

The Sara Lee Trust Annual Survey Report 2020

Stakeholder Views

The Trust has an established process for engaging service user views on its services and care, with a comprehensive survey being undertaken annually during May. The form and content of the Service User Survey is reviewed and agreed on an annual basis in partnership with the Trust Service User Group. The survey is hosted and completed online using SurveyMonkey, an off-the-shelf interactive software provider. To ensure the survey is representative, the Trust requires a minimum of 10% of its service users to complete and return it. This is a challenging target given the acute ill health and short prognosis of many of the people we support.

This is the fifth year of asking service users to complete our survey, and the second year of asking referrers to. The results of both surveys are incorporated in this report.

2019-20 Survey Findings

This year 158 **service user** questionnaires were completed compared to 137 last year. 67 of these were electronic entries and 91 paper copies. We sent 469 surveys out, a 35% increase on last year, but with a lower return rate of 34% compared with 39%.

The referrer survey was sent to 78 **referrers** (by email only) which is a similar number to last year, but it was only completed by 11 people, compared with 22 last year.

Significant themes and trends are highlighted in the **Summary**, and more detail, including benchmarking against results from the previous 4 years, is given in the **Detailed Analysis**, which is followed by the resulting **2020-21 Action Plan**.

Summary

- There has been a significant increase in surveys being sent out and completed, resulting in more meaningful feedback on our services. It is likely that lockdown has played a part in this: we suspect that being stuck at home meant recipients were more inclined to complete and return the survey.
- It is also clear how the pandemic impacted the care that some service users were receiving. Disappointment at having in-person complementary therapies and counselling suspended due to government guidelines is very evident in the comments, though perhaps less so in the statistics.
- People are generally very satisfied with the care they receive and feel it impacts positively on their health and well-being. Overall 98% of **service users** rated services as Excellent or Very Good, 100% of **referrers** rated services as Excellent or Very Good.

Awareness of and access to our services

- People are being referred for our services more quickly. Only 7% said that they had to wait more than 2 months for a referral from the point of needing the support, as opposed to between 20% and 29% in the last 4 years. This suggests a greater awareness of our services among referrers and service users.
- We asked for feedback on the telephone and online services that have been introduced in response to the Coronavirus pandemic. While clearly not everyone was comfortable with these mediums, many commented that they provided a lifeline through lockdown and it would be helpful if they could continue indefinitely for those who are isolated due to the restrictions of their illness, mobility or caring role.

Related service user comments:

"I would prefer face to face counselling but would be happy to continue with Zoom meeting for as long as necessary."

"Prefer face to face due to lack of privacy at home"

"I find the virtual experience too remote"

"I would find this (telephone/Zoom services) useful as I often can't leave work for long periods for appointments"

"The Yoga classes are something I can participate in at my own level without feeling inadequate"

Impact of our care

- People report that accessing support from the Trust results in reduced use of other services such as their GP, Mental Health Services and A&E. These figures have increased dramatically over the last 5 years. This year **48% of respondents said that our services have reduced their use of mental health services** (including anti-depressant medication or counselling through their GP).
- 75% said that our services helped reduce feelings of anxiety and/or depression. 56% said that they helped improve their confidence and/or wellbeing. 34% said they felt less isolated as a result of using our services. 30% said it helped reduce symptoms/side effects of treatment.
- Referrers' feedback also noted the benefits, with 100% saying our services resulted in improved confidence and/or wellbeing; 91% in reduced feelings of anxiety and/or depression; and 72% in reduced isolation.
- These indicators underline the importance of our services in improving mental and physical health in the people we support, and the lack of alternative comparable, accessible services to meet this essential need.

Related service user comments:

"My link with the Sara Lee Trust is as important to me as the medication which controls my physical symptoms."

"The counselling really helped me process my cancer experience and get through the emotional pain of it all. The mindfulness has just been great, and I practise it more in daily life now."

"...thanks to the Sara Lee Trust and the wonderful people who work there. I have been offered therapies and yoga and counselling and it has been a life saver, literally...So thank you to every one of the therapists and staff who work as a team together for the good of the people in Bexhill and surrounding areas, who are blessed to be able to access what is an essential service in body and mind."

"the Natural Rhythms Group...is a wonderful, supportive group to belong to...very calming and inspiring."

"I find all the therapists and our leader [at Sanctuary Days] wonderful, kind, caring, professional and respectful."

"I would NOT have survived without The Sara Lee Trust. The Mental health support is second to None."

"Aromatherapy was fantastic. I have MND and not only did it relax me but also helped with the physical use of my arm up to 3 days after having treatment."

"We had a person come to do some counselling which was very helpful at home. It enabled my husband to talk about his death etc. which he would not have been able to do if it was just me."

"I can't express how valuable it is to be able to meet people in a similar situation and to have them really understand what I'm going through."

Facilities

Though respondents were generally satisfied with the facilities they used, a few indicated room for minor improvements, and some highlighted transport as an ongoing issue. Many also commented how essential it was to them to be able to receive their care in their own home.

Related service user comments:

"Therapy centre in Sidley is a wonderfully welcome venue which is able to provide a calm relaxing confidential setting for counselling and massage. Thank you."

"Do not feel like I want to go to a hospice for therapy. Not ready to be in a hospice."

"St. Michael's, although on a very steep hill for wheelchair users, has a small car park in comparison of the people using the premises."

“The garden is beautiful and uplifting.”

“Lack of space at Sidley, no proper waiting area.”

Developing our care and services

Our ability to develop the care and services that service users need is dependent, to some degree, on the effectiveness of our monitoring and evaluation processes. This year, for the first time, we asked whether the feedback forms and surveys that we use are easy to understand and whether people believe they are put to good use. The results were largely reassuring with 89% of respondents saying that they found the surveys/evaluations easy to understand and complete and only 1% believing that their feedback was not put to good use.

A current area of focus for the development of our services is supporting people affected by cancer in remaining in or returning to work and/or resuming active living. To this end we asked service users a number of questions about the factors that created barriers to their ability to work. This data will feed into a larger project.

“Having not been able to return to work since my illness a number of years ago I have found my confidence has significantly reduced, knowledge and the storing information has become difficult with lack of concentration, friendships have dwindled. These problems are making it near impossible to even contemplate returning to work whether it be in an employed or self-employed position. However, I have taken on a volunteering role within Sara Lee which has given me a real boost. It’s being in a ‘safe environment’ with the Trust that gives me security when carrying out my service. This is a ‘must’ requirement when returning to a role in my opinion.”

“My employer had no understanding of what I had and continued to go through, along with Occupational Health, and expected me to return to normal as if nothing had changed, despite it being a life-threatening illness. I felt that I had no alternative other than to give up work for my own health and wellbeing...It was one of the most scariest and difficult decisions to give up full time work, which was a passion, that I have had to make and have still had trouble accepting this situation now needing counselling to help me.”

“My immediate team were very supportive but I still felt duty bound to get ‘back on track’ and also worried about finances.”

“State benefits have been confusing and a disappointment when I needed them.”

We asked referrers what they need or want from The Sara Lee Trust. They told us they would like:

Support and training

- Training re. stress management and compassion fatigue
- Communication training – in particular, managing difficult conversations
- Supervision/support/counselling/therapies for healthcare professionals involved in treating those with life-threatening illnesses

Information

- More information with regards to service availability
- Taster days and regular updates

Detailed Analysis of Service User Survey Results

Please note:

- Some questions from previous surveys – where results had been consistently positive, with no room for improvement identified – have been excluded in the interests of brevity, though they may be reintroduced in the future.
- Totals to multiple choice questions sometimes add up to slightly over or under 100% due to rounding up/down.
- “ – “ indicates that an answer option was not given in that year, as opposed to “0%” where an option was given but had a nil return

1. What is your relationship to The Sara Lee Trust? (Please select all that apply)	2020	2019	2018	2017	2016
I am a past service user	30%	39%	41%	48%	48%
I am a current service user	69%	64%	67%	54%	48%
I was referred but did not access the services	2%	0%	1%	3%	1%

2. Were you referred because you are/were?	2020	2019	2018	2017	2016
A patient	83%	75%	80%	81%	81%
A family member, friend or carer of a patient	17%	25%	20%	19%	19%

3. How did you become aware of our services? (Please select all that apply)	2020	2019	2018	2017	2016
Word of mouth	16%	17%	13%	6%	16%
Sara Lee Trust fundraising activities / events	4%	9%	5%	3%	1%
Sara Lee Trust poster / leaflet	4%	-	-	-	-
A healthcare professional told me about them	76%	87%	81%	75%	74%
Internet search	2%	1%	4%	1%	1%
Through a local business that supports The Sara Lee Trust	1%	1%	1%	0%	-
A Sara Lee Trust Charity Shop / donation centre / van	4%	9%	4%	4%	3%
Through people who have undertaken specialist training by The Sara Lee Trust (e.g. therapists, healthcare assistants, hospice neighbours)	12%	-	-	-	-

4. From the time of needing support, how long was it until you were referred for our services?	2020	2019	2018	2017	2016
Immediately	19%	16%	19%	14%	16%
Less than 2 weeks	42%	33%	30%	23%	36%
Less than 2 months	29%	27%	26%	30%	23%
More than 2 months	7%	21%	20%	29%	23%
Does not apply	3%	3%	5%	4%	1%

5. How do you feel about the length of time you had to wait to be referred for our services?	2020	2019	2018	2017	2016
I was seen as soon as I thought was necessary	81%	86%	85%	76%	78%
I should have been seen sooner	7%	5%	3%	7%	8%
Does not apply	12%	9%	12%	17%	14%

6. From the point of referral, how long did it take to be offered a first appointment?	2020	2019	2018	2017	2016
Less than 1 week	16%	18%	14%	17%	16%
1-2 weeks	52%	50%	47%	58%	62%
More than 2 weeks	27%	28%	36%	18%	19%
Does not apply	5%	3%	3%	7%	3%

7. If you feel you benefitted from our services we'd like to know how. (Please select all that apply)	2020	2019	2018
It helped improve my confidence and/or wellbeing	56%	56%	64%
It helped reduce feelings of anxiety and/or depression	75%	65%	78%
It helped to reduce symptoms/side effects of treatment (e.g. radiotherapy, medications, surgery) such as breathlessness, pain, nausea, lack of appetite, poor sleep, fatigue, etc.	30%	39%	31%
I have participated in new social networks and/or made new friends	19%	17%	18%
I have felt less isolated	34%	32%	42%
I have felt more able to look after myself	17%	18%	18%
Having benefitted from the therapy, I have since accessed more therapy privately elsewhere	5%	8%	8%

* In 2016/17 this question was applied to Complementary Therapies, Counselling and Group Activities separately, and the outcome options were different.

8. Please select any of the services below that you have used less, or are likely to use less in the future, as a result of our support. (Please select all that apply)	2020	2019	2018	2017	2016
Accident & Emergency	13%	14%	8%	5%	1%
Mental health services (including anti-depressant medication or counselling through your GP)	48%	37%	37%	30%	21%
GP services	28%	34%	31%	19%	24%
Macmillan / other nurse specialist	28%	38%	31%	18%	23%
Physiotherapist	20%	27%	16%	11%	10%
Hospital outpatient care	9%	9%	-	-	-
Hospital inpatient care	10%	12%	-	-	-

9. As a result of the impact of the Coronavirus pandemic, we have introduced a range of services that are available online or by telephone. If you have experienced any of these services we would like your feedback, if you haven't we would like to know if you think they would be helpful to you. (Please select a rating for relevant services.)

	2020				
	I found this very helpful	I found this moderately helpful	I did not find this helpful	I have not had this but would be interested in doing so	I have not had this and would not be interested in doing so
Telephone counselling	39%	9%	2%	13%	38%
Online counselling	11%	4%	6%	21%	59%
Online carers' support group	0%	1%	3%	15%	81%
Online mindfulness group	13%	0%	1%	24%	62%
Online yoga	13%	1%	1%	33%	52%

10. In order to make our services as accessible as possible in the future, we are looking at options for continuing to offer some online services, in addition to our usual services, when the current restrictions relating to the Coronavirus are lifted. We would like to know how you feel about this. (Please select all that apply)	2020
This would not be helpful to me as I do not use online technology	26%
I am concerned about the security of online services	5%
I would find it helpful when I am unable to attend in person due to the impact of my illness	34%
I would find it useful when I am unable to attend in person due to my caring role	8%
I would feel more confident/comfortable accessing services online or by telephone than in person	6%
I would find it useful because transport can be an issue for me	9%

We are developing a programme of support to help people living with cancer and other life-threatening illnesses to continue to have an active life, return to work or start work following treatment. We would appreciate hearing about your experience in this area.

11. Which of the following applies to you?	2020	2019
I was working before my diagnosis but am no longer able to <i>or I have had to reduce my hours*</i> (PLEASE ANSWER Q12, Q14 AND Q15 BELOW)	28%	12%
I was working before my diagnosis and remained in work or have now returned to work (PLEASE ANSWER Q13 AND Q14 BELOW)	14%	13%
I was not working before my diagnosis but would now like to (PLEASE ANSWER Q14 BELOW)	2%	1%
I was not working before my diagnosis and it is not an option for me now (PLEASE ANSWER Q15 BELOW)	18%	27%
None of the above (PLEASE SKIP TO Q17 BELOW)	38%	47%

**Please note that the words in italics were added to the question in 2020*

12. If you have been UNABLE to return to work or have had to reduce your hours because of your illness*, which factors have played a part? (Please tick all that apply)	2020			2019		
	Yes	Somewhat	No	Yes	Somewhat	No
Fatigue	82%	10%	8%	82%	12%	6%
Concentration and memory	53%	23%	25%	53%	33%	13%
Loss of confidence	50%	29%	21%	57%	14%	29%
Ongoing treatment	67%	16%	18%	73%	13%	13%
Psychological concerns (e.g. anxiety, depression)	43%	17%	41%	20%	40%	40%
Physical changes (e.g. mobility, strength)	67%	21%	13%	73%	20%	7%
Symptoms and/or side-effects	63%	24%	13%	60%	40%	0%
Other health issues	29%	17%	54%	33%	44%	22%
Lack of support from colleagues, family and friends	8%	14%	78%	10%	10%	80%
Lack of support from employers (e.g. unwilling to make adjustments)	17%	11%	72%	9%	27%	64%
Lack of understanding from employers (e.g. not fully appreciating the impact of the illness/treatment)	29%	9%	62%	-	-	-

**Please note that the words in italics were added to the question in 2020*

13. If you HAVE returned to work or if you have remained in work, which of the following have applied to you? (Please tick all that apply)	2020			2019		
	Yes	Somewhat	No	Yes	Somewhat	No
I have been supported by my employer	57%	25%	18%	73%	7%	20%
I have been supported by Human Resources and/or Occupational Health	19%	15%	65%	20%	30%	50%
I had to return to work before I was ready due to financial reasons (for example, you only received statutory sick pay or your employer-supported sickness pay ended)	33%	11%	56%	-	-	-
I have had difficulty combining treatment with work	8%	19%	73%	9%	36%	55%
I have experienced physical and mental limitations as a result of my illness and/or treatment	32%	29%	39%	31%	38%	31%
I have experienced discrimination as a result of my illness and/or treatment	11%	11%	79%	27%	0%	73%
I have not felt understood by my employer	18%	11%	71%	25%	8%	67%
My employer has shown a lack of knowledge regarding the impact of my illness and/or treatment	25%	11%	64%	25%	17%	58%
I have had difficulty communicating my changing needs with my employer	18%	14%	68%	9%	9%	82%
I have feared or experienced inflexibility from my employer	23%	23%	53%	17%	8%	75%

14. Which of the following has been or would be helpful to you in returning to or remaining in work? (Please tick all that apply)	2020			2019		
	Yes	Somewhat	No	Yes	Somewhat	No
Help and support to communicate with your existing employer about your needs when returning to work	33%	23%	45%	28%	39%	33%
Help and support to find work following treatment	25%	18%	58%	40%	20%	40%
An online resource providing information about returning to work, your entitlements, advice and tips from others who've been through something similar	38%	28%	33%	50%	25%	25%
Knowing that your employer has the necessary information <i>and understanding*</i> to help them support you appropriately	50%	21%	29%	56%	11%	33%
Knowing that your employer has coaching to help them support you appropriately	44%	18%	38%	53%	16%	32%
More information and guidance about employment/returning to work from a health professional involved in your care (e.g. GP, nurse specialist)	48%	23%	30%	44%	28%	28%

*Please note that the words in italics were added to the question in 2020

15. If returning to work has not been an option for you <i>or if you have had to reduce your hours*</i> , what help or support would enable more active living? (Please tick all that apply)	2020			2019		
	Yes	Somewhat	No	Yes	Somewhat	No
Volunteering opportunities	30%	30%	40%	38%	38%	25%
Developing new skills or hobbies	58%	26%	16%	59%	23%	18%
Making new friends	48%	25%	28%	55%	18%	27%
Opportunities for safe and appropriate exercise	76%	12%	12%	72%	10%	17%
Building confidence	54%	26%	21%	52%	24%	24%
Joining a support group	34%	44%	22%	32%	23%	45%
Becoming more independent	31%	22%	47%	53%	16%	32%

**Please note that the words in italics were added to the question in 2020*

[Q. 16 was a free text options, some of the responses are included in the summary above.]

17. How did you find the facilities where you received our services? (For the venues used, please circle 'YES' or 'ROOM FOR IMPROVEMENT' for each statement.)										
It was comfortable	2020		2019		2018		2017		2016	
	Yes	Room for improvement								
The Sara Lee Therapy Centre, Bexhill	97%	3%	100%	0%	100%	0%	-	-	-	-
St Michael's Hospice, St Leonards on Sea	99%	1%	100%	0%	96%	4%	98%	2%	100%	0%
The Rye Hospital	100%	0%	100%	0%	100%	0%	100%	0%	75%	25%
Powdermill Wood (Natural Rhythms)	90%	10%	100%	0%	100%	0%	100%	0%	100%	0%
Beckley (Sanctuary Day)	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
Herstmonceux (Sanctuary Day)	91%	9%	10%	0%	100%	0%	100%	0%	100%	0%
Pelham Community Hub (Healthy Cooking)	75%	25%	67%	33%	-	-	-	-	-	-
The Charter Centre (Healthy Cooking)	33%	67%	-	-	-	-	-	-	-	-
Other venue	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%

It was clean	2020		2019		2018		2017		2016	
	Yes	Room for improvement								
The Sara Lee Therapy Centre, Bexhill	100%	0%	100%	0%	100%	0%	-	-	-	-
St Michael's Hospice, St Leonards on Sea	100%	0%	100%	0%	94%	6%	100%	0%	100%	0%
The Rye Hospital	89%	11%	100%	0%	100%	0%	100%	0%	100%	0%
Powdermill Wood (Natural Rhythms)	100%	0%	100%	0%	83%	17%	100%	0%	100%	0%
Beckley (Sanctuary Day)	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
Herstmonceux (Sanctuary Day)	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
Pelham Community Hub (Healthy Cooking)	88%	13%	100%	0%	-	-	-	-	-	-
The Charter Centre (Healthy Cooking)	67%	33%	-	-	-	-	-	-	-	-
Other venue	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%

It was easily accessible	2020		2019		2018		2017		2016	
	Yes	Room for improve ment								
The Sara Lee Therapy Centre, Bexhill	95%	5%	96%	4%	97%	3%	-	-	-	-
St Michael's Hospice, St Leonards on Sea	97%	3%	96%	4%	100%	0%	92%	8%	84%	16%
The Rye Hospital	100%	0%	83%	17%	100%	0%	100%	0%	100%	0%
Powdermill Wood (Natural Rhythms)	89%	11%	75%	25%	100%	0%	100%	0%	100%	0%
Beckley (Sanctuary Day)	87%	13%	100%	0%	100%	0%	83%	17%	100%	0%
Herstmonceux (Sanctuary Day)	90%	10%	100%	0%	100%	0%	86%	14%	100%	0%
Pelham Community Hub (Healthy Cooking)	75%	25%	100%	0%	-	-	-	-	-	-
The Charter Centre (Healthy Cooking)	100%	0%	-	-	-	-	-	-	-	-
Other venue	100%	0%	100%	0%	100%	0%	100%	0%	75%	25%

It was a pleasant environment	2020		2019		2018		2017		2016	
	Yes	Room for improve ment								
The Sara Lee Therapy Centre, Bexhill	98%	2%	98%	2%	96%	1%	-	-	-	-
St Michael's Hospice, St Leonards on Sea	95%	5%	95%	5%	97%	3%	94%	6%	89%	11%
The Rye Hospital	90%	10%	83%	17%	100%	0%	100%	0%	100%	0%
Powdermill Wood (Natural Rhythms)	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
Beckley (Sanctuary Day)	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
Herstmonceux (Sanctuary Day)	100%	0%	67%	33%	-	-	-	-	-	-
Pelham Community Hub (Healthy Cooking)	75%	25%	100%	0%	100%	0%	86%	14%	67%	33%
The Charter Centre (Healthy Cooking)	33%	67%	-	-	-	-	-	-	-	-
Other venue	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%

It felt safe	2020		2019		2018		2017		2016	
	Yes	Room for improve ment								
The Sara Lee Therapy Centre, Bexhill	100%	0%	98%	2%	-	-	-	-	-	-
St Michael's Hospice, St Leonards on Sea	98%	2%	98%	2%	-	-	-	-	-	-
The Rye Hospital	100%	0%	100%	0%	-	-	-	-	-	-
Powdermill Wood (Natural Rhythms)	100%	0%	100%	0%	-	-	-	-	-	-
Beckley (Sanctuary Day)	100%	0%	89%	11%	-	-	-	-	-	-
Herstmonceux (Sanctuary Day)	100%	0%	100%	0%	-	-	-	-	-	-
Pelham Community Hub (Healthy Cooking)	100%	0%	100%	0%	-	-	-	-	-	-
The Charter Centre (Healthy Cooking)	100%	0%	-	-	-	-	-	-	-	-
Other venue	100%	0%	100%	0%	-	-	-	-	-	-

<p>18. This survey is one of the ways we get feedback to ensure our services meet the needs of the people who use them. We also ask service users to complete a short, anonymous evaluation form when they have finished receiving a service from us, and we have an active service user group (if you are interested in joining or want to find out more please contact Kerry at kerryevans@saraleetrust.org).</p> <p>How do you feel about the way we ask for feedback and use it? (Please select all that apply)</p>	2020
I find the surveys/evaluation forms easy to understand and complete	86%
I do not find the surveys/evaluation forms easy to understand and complete	3%
I am asked for feedback too often	4%
I am not asked for feedback often enough	3%
I believe my feedback is put to good use	42%
I do not believe my feedback is put to good use	1%

20. What overall rating would you give The Sara Lee Trust's services?	2020	2019	2018	2017	2016
Excellent	80%	85%	80%	82%	77%
Very good	18%	12%	17%	17%	15%
Good	2%	2%	1%	2%	3%
Average	0%	1%	0%	0%	2%
Poor	0%	0%	1%	0%	2%
Very poor	0%	0%	0%	0%	2%

Detailed Analysis of Referrer Survey Results

1. When you have made referrals to us, how do you feel about the length of time your patient/s had to wait to receive our services?	2020	2019
Referrals are turned around quickly and patients seen within an appropriate time frame	46%	41%
The waiting time is acceptable	36%	36%
Patients are having to wait too long for their first appointment	9%	9%
Don't know	9%	14%

2. If you feel your patients benefit from our services we'd like to know how. (Please select all that apply)	2020	2019
Patients experience improved confidence and/or wellbeing	100%	78%
Patients experience reduced feelings of anxiety and/or depression	91%	89%
Patients experience a reduction in symptoms/side effects of treatment (e.g. radiotherapy, medications, surgery) such as breathlessness, pain, nausea, lack of appetite, poor sleep, fatigue, etc.	46%	56%
Patients participate in new social networks and/or make new friends	36%	39%
Patients feel less isolated	91%	72%
Patients become more independent	36%	17%

3. As a result of the impact of the Coronavirus pandemic, we have introduced a range of services that are available online or by telephone. Please select a rating for relevant services.

	2020		
	I have made referrals for this service	I have not made referrals for this service but might in the future	I have not made referrals for this service and am unlikely to in the future
Telephone counselling	18%	82%	0%
Online counselling	0%	91%	9%
Online carers' support group	0%	91%	9%
Online mindfulness group	0%	91%	9%
Online yoga	0%	100%	0%

4. In order to make our services as accessible as possible in the future, we are looking at options for continuing to offer some online services, in addition to our usual services, when the current restrictions relating to the Coronavirus are lifted. We would like to know how you feel about this. (Please select all that apply)	2020
This would not be helpful as most of my patients do not use online technology	36%
I am concerned about the security of online services	0%
It would be helpful for patients when they are unable to attend in person due to the impact of their illness	64%
It would be helpful for carers when they are unable to attend in person due to the demands of their caring role	73%
Some patients may feel more confident/comfortable accessing services online or by telephone instead of in person	64%
It would be helpful for patients who have transport issues	64%

4. Which of the following do you think are factors impacting your patients' ability to return to or remain in the work place when affected by cancer or another life-threatening illness? (Please select all that apply)	2020			2019		
	Yes	Somewhat	No	Yes	Somewhat	No
Fatigue	89%	11%	0%	100%	0%	0%
Concentration and memory	78%	22%	0%	80%	20%	0%
Loss of confidence	78%	22%	0%	88%	13%	0%
Ongoing treatment	89%	11%	0%	75%	25%	0%
Psychological concerns (e.g. anxiety, depression)	89%	11%	0%	81%	19%	0%
Physical changes (e.g. mobility, strength)	88%	13%	0%	81%	19%	0%
Symptoms and/or side-effects	89%	11%	0%	94%	6%	0%
Other health issues	38%	63%	0%	36%	64%	0%
Lack of support from colleagues, family and friends	13%	75%	13%	40%	47%	13%
Lack of support from employers (e.g. unwilling to make adjustments)	13%	75%	13%	33%	53%	13%
Lack of understanding from employers (e.g. not fully appreciating the impact of illness and treatment).	25%	63%	13%	-	-	-

5. Which of the following has been or would be helpful to your patients in returning to or remaining in work? (Please select all that apply)	2020			2019		
	Yes	Somewhat	No	Yes	Somewhat	No
Help and support to communicate with their existing employer about their needs when returning to work	100%	0%	0%	75%	25%	0%
Help and support to find work following treatment	100%	0%	0%	81%	19%	0%
An online resource providing information about returning to work, entitlements, advice and tips from others who've been through something similar	89%	11%	0%	88%	13%	0%
Knowing that their employer has the necessary information to help them support your patient appropriately	89%	11%	0%	69%	31%	0%
Knowing that their employer has coaching to help them support your patient appropriately	89%	11%	0%	69%	31%	0%
More information and guidance about employment/returning to work from a health professional involved in their care (e.g. GP, nurse specialist)	100%	0%	0%	67%	27%	7%

6. If returning to work has not been an option for your patient/s, what help or support would enable more active living? (Please select all that apply)	2020			2019		
	Yes	Somewhat	No	Yes	Somewhat	No
Volunteering opportunities	33%	56%	11%	69%	25%	6%
Developing new skills or hobbies	89%	11%	0%	82%	18%	0%
Making new friends	78%	22%	0%	82%	18%	0%
Opportunities for safe and appropriate exercise	67%	33%	0%	88%	13%	0%
Building confidence	89%	11%	0%	100%	0%	0%
Joining a support group	56%	44%	0%	76%	24%	0%
Becoming more independent	100%	0%	0%	81%	19%	0%

7. What overall rating would you give The Sara Lee Trust's services	2020	2019
Excellent	91%	82%
Very good	9%	18%
Good	0%	0%
Average	0%	0%
Poor	0%	0%
Very poor	0%	0%

2020-21 Action Plan

This action plan, [approved by the Service User Group], sets out the areas of focus for development of Trust services in the year ahead, as identified by this evaluation process.

In 2020-21 our efforts will be focussed on delivering services in safe and appropriate mediums to protect service users and staff through the course of the pandemic. However, many of the following goals from the 2019-20 action plan are still in progress, and those that are on hold due to current restrictions, will be resumed as and when it is possible to do so.

Awareness and access

- Continue to identify areas and groups with unmet need, including by comparing outcomes against local demographics.
- Continue to develop awareness of Trust services within local minority groups or groups with particular / significant barriers to access.

Meeting service user need

- Increase capacity within the therapy team to increase number of people supported and hours provided.
- Improve our ability to support service users through the development of the following services:
 - Job coaching service
 - Rolling program of information events
 - Activities appealing to male patients and carers
- Raise awareness in the community and within local business about how to support people affected by cancer and other life-threatening illnesses
 - Develop and deliver accredited training to help appropriate local therapy businesses to develop the confidence and skills to provide massage and other therapies to people affected by cancer.
 - Develop and deliver further short training sessions to help non-therapists (inc. other healthcare professionals, carers, family members and loved ones) gain confidence in communicating with people about cancer and other life-threatening illnesses and to provide safe, gentle hand massage.

Improving the therapy environment

- Develop large group space extension to Therapy Centre, including waiting area.
- Review nature therapies.