

MACMILLAN CANCER SUPPORT COMMUNITY ENGAGEMENT FRAMEWORK

Frequently asked questions

What is the purpose of this engagement?

We would like people living with cancer to have a role in shaping the future of Macmillan; because of this we need to make sure that we are engaging with them in a consistent and thorough way. Macmillan is a large organisation with a wide variety of services across the UK and it is important that we reach as many people as we can. This work will help us to understand the best ways of including people living with cancer in the planning, delivery and evaluation of our work in the community.

What is the Community Engagement Framework?

This is the method we will use when we involve people living with cancer in our work. It is a tool that describes the way in which we will engage people; the behaviours we will show and expect of others; the methods we will use; and the levels of influence we will support people to have. There are many ways that people living with cancer can be involved in our work, so this helps us to understand what we need to do to make this happen.

What is a Theory of Change and how will it help to make things better?

A Theory of Change is what is sometimes described as a “Logic Model”. It is a way of thinking that helps us to understand what it is that is the ideal goal and ultimate ambition; and then to work out how to make it a reality. Therefore, the actual starting point of a theory of change may seem quite straightforward but may become more complex the further through the process that you go. It is a process of working that helps us understand what needs to happen to help the organisation attain it (rather than just describing what the organisation is capable of delivering).

What are the Values and Principles of Engagement?

These describe the ways that you can expect us to work; everything that we do to involve people living with cancer in our work will abide by these principles. Because of this we need to be sure that these are reasonable and meet the needs of people living with cancer.

How is Macmillan involving people living with cancer in these pieces of work?

As a starting point we have had a number of internal meetings to consider the way forward and have been supported by an external charity partner to plan ahead. The process has been led by our engagement professionals who have a great deal of experience of involving patients and carers in our work. We have developed some initial thinking which we would like to discuss with people living with cancer so you can shape our future plans.

How can I take part?

We are engaging people living with cancer in a number of different ways. We are visiting local support groups and asking for opinion and feedback from members during the meeting. We are also delivering focus groups in a number of areas that are approximately four hours long and these will be an opportunity for people living with cancer to answer some specific questions around our engagement approach more thoroughly. In some circumstances we may also be able to do 1 x 1 sessions with people if they are unable to join us in a meeting. Finally, there may also be the option to feedback via email. Please ask your local Macmillan Engagement Lead for more information.

What happens next?

We will put together all of the insight and ideas that we have received from across the UK and adapt the Community Engagement Framework accordingly. We will produce an insight report reviewing all the discussions that occur over the next couple of months with a wide variety of communities. If you would like to be kept in touch with how this piece of work develops after your involvement then please give your details to your local Macmillan Engagement Lead.

Can I claim expenses for attending today?

If you have come specially to one of our focus group meetings then you can claim reasonable expenses; please see your Macmillan Engagement Lead for further information and a claim form. If you have taken part during a routine support group visit then unfortunately we can't reimburse this.

Thanks for taking part, we look forward to your contribution.