices and Vision' forms to gather data directly from the community.

Strengthening partnership with St George's Hospital by providing case studies for training medical teams using real-life patient stories.

Collaborating with Kingston Hospital to create a more inclusive programme for BME cancer patients.

Hosting a focus group with the South Korean Association in December (80+ members).

Preparing for the second Wandsworth conference on 28th November, and beginning planning for the third.

Progressing with booklet design for development and printing.

THANK YOU

