



North
Highland
Cancer
Information &
Support
Centre

**MACMILLAN
CANCER SUPPORT**

This paper survey is only for **People who have a lived experience of cancer and the people who support them**, if you would prefer you can complete it online at <https://www.smartsurvey.co.uk/s/NHCISC/> (for any staff please complete the online version via the weblink).

North Highland Cancer Information and Support Centre (NHCISC) based in Thurso, is hoping to understand the needs of people who use their services i.e. people with a lived experience of cancer and the people who support them and also those who refer or recommend services at the Centre.

Understanding everyone's needs will help NHCISC develop its current services and plan its future.

NHCISC has asked Macmillan Cancer Support to support their development and planning by undertaking this survey, the results of which will inform planning decisions by the NHCISC board. Please complete and place in the envelope provided and return to NHCISC or to the person who provided the survey to you by Tuesday 2nd August 2022.

No personal or sensitive data is asked for or stored. We promise to keep the information you provide safe and will never sell or swap them with anyone. Our privacy policy is on our website at www.macmillan.org.uk and explains how we keep this promise. You can also check NHCISC privacy policy at www.nhcisc.org.uk or call 01847 890996

Thank you for helping us with this important piece of work.

1.

Can you tell us which you identify most with? (please tick all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Recently diagnosed | <input type="checkbox"/> Supporting a person with a lived experience of cancer |
| <input type="checkbox"/> In treatment | <input type="checkbox"/> Bereaved less than one year |
| <input type="checkbox"/> Concluded treatment | <input type="checkbox"/> Bereaved between 1-5 years |
| <input type="checkbox"/> In remission | <input type="checkbox"/> Bereaved over 5 years |
| <input type="checkbox"/> Treatable but cannot be cured | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> End of life | <input type="checkbox"/> Other (please specify if you wish) |

2.

Please tell us about your awareness of North Highland Cancer Information and Support Centre (NHCISC)

- I'm aware of NHCISC
- I have used NHCISC services
- I am aware of NHCISC but have not used its services
- I am not aware of NHCISC

3. Please tell us a bit more about your awareness and experience of each service (please tick all that apply).

	Have used/ currently using	Aware of and may use	Aware of but not used	Not aware of
Monday drop-in (with tea and cake)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
One to one support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
One to one information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Men's cancer support group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support officer appointments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wig fitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Massage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reiki	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reflexology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please explain a bit more about your experience of using the service, and or your ideas for any services you would like to use in the future:

4. Getting involved with NHCISC

Did you know that NHCISC is entirely run by volunteers? The volunteers are a mix of people with a lived experience of cancer and those who support them. NHCISC could not function without the volunteers and is keen to understand whether you would be interested in any of the many opportunities available. The opportunities can range from an hour a week, over the phone, virtually or in person and NHCISC would be pleased to welcome your skills and interest.

	I am keen to do that	I'm interested but need more information	Not just now but in the future	Not just now
Provide one to one support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Be a remote support group leader	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide administrative support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide governance oversight and compliance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Committee member	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ongoing sub committee member	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Short term sub committee member	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fundraising	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Centre volunteer e.g. opening/closing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please add any other skills you would like to volunteer e.g. social media/IT support:

Development, Ideas, Solutions

NHCISC is keen to develop current services, any service ideas, and solutions to barriers for people trying to access NHCISC services, barriers could include: **Financial/cost, travel/transport, opening hours, health**. Whether through your own lived experience, supporters of those with a lived experience of cancer or third-party conversations, we're keen to hear from everyone.

5. Please tell us about any changes or tweaks to current services and any new service ideas you have:

6. Please tell us about any barriers or difficulties you have had, observed, or discussed with a third party, when accessing NHCISC:

7. Thinking about the last question (barriers), please tell us about any ideas you've had that could reduce those barriers:

NHCISC covers the North Highland area, including Ross and Cromarty, Caithness, and Sutherland and acknowledges that the rural geography can be a major barrier to accessing the NHCISC services based in Thurso.

8. Thinking about if cancer support services could be provided more locally across North Highland area (potentially based in community halls, GP's surgeries, hospitals, other cancer service venues and any other appropriate spaces): where for you, would be the best village, town, venue, and what services would you like to see there?

NHCISC and Macmillan thank you for taking the time to take part in this survey, Thank you