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Request for Information Reference: 01.21.64

Email: [cdda-tr.cddftfoi@nhs.net](mailto:cdda-tr.cddftfoi@nhs.net)

Email only

17 February 2021

## **Freedom of Information Act 2000 – Request for Information**

Thank you for submitting a request for information which we received on 29 January 2021 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to cancer patients and I am providing the following information in response to your specific questions:

**1) What support do you offer for the family members of patients being treated for cancer within your NHS Trust? (Support can include anything that would contribute to the emotional well-being of an individual, such as support groups, counselling or advice).**

The Trust has three active Macmillan Information and Support Centres and two information points. These are open to all people affected by cancer including family members. People can also access the support by telephone or email and the centres use Facebook and Twitter for communications about available support. The Trust has a page on the website with available support resources and a regularly updated Support Group shared file which we actively signpost to

**2) Does your NHS Trust provide any tailored support specifically for young people (under 25s) who have family members being treated for cancer?**

The Trust does not offer tailored support but does have a designated section within the information and support resources that is aimed at younger people and links in with the teenage and young adult services in Newcastle to ensure resources are up to date

**3) If so, please could you provide details?**

N/A

**4) Are services actively offered to patients' family members, or do they have to approach the Trust themselves to request support?**

All of the information and support services are open access and inclusive. The Trust's centralised approach is to undertake Holistic Needs Assessments for all patients with a cancer diagnosis and this includes finding out about family members and ensuring they are also made aware of available support. The Trust has posters with QR codes linking patients and their families/carers/loved ones to available digital support displayed in outpatient and chemotherapy areas. At diagnosis all patients are given written information about the Macmillan Information Centres by the Clinical Nurse Specialists, which summarises the available resources and encourages contact.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via [cdda-tr.cddftfoi@nhs](mailto:cdda-tr.cddftfoi@nhs).

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; [www.ico.gov.uk](http://www.ico.gov.uk).

Yours sincerely

**Joanna Tyrrell**  
Freedom of Information Officer