

02 April 2025

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on Thursday 27 March 2025. I am pleased to confirm the following.

Support Workers:

1. **Do you provide cancer support workers, or similar roles (e.g., navigators, cancer care co-ordinators) to your haemato-oncology patients?**

If yes:

- a. **How many do you employ, and what is the Full-Time Equivalent (FTE)?**

0

- b. **What is their average caseload?**

The CNS team manage the Caseload

- c. **How many are employed by a third party (e.g., charity), and what is the FTE?**

0

- d. **What is their caseload?**

The CNS team manage the Caseload

2. **What percentage of your leukaemia patients have accessed their services?**

The CNS team manage the Caseload

Counselling Services:

3. **Do you provide counselling or psychological support for leukaemia patients through:**

- a) **Mental health professionals?**

Yes, we have 0.6 psychologist

- b) **Digital platforms (e.g., apps)?**

Access to Macmillan Bupa service

c) Any other relevant services?

Hope programme and look good feel better groups on site / holistic needs assessments

4. How many staff do you employ to provide cancer emotional support, and what is the FTE?

1.4 x WTA nurse and 0.6 psychologist

5. What are waiting times from referral to first appointment or first access point for emotional support services?

a) The average

3 weeks

b) The minimum

2 weeks

c) The maximum

4 weeks

6. How do patients get referred to these services (e.g., clinical nurse specialist, GP, self-referral)?

Self & Staff

7. Are there any limits on the number of sessions or amount of time cancer patients can access counselling?

There are set number of sessions not referrals

8. What percentage of all cancer patients you care for access emotional support in-house?

MKUH does not hold this information

9. What percentage of leukaemia patients you care for access emotional support?

MKUH does not hold this information

Welfare Support:

10. Do you offer welfare advice or practical support (e.g., benefits, financial help, transport) to:

a) All cancer patients?

Yes

b) Leukaemia patients?

Yes

11. How do patients access this support, and how is the information shared with them?

Inhouse drop-in sessions or can call helpline for over phone appointment

12. How many staff and FTE staff are responsible for delivering welfare support services?

1

13. How many leukaemia patients accessed welfare support in the past 12 months? What percentage of the total leukaemia patients you care for does this represent?

MKUH does not hold this information

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If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely

Information Governance Administrator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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