

opendoor

autumn
2010 the newsletter of the Lynda Jackson Macmillan Centre

LJMC set to lead on Beacon project

Over the past 18 months, the LJMC has been part of the pilot project to implement the new National Cancer Patient Information Delivery System (NCPIDS). With this exciting new system about to launch nationwide, the LJMC will take the lead as a national Beacon to support healthcare professionals as they implement and use the system in their own working environments.

The NCPIDS was developed in response to concerns that the provision of good quality information to cancer patients was not consistent across the country. In 2004 the National Audit Office found that nearly 40% of cancer patients did not receive written cancer information. This finding inspired investment in a co-ordinated approach to cancer patient information in England.

...best nationally available information...

Pulling together the best nationally available information, the NCPIDS is an online system that makes it easier for health and social care professionals to provide personalised information.

Information pathways have been developed for each cancer tumour site and NCPIDS follows a step-by-step process through which a patient's information needs are identified at each stage of their treatment.

The appropriate information is collated and can be printed out at the time, or provided to the patient in an electronic format which can be emailed to them.

... well placed to take on a leading role...

The LJMC is no stranger to Beacon status having been granted this prestigious award in 1999 for its pioneering work in supporting people affected by cancer. The centre has also won many awards for the quality of its patient information publications so is well placed to take on such a leading role in launching the NCPIDS.



The Beacon Assessment Panel was extremely impressed by the high level of enthusiasm, passion and commitment evident in the application that was submitted earlier this year.

... application blew the panel away...

Elaine Wilson, Implementation Manager for the project, said, "It was an excellent application which blew the panel away."

At Mount Vernon Cancer Centre, the LJMC Information team will be training staff how to use the system.

This includes staff working in the clinics and also in the LJMC Drop-in centre where they expect to be particularly busy with the system.

In addition, the team will be setting up a mobile information unit with an internet-enabled laptop that will be situated in the Cancer Centre itself. Patients can

stop by to request information which can be printed out straight away.

Beyond this site, the Information team will be sharing its experiences with the wider health community including GPs and community nurses.

They will be demonstrating the system and encouraging users to implement the system in practical ways in their own clinics and workplaces.

... encouraging users...

The initial project will last for six months. "It's going to be quite an intense period for the team", explained Macmillan Patient Information Lead, Theresa Sullivan.

"We're really proud to have been selected as a Beacon site and everyone's commitment to improving the cancer patients' journey will help sustain the project."



Lynda Jackson Macmillan Centre

... supporting people affected by cancer...

Mount Vernon Cancer Centre
Northwood, Middlesex HA6 2RN

Telephone Helpline: 01923 844014

Website: www.ljmc.org

Moor Park 10k: www.moorpark10k.org.uk

Webshop: www.buy.at/ljmc

Online Fundraising: www.justgiving.com

Registered Charity No: 1053338

The LJMC is part of the
Mount Vernon Cancer Centre
(East & North Hertfordshire NHS Trust)

Drop-in Advice and Information

Telephone Helpline

Monday – Friday

9.30am – 1.00pm + 2.00pm – 4.30pm

Complementary Therapies Counselling

Available by appointment to patients
under the care of an oncologist at
Mount Vernon Hospital

Benefits Advice

Drop-in service during opening hours

Relaxation Classes

Monday: 2.30 – 4.00pm

Tuesday: 10.00 – 11.30am

Thursday: 11.00 – 12.30am

No need to book

Look Good...Feel Better™

Skin care and make-up sessions
for ladies

Support Groups

Contact the Helpline for details of local
support groups

Staff at the LJMC are always delighted to give
talks about the work of the centre and also
cancer-related issues.

If your company, school or other organisation
would be interested in an LJMC speaker,
please contact Buzz Coster (01923 844107) or
buzz.coster@nhs.net.

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on our mailing list. If you wish your name to be
removed from future mailings, please contact
Buzz Coster.

We would like to reassure you that our mailing
list remains confidential and will not be sold
to or used by any organisation other than the
Lynda Jackson Macmillan Centre.

Thank you for supporting the Moor Park 10k

We extend a huge 'thank you' to
everyone who contributed to this year's
event, especially to our new sponsors,
Stewarts Law LLP.

- 2236 Stanmore Air Training Corps
- Alco Beldan Ltd
- All in Car & Van Hire
- B&Q Watford
- BMI Bishops Wood Hospital
Physiotherapy Department
- Cable & Wireless
- dj Uniforms
- Europa Conservatories Ltd
- Fruit for the Office
- Herts Quality Assured Equipment
Rental
- LA Fitness, Northwood
- LJMC Complementary Therapy team
- Loose Ends
- Mercedes Benz, Watford
- Merchant Tailors' School
- Mike Thorpe and Mailord Mail Order
Services (01707 662442)
- Moor Park (1958) Ltd
- Moor Park and Sandy Lodge
Residents Association
- Mark Newlin
- NSR Communications Ltd
- Peter Forrest Optometrist
- Robsons
- Rosanna's Florist
- SERV

- Simon Slater Photography
- Sprinkle City Cupcakes
- The golfers of
Rickmansworth Golf Club
- The management and members of
Moor Park Golf Club
- The Pumpkin Plot
- Three Rivers District Council
- Up & Running
- Waitrose, Northwood
- Clive Zietman
- Everyone who has helped with the
organisation and running of the event
- All the runners who are taking
part, their sponsors, families and
supporters - it wouldn't be possible
to organise this event without you



Staff Update

The LJMC Information
team is finally at full
strength with **Jagbir
Bal** joining the team
as the new Information
Assistant. Jagbir
will particularly be
responsible for maintaining our vast
range of publications, ensuring they are
regularly reviewed and kept up-to-date.



We also welcome back **Sarah James**
who, after a period of time as a roving
Project Manager for the Cancer Centre,
returns to share the workload heading
up the Information team.

Kaniz Dathi and **Bina Raval** have joined
the Drop-in centre team.

Good news!

Information team wins another award

The Information
team is celebrating
another commendation for one of its
publications - the thirteenth leaflet to
receive such an accolade.

'Radiotherapy to the Breast', part of
the Patient Information Series, received
this accolade from the British Medical
Association in its annual Book Awards.



Publication of paper in international journal

Dr Beverley de Valois, the research
acupuncturist at the LJMC, is delighted
with the recent publication of a
paper in the Journal of Alternative &
Complementary Medicine.

The subject of the paper was the use of
traditional acupuncture for treating hot
flushes in breast cancer patients taking
Tamoxifen.

Rain didn't spoil the day

The Stewarts Law Moor Park 10k and Junior Fun Runs have established themselves at the very heart of LJMC fundraising. Planning and preparations go on throughout the year, culminating in the early Autumn as the final pieces fall into place.

Concerns about the weather always play a large part when we are organising fundraising events. For eight years, the Moor Park 10k has enjoyed glorious weather, even attracting comments that it's been too hot!

2010 proved the exception and, for the first time ever, rain fell, starting with a short shower in the morning, followed by more relentless drizzle later in the day. Although the sun peeked through the clouds on a couple of occasions, the day was cold and windy and we despaired that anyone would turn up.



... a great family occasion...

We were therefore absolutely delighted that so many runners still turned up to enter on the day, with a total of 785 taking part in the 10k itself – our second highest total.

As well as gaining a reputation as an extremely well organised event, the Moor Park 10k is also renowned for being a great family occasion. There are events for all ages as well as plenty of other activities going on throughout the day.

Despite the cold and rain, a good number of spectators braved the playing fields of Merchant Taylors' School, lending good support not just to their friends and family but also to the Lynda Jackson Macmillan Centre.



The tombola and refreshments stall did good, steady business although the ice cream van had a quiet afternoon.

... over £41,000 raised this year...

Once again, the LJMC complementary therapy team provided a therapy and sports massage service. This year, the numbers were swelled by physiotherapists from BMI Bishops Wood Hospital and, between them all, their ministrations to weary runners' legs were very popular.

As a result of their participation and support, the Physiotherapy department at BMI Bishops Wood Hospital won the award for 'Best Tell the World' Initiative in the company's Night of the Stars Awards – congratulations!

It's always a joy that so many runners come back year after year to take part in this event and it was therefore no surprise to see many familiar faces on the winners' podium. The men's title was retained by Andrew Lawrence in a fast time of 33:45 mins with Sian Thomas taking the ladies' title.

Many runners have already sent in their sponsorship money and we know from pledges that there's more to come. At the time of writing, the total for this year stands at £41,000, bringing the total

Regular participant, Lorraine Keogh, encouraged her colleagues at Bird & Lovibond to take part. Between them they raised more than £2,340.

raised by this event to well over a quarter of a million pounds in nine years.

In particular, we'd like to express our immense gratitude to Simon Gleeson. Last year, Simon topped our fundraising leaderboard with a staggering total of £4,000. This year, Simon set his sights higher and has raised £5,330 – congratulations and thank you for this fantastic support.



It's a great family day

... planning has already started for 2011...

In 2011 we'll be celebrating the tenth Moor Park 10k and hope this will be the biggest and best yet. Planning has already started and we will be confirming the date very soon.

If you'd like to be involved in any way, please do get in touch. We will be looking for sponsors for the trophies and perhaps this is something you or your company would like to consider.

You can find out more on the website or contact the Race Director, John Hambleton (07779 458285).

Meanwhile, thank you to everyone who contributed to this year's event (see opposite page).



Members of the LJMC Complementary Therapy team and physiotherapists from BMI Bishops Wood Hospital provided an invaluable service for weary legs

07779 458285
www.moorpark10k.org.uk



A new study to evaluate Reiki

Complementary therapies have been an integral part of the LJMC service offering since the centre first opened. Reiki has been offered as a therapy for some years and we now have an opportunity to evaluate patients' experiences in more depth.

Reiki (pronounced ray-kee) means 'universal life energy'. It is a gentle therapy which works by the warmth and comfort of the therapist's hands which are held on or just above the body.

It is particularly thought to be of benefit when patients are experiencing high levels of pain or discomfort and do not choose to have a touch therapy.

This new study will be led by Neha Pragji who is undertaking it as part of her professional doctorate in health



psychology. Neha will particularly be looking at the benefits perceived by patients and how it affects their quality of life and the way in which they cope.

... helping patients cope...

Complementary therapies are often helpful in helping patients cope with their diagnosis and treatment and Neha will be examining a number of different aspects including emotional and physical responses to Reiki.

When patients request a course of complementary therapy at the LJMC, in addition to aromatherapy and reflexology, they will be offered Reiki and invited to participate in the study.

Patients will be asked to complete a short questionnaire before their first treatment which will provide a baseline measure. They will also be asked to complete other questionnaires during

their course of five treatments to assess both the short and long term benefits.

... extending study to the wards...

The study will also be extended to include patients on the wards of the Cancer Centre.

This is the first time we have been able to offer Reiki as part of our inpatient service and it is hoped that nurses may be able to provide invaluable feedback on patients' welfare following the therapy.

The team is also looking at ways in which Reiki can be given in the chemotherapy suite while patients are receiving treatment.

If you would like to know more about Reiki and about this study, please contact our Complementary Therapy Co-ordinators, Cherry Mackie and Pam Thorpe, on 01923 844694.

Successful peer review for the complementary therapy team

The complementary therapy team is celebrating a successful outcome in the recent peer review where they achieved 100% compliance in all areas.

The National Cancer Peer Review (NCPR) is a national quality assurance programme for NHS cancer services.

The programme involves both self-assessment by cancer service teams and external reviews of teams conducted by professional peers against nationally agreed 'quality measures'. 2010 was the first year when complementary therapies were included in the NCPR.

LJMC Complementary Therapy Co-ordinators, Cherry Mackie and Pam Thorpe were to play a prominent role in the project, joining a steering group along with other therapists in the Mount Vernon Cancer Network.

The high standards to which the LJMC team has always worked provided a good starting point as the group sought to define policies and guidelines for best working practice.

Other members of the steering group came from hospitals and hospices and Cherry and Pam found it fascinating to find out more about the different ways in which complementary therapy services are provided in these settings.

... a really positive experience to work together...

"It was a really positive experience to work together and we all learned a great deal from one another," they said. "To be assessed by anyone is a scary prospect but we were able to support each other and tackle problems as a team."

After a considerable amount of work, the team was ready for their assessment. This year, this was carried out by an internal assessor from the Mount Vernon Cancer Network. In 2011, the assessor will be appointed from an external organisation.

The NCPR programme aims to improve care for people with cancer and their families by:

- Ensuring services are as safe as possible
- Improving the quality and effectiveness of care
- Improving the patient and carer experience
- Undertaking independent, fair reviews of services
- Providing development and learning for all involved
- Encouraging the dissemination of good practice

"The whole process also made us very proud to be part of a bigger, wider service," explained Cherry and Pam. "It's really good to be in dialogue with other co-ordinators and we all feel less isolated."

We congratulate Cherry, Pam and the team for this successful outcome. They can be justly proud that their high standards have been verified in black and white.

Fundraising news

Shopping online this Christmas?



This Christmas, don't forget you can support the LJMC as you shop online.

Visit all your favourite retailers via our webshop. Some of the participating retailers include:

- Amazon
- Marks & Spencer
- Boden
- Game
- Thorntons
- Play.com

Whether you're giving books or music, clothing or chocolates, jewellery or the latest technology, if you're buying it online, you can support the LJMC at the same time.

The LJMC receives a commission on all your purchases (at no additional cost to you). This service is completely confidential – we don't know who's supporting us but, if it's you, then thank you!

Please ask your friends and family to use our webshop too and help the LJMC to have a very happy Christmas.

www.buy.at/ljmc

Gift wrapping in the Harlequin Centre - would you like to help?

This Christmas, we're delighted to have been given a day at the Harlequin Shopping Centre to provide a gift wrapping service to raise funds for the LJMC.



We tried this for the first time last year and, as well as being a very profitable time, it was also great fun.

The wrapping team was faced with some great challenges from a diamond ring to a suitcase and a great deal of laughter and Christmas spirit accompanied the sticky tape.

Would you like to join the fun this year? If you enjoy wrapping presents and can spare an hour or two, please give Sue Hordyj a call on 01923 844589.

We will be in the Harlequin Centre on Tuesday 21st December from 11.00am until 9.00pm.

We also welcome donations of wrapping paper, ribbons, bows and tags. Please call Sue if you would like to contribute any of these items.

Never be without a £1 coin for your trolley

We're delighted to announce that we now have new stocks of LJMC keyrings available – a perfect stocking filler this Christmas.



The keyrings include a £1 coin-sized token – just perfect for the supermarket trolley.

Keyrings cost £2 each and are available from the Drop-in Centre or call Sue Hordyj (01923 844589).

Tin collection dates

Thank you to everyone who helped with the tin collection at Marks & Spencer, Rickmansworth in July. Nearly £400 was raised altogether.

Special thanks to Jan Sutton and her team from the Comforts Fund without whom we would not have raised anything like as much.

We have already got a couple of dates planned for next year and welcome your help.

If you can spare just an hour or two to help, it will make all the difference. Maybe a friend would like to come and help collect with you?

If you can help, please call Sue Hordyj on 01923 844589.

- Tesco, Pinner – 29th January 2011
- Tesco, Rickmansworth – 23rd June 2011

Christmas cards

We've been delighted with sales of Christmas cards so far this year and stocks of a couple of designs have already sold out.



If you haven't ordered yours yet, you can find details on our website:

www.ljmc.org.

Thank you to everyone who has supported the LJMC by buying our cards this year.



Tickets and Treats



Tickets are now on sale for this year's 'Tickets & Treats' Christmas Draw.

If you haven't already received yours, or would like us to send you more, please get in touch with Sue Hordyj (01923 844589).

We've had some great prizes donated including hotel breaks, meals out and spa treatments. Thank you to all our supporters for their generosity.

If you would like to organise or help with a fundraising event for the LJMC, please get in touch with our Community Fundraiser

Sue Hordyj
01923 844589

Swimmers achieve their target

Congratulations to Helen, Sue, Kate, Katie, Charlotte and Alex for taking on the challenge of swimming to France to raise money for the Lynda Jackson Macmillan Centre. They achieved this awesome feat in 13 hours 7 minutes on Monday 2nd August 2010 – the first time anyone's done this for the LJMC. Here's their story.

We set off from Dover Harbour at 3.30am on Mon 2nd August and 13 long hours and 7 minutes later we reached the French Coast.

After only a couple of hours sleep we left our base in Deal to meet Reg our pilot at Dover and then set off into the night for what was to be both the most dreadful and the very best of days!

... the first few hours were grim...

It was cold, it was dark, the wind was strong and the waves were tossing our pilot boat, the Viking Princess, around



as Sue leapt from the boat to swim back to Shakespeare Beach to get things underway.

The first few hours were grim. Our pilot kept updating us on the progress (or lack of) of other Channel hopefuls who had also set off on that morning's high tide. After the 4th boat turned back we

began to have serious doubts as to whether we would be able to continue.

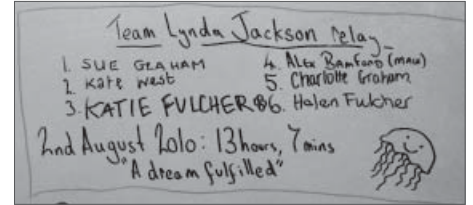
The sky was grey, the wind brisk, the air temperature only 15°C making the cold a big threat and those awful, awful waves! Spirits started to lift on board as we all completed our first swims, the anti-sickness tablets started to work and most importantly the sun came out!

As we settled into our rhythm the mood on the boat changed and we knew we could make it. Even the jellyfish, the shipping lanes and news from our pilot that after a slow first half we were likely to be swimming for 16-17 hours couldn't dampen our spirits.

... even the jellyfish couldn't dampen our spirits...

A tremendous effort on everyone's part then saw us surging ahead and when we reached the marker buoy three miles from France we knew that the end was near. As Kate prepared to get into the water for her 3rd swim we knew that this would be the one to take Team Lynda Jackson home – truly a dream fulfilled!

Not surprisingly the return trip was altogether a more jolly affair, the champagne corks popped and the bubbles continued to flow until we collapsed back into our beds almost 24 hours after leaving them.



The LJMC has been immortalised on the walls of the White Horse in Dover

The following day we visited the White Horse pub in Dover (not for more champagne!) to add our swim to the informal records kept on the pub walls since the earliest crossings were made.

For all of us, completing the swim was a personal triumph, facing challenges which turned out to be so much greater than we had anticipated, but also we are grateful that our effort has raised much needed money to help people facing a very different type of challenge but one that's every bit as daunting.



At the time of writing, the total raised exceeds £7,200. Thank you and congratulations!

Buffaloes walk on the wild side

We were delighted to be chosen as the Provincial Grand Primo 2010 Outside Charity by members of the Windsor and Uxbridge Provincial Grand Lodge of the Royal Antediluvian Order of Buffaloes.

As part of the fundraising activities they have planned for the year, Dave Tierney, together with family and friends, undertook a sponsored walk along the South West Coastal Path from Torquay to Lyme Regis.

With the t-shirts printed, the route plotted and accommodation booked,

the team headed down to Devon for the start of their four-day adventure.

As they set off on their 50-mile walk, they quickly discovered the accuracy of the term 'coastal' path as the route alternated between precipitous cliffs and trying to keep their toes from getting wet.

Day three proved the most challenging. Research on the Internet had warned the walkers to expect inclines from 'severe' to 'strenuous' between Seaton and Sidmouth. How right they were!

Thank you to all the walkers for taking on this challenge and particularly to Dave Wheatley for nominating the LJMC for this support. At the last count, the walk had raised £745.



Thank you for your support

Fundraising activities July – October 2010

- As President of the Inner Wheel Club of Greenford, **Julie Hendry** chose the LJMC as her special charity this year. She organised a Quiz Supper which raised £310.
- **Angela Ward** raised more than £40 through her Pilates class.
- **Anne Viney** raised £200 with a bluebell walk, followed by a cream tea.



Deidre McMahon and **Jackie Collins** arranged a pink-themed Tea Party. They had a beautiful day and had great fun, raising more than £1,800.

- **Paula Morell** bravely took on the challenge of having her head shaved and raised more than £360.
- **Margaret** Cook continues to raise money for the LJMC when she and **Eric Fagg** take their Andreas Ruth fairground organ to events. She recently send us a cheque for £1,045.
- **Philip Simpson** and **Sharon Foster** opened their beautiful garden to the public earlier this summer as part of the National Gardens Scheme. They raised more than £50 for the LJMC.
- Members of the **Northwood Central Club** have supported the LJMC for a number of years, organising a number of events, the latest of which raised £810.
- The Switzerland Ironman Triathlon in July was the challenge for **James Heywood** who swam 2.4 miles, cycled 112 miles and ran 26.2 miles to raise £1,766. What's more, he even gave up drinking for several months during his training!
- **Lee Higley** has had a busy summer, undertaking a number of cycling challenges and raising £1,355.
- **Yogatree** chose the LJMC as one of the charities to benefit from its Classes on the Grass in the grounds of Chorleywood House over the summer. A bucket collection at the end yielded more than £30.
- **St Andrew's Church** in Harrow raised £100 at a coffee morning.



12-year old **Marella Whitfield** qualified to take part in the Virgin London Mini-Marathon, raising more than £2,000 which was shared by the LJMC and the Sacred Heart Rwanda Project. Marella went on to take the Under 15 Girls title at this year's Moor Park 10k & Junior Fun Runs.

- Seven year old **Ella** and her friend **Francesca**, held a cake sale and raised £5.40.
- **Anne Connell** continues to sell surplus stock of cotton reels in aid of the LJMC, raising more than £30.
- **Liz Hughes** organised a dance and disco, sending us a magnificent cheque for £2,700

Congratulations

A number of our supporters have been celebrating significant events and asked for donations to the LJMC in lieu of gifts. Thank for this generous gesture.

- **Philip & Karen Bunt** and **David & Judy Levenson** celebrated their 30th wedding anniversaries with a joint party.
- **Cyril & Eileen Miles** celebrated their 50th wedding anniversary.
- **Mr & Mrs Joe Altman** celebrated their 60th wedding anniversary.
- **Ilse Dokelman** and **Sheila Hart** celebrated special birthdays.



We were delighted that Blue Badge tour guide, **Sonya Grist**, offered to run another tour of the sites for the 2012 Olympic Games. This quickly sold out and raised £300.

In loving memory



of
Isabel Creed
Jackie Greenwood
Liz Henderson
Jim Smith

Thank you to their families who asked for donations to be made to the LJMC in lieu of flowers.

We gratefully acknowledge donations made by a number of local organisations, and particularly to the members who nominated the LJMC for their generous support:

- St Catherine's Park Lodge
- The Friendship Group
- Swakeleys Home Guard Association
- Trojans Breast Cancer Support Group
- St Lawrence Group
- Edgware Bridge Club

More volunteers urgently required

The expansion and development of our services, particularly in the area of patient information, has increased our need for new volunteers to come and help.

Mobile Information Service

Working within the main Cancer Centre building, volunteers will assist healthcare professionals in providing information for patients using the new National Cancer Patient Information Delivery System (NCPIDS) (see page 1).

Volunteers need to have general confidence in using a computer and enjoy working directly with people. Full training on the NCPIDS will be given. Time commitment: half a day per week.

Pre-Chemotherapy Consultations

Before patients start chemotherapy, they attend a session (usually as part of a group) to receive information about their treatment. After the session, they are shown round the Cancer Centre.

We need people to help with these visits and show people round the Cancer Centre. No specific skills are required other than enjoyment of working directly with people.

Time commitment: half a day per week.

We also need people with basic administrative skills to help with tasks such as preparing packs of information prior to the sessions.

Time commitment: Two hours a week.



More than 70 people work at the Lynda Jackson Macmillan Centre. We're a friendly team and welcome more people to join and help us provide our services for people affected by cancer.

More than half of the LJMC team works in a voluntary capacity and the centre could not provide its extensive services without such valuable contributions.

If you are interested in volunteering to work at the LJMC, or perhaps know someone who might be, please get in touch to find out more about these, and other, opportunities.

For a preliminary chat, please call the LJMC Helpline: 01923 844014.

We look forward to hearing from you!

We regret we are unable to take on volunteers who have had personal experience of cancer within their close family, or who have experienced a major event such as bereavement, within the last two years.

Donation form

I would like to make a donation to the Lynda Jackson Macmillan Centre

I enclose a cheque for £ made payable to 'Lynda Jackson Macmillan Centre'

Name:

Home Address:

Telephone:

giftaid it

I am a UK taxpayer and wish this donation (and any others I may subsequently make*) to be treated as a Gift Aid donation, increasing this donation by 28% [To qualify for Gift Aid, what you pay in income tax or capital gains tax must at least equal the amount we will claim in the tax year] *delete if applicable

Signature: Date:

Lynda Jackson Macmillan Centre, Mount Vernon Hospital, Northwood, Middlesex HA6 2RN

Registered charity no. 1053338

Office use:

Aut10 TQ: