

Macmillan Cancer Support

Evaluation of Phase 1 of the One-to-One Support Implementation Project



What our client wanted

Macmillan Cancer Support is committed to investing £300m over the next 7-10 years to support the NHS to create up to 3,400 additional one-to-one support posts across the UK. This represents a substantial investment of resources, and a significant opportunity to improve the quality of care, life and experience of cancer patients, carers and family members, in addition to identifying new cost effective ways of improving quality of service. As the first stage in this process, Macmillan is carrying out a major project that is piloting new ways of providing One-to-One Support for people with cancer across the UK. The pilot will introduce four new roles in a range of health and social care settings in 16 sites across the UK. Macmillan has commissioned a consortium led by Frontline to evaluate the pilot

What Frontline did

We are delivering both the evaluation and economic analysis of the One-to-One Support Implementation project. Our approach has been designed to use the core principles of *Realistic Evaluation* to give Macmillan practical evaluation outputs, evidence and learning. Our work includes:

- a baseline and literature review report presenting the findings from the initial research including the outputs from: a literature and baseline data review; initial consultations with each of the pilot sites; consultations with key strategic stakeholders; initial baseline data collection from the sites
- process and impact consultation with pilot leads and Macmillan professionals; quantitative data collected quarterly from pilots to evidence impact at the pathway level; patient pathway experience survey; pilot site visits; patient focus groups
- economic analysis on the cost-effectiveness of the pilot programme based on our data collected from pilots sites and consultations
- designing and delivering four national learn and share events for pilot staff and Macmillan professionals

What difference we made

Our evaluation is ongoing. Successful completion of this project will help Macmillan to share learning across the pilots as they evolve, draw robust conclusions and learn lessons to improve future policy and practice and the future development of this innovative type of support. This will enable Macmillan and its partners to improve access to, and the capacity and effectiveness of, care for people living with cancer and their carers.