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NHS
Northern
Cancer Alliance

Northern Cancer Alliance The Importance of Public Involvement Learn & Share Event



Thursday 14th March 2019

Ramside Hall Hotel, Durham

Delegate Pack

@NorthernCancer



#involvementfirst

WiFi is available via a front-page screen, no password is required





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Welcome and Introduction

Welcome to The Importance of Public Involvement Learn & Share Event which is a North Cancer Alliance event dedicated to the involvement of people in cancer services across the North East and North Cumbria.

The aim of the Northern Cancer Alliance is to enhance the quality of care across organisations, jointly reducing inequality and improving outcomes for people in alignment with the recommendations of *Achieving World-Class Cancer Outcome: A Strategy for England 2015-2020* and *The NHS Long Term Plan (2019)* www.longtermplan.nhs.uk. Since the Alliance began there have been a number of changes across the local healthcare systems which have aided the Alliance vision of working together to deliver the changes required to our cancer services.

The Northern Cancer Alliance is a multi-agency collaborative, working together to increase cancer survival across this region, by reducing inequalities, improving outcomes for everyone affected by cancer and delivering the best possible patient experience. The Alliance recognises that key to this important work is the effective involvement of the public; including patients, carers and family members.

With the aim of developing an approach where public involvement is an integral part of the Alliance work plan, it has embarked on a two-year Macmillan funded project to develop a framework for effective involvement. This project has adopted a co-design approach, which involves patients, carers and members of the public working in partnership with health professionals.

The event today marks the end of this important project and is a celebration of the work achieved by all those involved. Although this project is now coming to an end, the important work of involving people in cancer services across our region will continue to develop, with the aim of creating a culture where public involvement is *"everyone's business"*.

We would like to take this opportunity to thank each member of the project steering group who has given their valuable time and commitment to this piece of work over the last two years. We would also like to acknowledge and thank Macmillan for providing the funding for this project.

As well as celebrating the development of the Alliance public involvement framework, today's event will provide you with the opportunity to learn new skills and hear about people working together to improve cancer outcomes and the patient experience in our region.

We hope that you have an enjoyable and informative day.

Alison Featherstone
Manager
Northern Cancer Alliance

Jo Mackintosh
Macmillan Engagement & Co Design
Project Manager



Northern Cancer Alliance
The Importance of Public Involvement – Learn & Share Event
Thursday 14th March 2019, Ramside Hall Hotel



9.00	Registration and Refreshments	
9.30	Welcome and Introduction to the day	Chair
9.35	Sli.do – Let's get ready	Audience Participation
9.40	The NCA commitment to public involvement	Alison Featherstone Northern Cancer Alliance Manager
9.55	Developing a NCA framework for public involvement	Jo Mackintosh Macmillan NCA Project Manager Annie Dolphin Lay Representative Kirsty Douglas PPV Representative Karen Gannon Lay Representative
10.25	The NHS Cancer Programme: Engaging People & Communities	Kaz Obuka Public and Patient Engagement Manager National Cancer Programme
10.40	Using patient experience data to drive change	Annie Laverty Chief Experience Officer – Northumbria healthcare NHS Foundation Trust
11.00	Coffee Break and Networking	
11.15	Questions	Chair
11.30	Facilitated table top learn and share discussions	Various speakers – see delegate pack
12.45	Lunch and Networking	
13.30	Public Participation Team engagement resources and support	Angela Medd Patient and Public Partnerships Account Manager Experience, Participation and Equalities - NHSE Vicki Drummond Regional Lead Nurse - Quality & Safeguarding - NHS North Chris Walker PPV Representative
13.50	Involving patients in the development of clinical pathways My patient involvement journey	Kelly Craggs Cancer Improvement Manager - City Hospitals Sunderland and South Tyneside NHS Foundation Trusts Clare Doney Service Improvement Delivery Lead Newcastle Upon Tyne Hospitals/Northern Cancer Alliance
14.20	Be cancer aware - peer education programme	Julie Tucker Macmillan Project Manager (Cancer Screening and Learning Disabilities) for North East & Cumbria Learning Disability Network Members of Sunderland People First
14.35	Involving people in the NT Cancer Locality Plan	Tom Dunkerton Commissioning Manager, North Tyneside CCG Members of the Task & Finish Group
14.50	Macmillan Joining the Dots County Durham	Kirsty Wilkinson County Durham Public Health Portfolio Lead
15.35	Questions	Chair
15.50	Closing Remarks	Chair
16.00	Close	



Event interaction

Sli.do and Twitter



We will be using a simple online tool called Sli.do to facilitate our Q&A session today. Any delegate can submit a question to the panel using their mobile phone with internet access or via a tablet or laptop connected to WIFI.

To access Sli.do and submit a question

1. Open your internet browser on your mobile device or laptop.
2. Type slido.com in the address bar.
3. Enter the event code **#Z919**
4. Type your question to the panel and press Send. You can add your name or submit anonymously.

Voting for other questions

Once you have submitted a question, you will see a feed of the different questions being asked by other delegates on your screen.

Delegates can 'upvote' the questions they prefer by clicking on a thumbs-up icon that appears next to each question. Questions will be sorted in the app based on the popularity; therefore, most voted questions will appear on the top.

The panel will prioritise answering the most popular questions, so if you see a question asked by someone else that you would also like to be answered, press the thumbs-up to increase the likelihood of this.

Twitter



If you use Twitter, please feel free to Tweet from today's event using the **#involvementfirst**

The Northern Cancer Alliance will be covering the event from the **@NorthernCancer** account if you wish to follow us.

Presentation Synopsis

The NCA Commitment to Public Involvement

The Northern Cancer Alliance recognises the value of effective involvement of people in NHS services and is fully committed to involving people at every level of its work plan. Alison Featherstone will set the scene for the day with a presentation that details the Alliance's commitment to create a culture where involvement is *"everyone's business"*.

Developing a NCA framework for public involvement

Over the last 2 years the Northern Cancer Alliance has led a Macmillan funded project to develop a framework that would support the effective involvement of the public in all aspects of its work plan. This project has adopted a co design approach that has involved members of the public including patients and carers, working in partnership with professionals from health, community and charitable organisations. The project steering group will share their story of how they worked together to develop the framework, how they went on to identify ways of integrating it in to the day-to-day business of the Northern Cancer Alliance and next steps for involvement across the Alliance.

The NHS Cancer Programme: Engaging People & Communities

Overview of the Cancer Programme's work on patient and public engagement.

Using patient experience data to drive change

This presentation will review Northumbria's history in using real time measurement of patient experience for improvement. The story will focus on a number of key areas that have played an important part in determining change.

Public Participation Team engagement resources and support

This session will share some of the resource and support available from the National Public Participation team. This includes training and development offers which are available through the involvement hub - <https://www.england.nhs.uk/participation/>

Involving patients in the development of clinical pathways

The presentation will describe the work around patient and public involvement in line with the cancer transformation projects at South Tyneside and Sunderland health care group. The presentation will outline the approach to involvement and the key challenges and benefits from a clinical perspective.

My patient involvement journey

From the ideal to the achievable: The story of how Clare Doney incorporated patient involvement into her Northern Cancer Alliance service improvement project role.

Be cancer aware - peer education programme

The North East and Cumbria Learning Disability Network, Macmillan Cancer Project have worked with partners to co-produce the 'Be cancer aware' time to all talk about cancer, peer education training.

We will discuss the process of using co-production to designing the training course and how we developed the work to training peer educators, deliver the 'Be cancer aware' training and evaluation. This example of co-production shows the importance of understanding your aims and your audience and ensuring the opportunity of co-production is accessible to all and the benefits of this approach

Involving people in the North Tyneside Cancer Locality Plan

The North Tyneside Cancer Locality Group have embarked on an exciting piece of work to bring local people together to shape cancer services in North Tyneside. This project is a collaboration between North Tyneside CCG, Northern Cancer Alliance, Macmillan Cancer Support and local residents. The presentation today details their progress including, early successes, challenges and the learning gained to date.

Macmillan Joining the Dots County Durham

Macmillan Joining the Dots is a Macmillan Local Authority Partnership (MLAP) programme. County Durham is only one of 5 local authorities across England and Scotland who form part of the programme. The presentation will explore what coproduction means in County Durham, how it has been undertaken and key learning from the programme so far.

Table Top Discussions

Engaging with women to understand experience of cervical screening.

Healthwatch County Durham spoke to over 2000 people in 2017 and 2018 about their experiences of bowel, breast and cervical cancer screening. This was to help providers and commissioners understand the reasons why people choose to be screened and any barriers that may prevent them. This session will look at all the different ways that were used to engage with people to gather feedback, make recommendations and influence screening programmes

10 Steps to Even Better Public Engagement

Want to know more about patient and public engagement, understand the key legal responsibilities in this area and learn more about a 10 Step approach based on best practice?

This taster session looks at the '10 steps' to consider when considering how to involve patients and the public in work programmes. The session is designed as a taster of a one-day course which is run by the National Participation team and is usually aimed at commissioning staff, policy development staff and business or project teams who are working with patients. We also welcome partner organisations and people volunteering in key roles.

Utilising the National Cancer Experience Survey to improve patient experience, (How relationships can sustain and improve cancer patient experience).

How in a large Trust with tertiary cancer treatment and support services used data from cancer Patient Experience Survey to inform a strategy of sustainable positive change.

Improvement was attained by developing relationships from Board to Ward to enhance service delivery. This achieved a positive impact on the environment and culture of cancer support and information services.

Improving access to health services for BAME communities

An exploration of key aspects of work delivered by Newcastle City Council Public Health in partnership with Newcastle Council for Voluntary Services (NCVS) aimed at reducing health inequalities of Black, Asian and Minority Ethnic (BAME) communities. There will be focused discussion and an activity taken from existing Cultural Competency training to get participants thinking about how this might have an impact on improving access to health services for BAME communities.

Macmillan mental health coproduction project

Macmillan commissioned Middlesbrough and Stockton Mind to carry out action research to explore the experiences of people living with a mental health condition who access primary and secondary care services for concerns about cancer, diagnosis and treatment across the Teesside locality. The research focussed on identifying what the issues are for people living with a mental health condition accessing the cancer pathway and understanding the challenges and difficulties and identify where improvements could be made.

HealthWORKS Cancer Champion Programme

Over the past year HealthWORKS has been delivering two projects focussed on improving the conversations around cancer: challenging myths and empowering with accessible information.

Best Practice Guidelines when involving people with a learning disability

The North East and Cumbria Learning Disability Network, Macmillan Cancer Project developed a set of best practice guidelines to ensure each new element of the projects work is focused on reaching its aims as inclusively as possible.

We will discuss the development of the best practice guidelines and the importance of consultation to produce an effective document.

We will discuss the role of Gateshead People, a self-advocacy group to consult with others and develop in partnership the guidelines.

We will share the guidelines and discuss how they have been used in elements of our work to ensure inclusion and participation.

Engaging with young people

Talking about who the NHS Youth Forum are, their 12 tips on involving young people and facilitating a discussion on how young people can be meaningfully engaged in health & social care.

Changing the conversation in North Cumbria from "TO" to "WITH"

From consultation to co-production, hear about the North Cumbria experience of changing the conversation from one of confrontation to collaboration and find out about the co-production toolkit developed with our community and Third Sector including Healthwatch.

www.northcumbriahealthandcare.nhs.uk/making-it-happen/co-production/co-production-toolkit/

Making a difference - Cancer Patient and Carer Groups

The aim of Cancer Patient and Carer groups is to improve the experience of people affected by cancer in their local area. Hear about the type of work the group members get involved in and the partnerships they have with their local NHS Trust and other partners.

Speaker Profiles

Alison Featherstone

Cancer Alliance Manager, Northern Cancer Alliance



Alison Featherstone is the manager of the Northern Cancer Alliance. She has worked in a number of organisations in nursing management and leadership roles including the Clinical Networks and Senate where as well as managing a number of networks she was also the network lead for patient and public involvement. Alison qualified as a nurse in 1986 and spent most of her 30 years within the NHS working as a cancer and palliative care nurse. She has a BA (Hons) in Cancer and Palliative care and an MSC in integrated Service Improvement. She is also a lecturer at Newcastle University (Medical School). Alison is passionate about working together to improve the experience of people affected by cancer.

Jo Mackintosh

Macmillan Engagement & Co Design Project Manager, Northern Cancer Alliance



Jo Mackintosh has worked within the NHS over the last 30 plus years. Jo's early career began within NHS dental services working in several roles including clinical nursing and practice management. She later went on to hold roles that have included working within health improvement, patient experience, quality improvement and operational management. Her current role is a project manager working for the Northern Cancer Alliance. This is a secondment from Northumbria Healthcare NHS Trust where she has worked for the last 18 years. Jo also lectures for HENE providing oral health improvement lectures for dental nursing staff.

During her time in the NHS, Jo has gained a BA Hons Health & Social Care and a MSc Healthcare Management. She is extremely passionate about the experience of NHS patients and staff and gains a great deal of personal and professional fulfilment from working to improve the experience of both.

Annie Dolphin

Lay Representative, Northern Cancer Alliance



Annie's main career was 32 years in HM Revenue & Customs (formerly Inland Revenue) in various locations throughout the country where she was originally a Tax Inspector and in her final 15 years worked in a variety of roles at regional and national level. As Deputy Change Director she received the OBE in 2002 in recognition of services to the Inland Revenue. Following early retirement from the Civil Service in 2006 she worked part time as a development and recruitment consultant and was a Non-Executive Director on the County Durham (and later Darlington) PCT boards for almost 7 years until the PCTs were dissolved in March 2013. More recently she was Lay Chair of NHS Durham Dales, Easington and Sedgefield Clinical Commissioning Group (DDES CCG) Governing Body for 3 years from its inception in August 2012. She continues to work part time under contract to NHS England as a panel hearing Chair and became a lay member of the Cancer Alliance Board in January 2017.

Outside the NHS Annie is the independent chair of the Active Durham Partnership which promotes the benefits of increased physical activity for everyone across County Durham. In addition, she is a County Durham Community Foundation Board member, a trustee and Vice Chair of Teesdale Day Clubs, and is a volunteer and governor in two primary schools.

Karen Gannon

Patient Advocate and Representative for Breast Cancer Now



I was diagnosed in February 2007 with cancer resulting in surgery for a mastectomy and chemotherapy treatment. This was followed by radiotherapy and I finished treatment in November 2007.

I am a patient advocate and representative for Breast Cancer Now and since 2009 have worked with them on their Service Pledge programme involving patients and hospitals working together to improve patient hospital experience. I am member of Co Durham and Darlington Cancer Patient and Carer group and my local PPG.

Kirsty Douglas

PPV Representative



Kirsty Douglas is a member of Gateshead People; a self-advocacy group for people with a learning disability in Gateshead. She is also a member of the Northern Cancer Alliance Engagement & Co Design Project Steering Group and has made a valuable contribution to development of this work. More recently Kirsty has been involved in the Be Cancer Aware training programme which is a cancer education package that is delivered by people with a learning disability to people with a learning disability, carers and family. In 2018 Kirsty was one of the 60 winners of the first Learning Disability and Autism Leaders' List in the Changing Communities category. Kirsty feels passionate about public involvement and says *"I want to make a difference for people with learning disabilities. It is important that if you have cancer that you are understood and that you get the right treatment. Some people with learning disability get confused. I would want the right treatment and to be understood if it was me"*.

Kaz Obuka

Public and Patient Engagement Manager, National Cancer Programme



Kaz Obuka is the Patient and Public Engagement Manager for the NHS Cancer Programme. Kaz is leading on the development and coordination of public and patient engagement across the Cancer Programme, including support to Cancer Alliances' work with people and communities in local service transformation.

Annie Laverty

Director Patient Experience, Northumbria Healthcare NHS Foundation Trust



Annie is chief experience officer at Northumbria Healthcare NHS Foundation Trust. She has led on one of the most comprehensive patient experience programmes in the NHS.

A Health Foundation Generation Q fellow, Annie is committed to improving quality in the NHS. She has extensive experience of developing integration in healthcare and has recognised expertise in engaging patients and carers in service re-design and improvement. She began her career as a speech and language therapist, working in, and ultimately leading, Northumbria Healthcare's stroke team over a twenty-year period.

Marianne Patterson

Project Lead for Healthwatch County Durham



Marianne is the Project Lead for Healthwatch County Durham with many years' experience in project management, volunteer development and learning and development. She is enthusiastic about the impact that patients and the public can have in improving services, when their views and experiences are sought, listened to and acted upon in a meaningful way.

Denise Alexander

Engagement and Signposting Lead for Healthwatch County Durham



Denise is the Engagement and Signposting Lead for Healthwatch County Durham. She has many years' experience working in the voluntary and community sector and also works in arts management. She is passionate about public and patient involvement and making sure that everyone has the chance to have their voices heard and a say in shaping the health and social care services that affect them.

Alison East

Lead Cancer Nurse Newcastle Hospitals NHS Foundation Trust



Alison has over 25 years' experience working in specialist cancer nursing roles within the North East of England. For the last three years she has held the Macmillan Lead Cancer Nurse/Nurse Consultant role at Newcastle upon Tyne Hospitals, a Trust that offers a wide range of tertiary cancer treatment and support services.

Her role involves influencing and shaping the nursing contribution in the development of patient focused cancer services across the organisation, and includes acting as the locality lead for living with and beyond cancer services.

She is passionate about improving the outcomes and the experiences of people whose lives are affected by cancer, aiming for all to have access to high quality practical, emotional and spiritual support.

Jill Davison

Macmillan Cancer Support Centre Manager, Freeman Hospital



Jill has worked within Health & Social Care for over 30 years. For the last two years she has held the Macmillan Support Centre Manager role at Newcastle upon Tyne Hospitals based within the Northern Centre for Cancer Care.

Her role involves supporting patients with emotional; practical and financial concerns. Using the results of the Newcastle Hospitals Cancer Patient Experience Survey to increase access to financial information/free prescriptions and to provide high quality person centred support to patients and loved ones.

In addition to sustain the implementation of Living With and Beyond cancer agenda, to provide and underpin a joined-up approach in meeting patient needs.

Suzanne Nicholson

Advanced Health Improvement Practitioner for Black, Asian and Minority Ethnic (BAME), Newcastle City Council Public Health Team



Suzanne's current role is as an Advanced Health Improvement Practitioner for Black, Asian and Minority Ethnic (BAME) communities within the public health team at Newcastle City Council. After graduating from Northumbria University in 2002 with a BSc (Hons) in Health Studies, Suzanne went on to have a 12-year career within public health in the NHS in both Newcastle and County Durham.

She worked as a Health Improvement Specialist and then Lead specialising in Healthy Schools and the Children, Young People and Families agenda but also picking up various other portfolios along the way including: Workplace Health, Healthy Eating, Public Mental Health and Physical Activity.

After getting made redundant in 2015 Suzanne decided to re-train and qualified as a Hypnobirthing teacher in order to pursue her passion of helping babies to get the best start in life and empowering parents-to-be with new knowledge and relaxation skills for life. She then went on to set up her own business. Whilst establishing the business and teaching part-time, she also gained employment at the North of England Commissioning Support Unit (NECS) within the Provider Management team before securing her current role, back in public health, working to reduce health inequalities and improve health and wellbeing outcomes for BAME communities.

Hamna Begum

BAME Health & Wellbeing Training & Development Officer at Newcastle CVS



Hamna is the BAME Health & Wellbeing Training & Development Officer at Newcastle CVS. Hamna's role involves developing and delivering training to health professionals to build their confidence working with BAME communities. She is able to help professionals and services to understand the importance and the impact of different cultures and beliefs to enable better health care outcomes. Hamna's role helps professionals to understand key aspects of local BAME communities which helps to tackle the barriers that exist in services, and helps provide a better and more inclusive service for patients/service users from all communities and backgrounds.

Hamna is able to draw from past experiences and roles, as she has worked in many different areas which have fuelled her passion for social justice. Hamna's background is in health and education. Her previous roles were: BAME Link worker for Sunderland Carers Centre; BAME Nursery Nurse for Sunderland Royal Hospital and Sunderland City Council. Her specialist areas are in disabilities and special educational needs. Hamna was also an interpreter for over 14 years that she did alongside her other roles to support the local and regional community. Hamna has a broad range of unique experiences that she has brought to this current role.

Sarah Jane Ashcroft (along with 2 members of the co-production group)

Project Lead, Macmillan Mental Health Cancer Care Research Lead

Sarah Jane qualified as an Occupational Therapist and worked in both mental health and cancer services during her clinical career.

She joined Middlesbrough and Stockton at the end of 2012 and has since worked on several projects. Whilst working on the Macmillan Mental Health Cancer Care project, Sarah Jane has worked hard to involve and engage with a wide range of people, both professional and non-professional gathering information to develop a number of recommendations to improve the experiences of people living with mental health conditions and affected by cancer. Along with Sarah Jane will be 2 members of the co-production group who will work with her to deliver the session.

Sarah Cowling
CEO Healthworks



After 15 years nursing in the acute sector I changed tack to fit around family demands and moved into health education. I worked with a Leisure Trust to help design their offer around the prevention agenda, for example looking at exercise on referral and low-cost exercise provision for rural mums, with creche support etc.

I then moved into community health and became interested in health inequalities, managing a Healthy Living Centre in the outer west of Newcastle serving a neighbourhood with multiple levels of deprivation.

My current post is as CEO of HealthWORKS Newcastle, a charity supported by Professor Sir Michael Marmot as our Patron. The work here covers the full life course; from antenatal to falls prevention.

The teams work out in communities to raise levels of health literacy and empower people to feel that they can make informed choices to better health.

Dominic Smithies
NHS Youth Forum Member



Dom is a member of the NHS Youth Forum, a group of 14-25 year olds who are passionate about youth voice in health and social care. Dom is also the Programmes Manager (Health Inequalities) at Student Minds, the UK's student mental health charity. Dom has a passion for improving cultural competency across support services, addressing the challenges and barriers faced by minority groups and is a self-confessed Higher Education policy nerd.

Julie Clayton

Head of Communications and Engagement for NHS North Cumbria CCG and the North Cumbria Health and Care ICS.



Julie was part of the team that led the Healthcare For the Future public consultation on six areas of service change and has since led the development of co-production to improve relationships with the community and involve them in shaping future service improvement.

She has supported the collaborative development of the *Co-production Toolkit* which has been created from experiences of those involved – patients, staff, campaigners, members of the community, the third Sector and NHS and care leaders.

Amanda Walshe

Trust Lead Cancer Nurse – Northumbria Healthcare NHS Foundation Trust



Amanda is the Macmillan Lead Cancer Nurse for Northumbria Healthcare NHS Foundation Trust. Amanda provides key leadership to all nurses working in cancer services for the Trust. This encompasses both delivering on the strategic cancer agenda within oncology/cancer services as well as promoting diversity in nursing development, thereby positively impacting on cancer and patient care.

Amanda qualified at St James University hospital, Leeds in 1989. She worked and developed experience in medicine, haematology and bone marrow transplantation, before taking up a post at the Northern Centre for Cancer Care in Newcastle upon Tyne in 1994. Amanda worked as a junior sister on an inpatient ward until 1996 when she became the first Clinical Nurse Specialist in Breast Care for Northumbria Healthcare Trust. Amanda

spent the following 19 years working on developing the role and the breast CNS service, as well as gaining a substantial amount of clinical knowledge and expertise. Over this period of time Amanda also qualified as a lecturer, enabling her to facilitate modules at Newcastle University, encompassing Oncology, Cancer studies and Palliative care courses over the last 12 years. Amanda took up her present role in 2015. Amanda is married and in her spare time she is often found either gardening or going off on long distance walks

Mary Peel

Chair CSH Cancer Patient Carer Group, Patient Research Ambassador

Mary is the current Chair of the Sunderland Cancer Patient & Carer Group, she also plays an active role as a PPV representative within research groups. Mary is currently working with the LWBC team in Sunderland to develop their approach to supporting patients in the local area after treatment for cancer.

Jean Gardner

Vice Chair NCPCG, Northumbria Cancer Patient & Carer Group

Jean is the Vice Chair of the Northumbria Cancer Patient & Carer Group. She also a member of the Northumberland Cancer Locality Group and more recently has been an active member of the North Tyneside Cancer Locality Group public involvement project.

Angela Medd

Patient and Public Partnerships Account Manager Experience, Participation and Equalities - NHSE



Angela is part of the Public Participation team at NHS England and is passionate about the importance of the meaningful involvement of people and communities in the development of NHS Services; and improving the quality of patient and public experience.

Angela has worked in the NHS for 15 years in roles including engagement, communications and governance. Her roles in governance have included work related to patient safety, serious incidents and independent investigations. As part of her most recent role she is the lead contact point between her team and the North region.

Angela joined NHS England in 2014 and has worked on a variety of areas including the national training and development programme for our Patient and public voice partners, Community Grants and she has worked with partners to increase the engagement of various seldom heard groups including transgender and non-binary people and children and young people in NHS England's work.

Angela was born and still lives in Leeds with her husband Simon. In her spare time, she likes to spend time with friends and family and is a keen gardener.

Vicki Drummond

Regional Lead Nurse – Quality & Safeguarding, NHS North



Vicki is a registered general nurse; sick children's nurse and registered health visitor.

Currently leading the north region for NHS England in safeguarding and Quality.

Passionate about improving patient experience and making a difference

Chris Walker
PPV Representative



Chris started in voluntary cancer service improvement 10 years ago. He became very involved as Chair of North of England Cancer Service User Group 7 years ago until 2017; working with senior Trust patient involvement, CCGs, Healthwatch, PALs, and about anyone who would listen.

Chris was nominated by Northumbria Healthcare NHS Trust for Macmillan award for raising public voice in 2016. He has been a Macmillan Befriending Volunteer, talking with patients in the chemotherapy unit in Hexham General Hospital for the last 3 years and has been a Macmillan Regional Volunteer Forum member since 2016.

Chris has been the Chair of Northumbria Cancer Patient and Carer (Service Improvement) Group since 2012 and has actively worked with NHS England PPV for the last 2 years including Medical Mechanisms Programme on group chaired by Deputy Chief Dental Officer. Recently he has become very involved in research PPV steering group with NIHR. Chris is also working with the Academic Health Science Network

Kelly Craggs

Macmillan Cancer Improvement Manager South Tyneside and Sunderland Health Care Group



Kelly qualified as a RGN in 2005 and started her career within surgery. In 2009 she was appointed as Macmillan Head and Neck Clinical Nurse Specialist. During her time in this role she developed services around the cancer MDT and was the lead in Cancer Survivorship for the organisation. In 2017 Kelly was appointed as a Service Improvement lead for the Northern Cancer Alliance, focusing her work around optimal cancer pathways. Most recently in 2018 she was appointed as Macmillan Cancer Improvement Manager to lead a programme of cancer transformation in line with the National Strategy.

Clare Doney

Service Improvement Delivery Lead, Newcastle upon Tyne Hospitals/Norther Cancer Alliance



Clare has worked as a nurse in Cancer Care for over 20 years and as a Senior Sister for the past 11 years. Her current role is with the Northern Cancer Alliance working as a Service Improvement Lead which is a 15-month secondment. This involves advising clinical teams how they can streamline their Cancer pathways from the point of GP referral to treatment. Her key focus is on engaging patients in this process. She has a BSc Honours Cancer Nursing and MSc in Healthcare Leadership and has always been passionate about improving the experience of patients and their carers during their cancer journey.

Julie Tucker

Macmillan cancer learning disability project manager, North East and Cumbria learning disability Network.



Julie has been a part of the learning disability network for the past three years working to improve cancer services and experience for people with a learning disability. This work has focused on information and support, education and training, sharing learning and working nationally to influence change.

Gavin Barr

Advocate, Sunderland People First



Gavin has worked as an advocate at Sunderland People First for over ten years. Gavin has been involved in designing and delivering training for health and social care staff around the needs of people with a learning disability and or autism. Gavin is currently involved in delivering the Be Cancer Aware - Peer to Peer training programme to people with a learning disability. Gavin is a core member of the Stop People with a Learning Disability Dying Young Confirm & Challenge Group which informs the regional and national LeDeR programme.

Jodie Williams

Advocate & Director of Sunderland People First



I have a lot of experience of working with organisations that support people with learning disabilities and or autism. I am a Director of Sunderland People First and Inclusion North and a Trustee at Learning Disability England. I am really involved in Transforming Care work regionally and nationally. I am also an expert advisor at Care and Treatment reviews. I am involved in co-delivering the Be Cancer Aware training in Sunderland.

Sharon Bell

Advocate & Director of Sunderland People First



I have worked at Sunderland People First since the very start in 1994! I have a great deal of experience in various work steams including training, quality checking health and social care services, campaigning and developing easy-read information. I am involved in co-delivering the Be Cancer Aware training in Sunderland. Sharon is also a member of the Regional Transforming Care Confirm & Challenge Group.

Tom Dunkerton

Commissioning Manager, North Tyneside CCG



An experienced Senior Manager, Tom has worked in the NHS for 30 years across a wide range of service areas including mental health, community services and primary care. For the last 14 years, he has worked as a senior commissioner with NHS North of Tyne and more recently North Tyneside CCG.

He has an extensive track record in leading change projects across the health sector with a focus on service and pathway design and is a strong advocate in improving patient experience.

Liam Ryan

Engagement Lead, Macmillan



My name is Liam Ryan and I work for Macmillan Cancer Support as an Engagement Lead. My job is to support people affected by cancer to have a say in the services that they use and to help professionals to make use of the experience that patients and carers have. Patient and Carer involvement has never been more important than right now in the current financial and political climate; we need “all hands to the pump” to make sense of where our health and social care services should go from here. I have worked in the charity sector for the past 15 years or so in a variety of roles. Most of my jobs have been contract based for particular bits of work and at one point I changed employer every year. This has given me a wide range of experience and I like to bring a piece of everything to the table as it helps me to “think out of the box”. I have managed advocacy services, run an outdoor pursuits project, worked with the BME and LGBT communities, worked with young people with mental health problems, and most recently worked with people affected by cancer. Before joining the charity sector, I spent time working in the print trade and furniture retail in logistics roles. I am married and live near Alston with my wife and three children. My hobbies include fell running, and mountain biking and until recently I was an active member of a mountain rescue team.

Kirsty Wilkinson, MPH, BA (Hons), MCMI

Public Health Advanced Practitioner – Staying Well Durham County Council



Kirsty Wilkinson has been the Public Health Advanced Practitioner – Staying Well since her appointment in June 2018. Her responsibilities include commissioning and service improvement of NHS Health Checks, CVD prevention, cancer prevention and living with and beyond cancer, tobacco control and stop smoking services.

Prior to this Kirsty spend just over two years as a Macmillan Public Health Portfolio Lead working on the Macmillan Local Authority Partnership (MLAP) programme. Within this programme Kirsty worked with people affected by cancer and other stakeholders to co-design a model to ensure access to support around non-clinical needs for all people affected by cancer.

Kirsty moved into the Public Health team in 2013 when they transferred from the Primary Care Trust (PCT) into the local authority when she was responsible developing and implementing an alcohol harm reduction strategy for the county.

She is passionate about preventing ill-health and improving the quality of life of individuals, families and communities across County Durham. Kirsty is married and is lucky to be proud mum to two wonderful children. In her spare time, Kirsty is part of the cast and crew of Kynren, an Epic Tale of England (www.kynren.org) where in 2018 she, alongside her children, was fortunate enough to be awarded the Queen’s Award for Voluntary Service. She is also in training for her first Great North Run in September 2019.

Registered Attendees

First Name	Surname	
Denise	Alexander	Engagement and Signposting Lead for Healthwatch County Durham
Sandy	Allan	Member of the public, Durham and District Women's Cancer Support Group, County Durham and Darlington Cancer Patients and Carers Group.
Yvonne	Anderson	Lead Macmillan Primary Care Nurse
Sarah Jane	Ashcroft	Project Lead, Macmillan Mental Health Cancer Care Research Lead
Rachael	Bannister-Young	Macmillan Clinical Nurse Specialist/Lead Cancer Nurse
Gavin	Barr	Sunderland People First Volunteer
Hamna	Begum	BAME Health & Wellbeing Training & Development Officer at Newcastle CVS
Sharon	Bell	Sunderland People First Volunteer
Sheila	Brown	Volunteer NECN, Vice Chair Sunderland PCG
Seonad	Campbell	Research and Funding Manager Age UK Sunderland
Lynsey	Clarke	Living With and Beyond Cancer Facilitator
Julie	Clayton	Head of Communications and Engagement for NHS North Cumbria CCG and the North Cumbria Health and Care ICS
Sarah	Cowling	CEO, HealthWorks Newcastle
Kelly	Craggs	Cancer Improvement Manager
Paul	Cutler	Service Specialist, North Region Specialised Commissioning Team (Cumbria and North-East Hub)
Jill	Davison	Macmillan Information Centre Manager
Mark	Den Hollander	Macmillan Joining the Dots Development Officer
Annie	Dolphin	Lay Representative NCA
Clare	Doney	Service Improvement Lead
Kirsty	Douglas	PPV Representative
Kay	Dover	Macmillan Partnership Quality Lead
Sharron	Driver	Radiotherapy Service Manager, NUTH
Vicki	Drummond	Regional Lead Nurse – Quality & Safeguarding, NHS North
Tom	Dunkerton	Commissioning Manager, North Tyneside CCG
Alison	East	Macmillan Lead Cancer Nurse/Nurse Consultant, Newcastle
Jill	Edemenson	Healthwatch Stockton Coordinator
Alison	Featherstone	Alliance Manager, NCA
Linda	Flower	Macmillan Volunteer
Gail	Foster	LWBC Project coordinator
Andrew	Fox	Development Worker, Sunderland People First
Karen	Gannon	Patient Representative, CDDFT CPC Group
Jean	Gardner	Vice Chair NCPCG, Northumbria Cancer Patient & Carer Group
Vikram	Garud	Consultant Surgeon
Anna	Gillingham	Engagement Coordinator
Emma	Golightly	Health Improvement Practitioner
Sarah	Hamilton	Workforce Lead
Lynn	Hammal	Service Specialist, NHSE
Jan	Harley	Lead Cancer Nurse, North Tees & Hartlepool NHS Foundation Trust
Kayleigh	Harold	Customer Service Advisor & Living With & beyond Cancer Coordinator, Age UK Gateshead
Lyndsey	Hoare	Living with and Beyond Cancer Care Co-ordinator
Ruth	Holmes	Macmillan Primary Care Nurse
Janette	Hughes	
David	Iles	Member of the Public
Olive	Ingram	
Amy	Johnstone	Head of Cancer Services, South Tyneside and Sunderland Healthcare Group
Kath	Jones	Cancer Alliance Delivery Manager
Natasha	Judge	
Nicole	Kirby	Macmillan Engagement Lead

Claire	Knight	Strategic Partnership / Engagement and Volunteering Manager, North
Annie	Lavery	Chief Experience Officer at Northumbria Healthcare NHS Foundation Trust
Marjorie	Leckonby	Member of NCA Engagement & Co-Design Group
Laura	Lund	Business Support Assistant, NCA
Mary	Lunney-Murdoch	Service Improvement Lead
Joanne	Mackintosh	Macmillan Engagement and Co Design Project Manager, NCA
Ann	Marshall	Macmillan Volunteer
Caroline	McGarry	Patient Experience and Involvement Officer
Angela	Medd	Patient and Public Partnerships Account Manager Experience, Participation and Equalities - NHSE
Adrienne	Moffett	Northern Cancer Alliance Delivery Manager
Nicky	Moon	Deputy Director
Suzanne	Nicholson	Advanced Health Improvement Practitioner for Black, Asian and Minority Ethnic (BAME), Newcastle City Council Public Health Team
Nicola	Noble	
Guy	Nokes	Commissioning Support Officer, Commissioning Delivery Team
Beverley	North	Nurse Specialist Neuro-Oncology
Kalu	Obuka	Public and Patient Engagement Manager, Cancer Programme, NHS England
Marianne	Patterson	Project Lead for Healthwatch County Durham
Sheila	Pearson	Cancer Lead Clinician, North Cumbria
Mary	Peel	Chair CSH Cancer Patient Carer Group, Patient Research Ambassador
Claire	Pounder	Macmillan Colorectal CNS
Sharon	Quinn	Living Well Link Manager
Alan	Redman	Consultant Radiologist
Andrew	Riley	OG Project Manager NCA
Sheron	Robson	Cancer Alliance Programme Manager
Alison	Ross	
Leanne	Rowell	Project Coordinator Living with and Beyond Cancer
Liam	Ryan	Engagement Lead, Macmillan
Abdelnasser	Salem	
Mary	Sayers	Member of the Public
Gina	Scorer	Cancer Pathway Navigator at County Durham and Darlington Foundation Trust
Lynn	Scott	Volunteer with Northumbria Cancer patient and Carer Group
Tracy	Scott	
Chloe	Shaw	Macmillan Joining the Dots Facilitator
Derrick	Smart	Macmillan Joining the Dots Facilitator
Danielle	Smith	Cancer Care Coordinator, LWBC
Sharon	Smith	Project Steering Group Member
Tracy	Smith	Screening and Immunisation Coordinator CNE
Dominic	Smithies	NHS Youth Forum Member
Karen	Stenlund	Macmillan Partnership Quality Lead
Maria	Taylor	Patient Experience Manager
Jonathan	Taylor	
Audrey	Thompson	Healthwatch, Sunderland
Tina	Thompson	Macmillan Partnership Manager
Michelle	Thompson BEM	Chief Executive Officer
Louise	Trowell	Macmillan Primary Care Nurse, Hallgarth Surgery
Julie	Tucker	Macmillan Project Manager (Cancer Screening and Learning Disabilities) for North East & Cumbria Learning Disability Network
Chris	Walker	Chair NCPCG & PPV Representative
Kath	Wall	Chair of CDD Patient and Carer Group
Amanda	Walshe	Lead Cancer Nurse, Northumbria Healthcare
Gill	Walton	
Allison	White	

Rachel	Wilkins	Project Manager, Healthwatch, Newcastle & Gateshead
Kirsty	Wilkinson	Public Health Advanced Practitioner
Jodie	Williams	Sunderland People First Volunteer
Sophie	Williams	Clinical Neuropsychologist
Jonny	Wolf Slater	Quality of Life pilot project coordinator
Lindsey	Wood	Deputy Manager
Michelle	Wren	Service Improvement Lead
Su	Young	Business Support Assistant, NCA