

Direct Line: 01623 672232
Our Ref: 744
E-mail: sfh-tr.foi.requests@nhs.net

King's Mill Hospital
Mansfield Road
Sutton in Ashfield
Nottinghamshire
NG17 4JL

22nd April 2025

Tel: 01623 622515
Join today: www.sfh-tr.nhs.uk

[REDACTED]

Dear Sir/Madam

Freedom of Information Act (FOI) 2000 - Request for Information Reference: Support
for leukaemia patients

I am writing in response to your request for information under the FOI 2000.

I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that
we do hold some of the information you have requested. A response to each part of your
request is provided below.

Home, Community, Hospital.

FOI Request / Question	Question Response	Is there an exemption?	Exemption	Exemption Details
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)? b. What is their average caseload? c. How many are employed by a third party (e.g., charity), and what is the FTE? d. What is their caseload?	We have no cancer support workers or cancer navigators specifically working within the haematology team.			
2. What percentage of your leukaemia patients have accessed their services?	N/A			
3. Do you provide counselling or psychological support for leukaemia patients through: a) Mental health professionals? b) Digital platforms (e.g., apps)? c) Any other relevant services?	a) No - Cancer clinical Psychology team, mental health teams, talking therapies - are all provided from external sources B) Yes- Trust internet page, local cancer app for people affected by cancer, sign post to various charities and online resources C) Yes - cancer nurse specialists (CNS), Cancer information and support service, local community groups/organisations			
4. How many staff do you employ to provide cancer emotional support, and what is the FTE?	We do not employ anyone to directly provide emotional support only - this forms part of our cancer nurse specialists role and our cancer information and support service.			

2

Home, Community, Hospital.

	Our Cancer Clinical psychology team are employed by Notts Healthcare FOI@nottshc.nhs.uk and provide specialist psychological support to patients			
5. What are: a) The average, b) The minimum, and c) The maximum waiting times from referral to first appointment or first access point for emotional support services?	Emotional support is a broad statement and its difficult to quantify. On a day to day emotional support is provided by the cancer nurse specialists and information centre staff to patients. Should specialist emotional support be assessed as needed then an onward referral to Cancer Clinical Psychology would be made. This service is provided to us by Notts Healthcare and we do not hold the data regarding waiting times. Under Section 16 of the Act we have a duty to provide advice and assistance. Please contact Nottinghamshire Healthcare NHS Foundation Trust FOI@nottshc.nhs.uk who may hold this information.			
6. How do patients get referred to these services (e.g., clinical nurse specialist, GP, self-referral)?	Patients get referred to specialist emotional support by Nurse specialists, clinicians, cancer information centre. There are some external services patients are signposted to whereby then can self refer			
7. Are there any limits on the number of sessions or amount of time cancer patients can access counselling?	Access to emotional support via the CNS team and information and support service is not limited The number of sessions offered via Clinical cancer psychology team per person varies dependant on clinical need. Typically, the service offers a maximum of 20 sessions, with the average number of sessions across all of our patients being at around 8-12, which is in line with other similar services nationally.			

8. What percentage of all cancer patients you care for access emotional support in-house?	We do not keep this specific data - although arguably all patients access emotional support from their CNS			
9. What percentage of leukaemia patients you care for access emotional support?	Same response as question 8			
10. Do you offer welfare advice or practical support (e.g., benefits, financial help, transport) to: a) All cancer patients? b) Leukaemia patients?	All patients who need welfare support are signposted to local services who can support them via our CNS's or Cancer Information and support service. The same with practical support. There are a number of resources both locally and nationally that we support patients to access or access on their behalf.			
11. How do patients access this support, and how is the information shared with them?	This support is accessed via signposting individual's to services and support via our CNS and information centre. The information is shared in a variety of ways - verbally, written information, via our local cancer app, on our Trust internet page, from within our cancer information and support centre, at our Cancer Information and support events.			
12. How many staff and FTE staff are responsible for delivering welfare support services?	We don't directly employ anyone within the Trust to provide just welfare support services to cancer patients. Patients are signposted to what they need by our clinicians, CNS's, information and support staff etc as part of their broader roles.			
13. How many leukaemia patients accessed welfare support in the past 12 months? What percentage of the total	Information not held.			

leukaemia patients you care for does this represent?				
--	--	--	--	--

5

Home, Community, Hospital.

I trust this information answers your request. Should you have any further enquiries or queries about this response please do not hesitate to contact me. However, if you are unhappy with the way in which your request has been handled, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Sally Brook Shanahan, Director of Corporate Affairs, King's Mill Hospital, Mansfield Road, Sutton in Ashfield, Nottinghamshire, NG17 4JL or email sally.brookshanahan@nhs.net.

If you are dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office, who will consider whether we have complied with our obligations under the Act and can require us to remedy any problems. Generally, the Information Commissioner's Office cannot decide unless you have exhausted the internal review procedure. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/your-data-matters/official-information/>.

Complaints to the Information Commissioner's Office should be sent to FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 1231113, email casework@ico.org.uk.

If you would like this letter or information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call us on 01623 672232 or email sfh-tr.foi.requests@nhs.net.

Yours faithfully

Information Governance Team

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the licence conditions must be met. You must not re-use any previously unreleased information without having the consent from Sherwood Forest Hospitals NHS Foundation Trust. Should you wish to re-use previously unreleased information then you must make your request in writing. All requests for re-use will be responded to within 20 working days of receipt.