



Hospital Discharge Liaison Project.

Working together with the NGS Macmillan Unit in Derbyshire to support unpaid carers.

Context

People are living longer and the demand for cancer services is outstripping capacity, with one in two people born after 1960 expected to receive a cancer diagnosis in their lifetime.

This suggests that more family members, friends and neighbours will become unpaid carers as people with cancer rely on them for support.

About the Unit

The Unit is at Chesterfield Royal Hospital and provides their patients with a modern, custom-designed building within which they can receive treatment from several cancer outpatient services. The Macmillan Information and Support Centre is based in the NGS Macmillan Unit. It is a drop-in facility where anyone affected by cancer can find information and support.

Case Study

Since February 2025, the NGS Macmillan Unit has been working hard in partnership with the H-Connect Project to improve the identification, involvement and support for unpaid carers. All the staff team have accessed Carers Awareness training, made pledges for improvement and conducted ongoing practice reviews. Local Carers Support Services are now promoted on their digital information board.

On the 12th March 2025, the Unit launched its first support group for unpaid carers called 'You Matter Too'. The group offers significant value to carers by reducing isolation, providing emotional support, offering practical advice, and facilitating access to resources.



Claire Travis (right) and Michelle Jacklin (left) delivering a presentation all about local Carers Support Services. Claire is a H-Connect Hospital Liaison Worker and Michelle Jacklin is a nurse and Carers Champion.



“As the group develops, it is fostering a sense of community for unpaid carers, allowing them to share experiences, learn from each other, and develop coping strategies for the responsibilities of caring.”

— Claire Travis

The H-Connect Carer Friendly Hospital Service Quality Award

The staff team at the Macmillan Information and Support Centre are working towards the H-Connect Carer Friendly Hospital Service Quality Award. This Award is achieved by considering a hospital service/team's understanding of unpaid carers and how carer-identification, carer involvement in care planning, and community support for carers can be improved.

The Impact

To-date, 67 new carers have been identified and provided with information and support at the Centre.



“Michelle and her staff really care about me. They listen to me, don't judge me, and ask me what I need. They give me the gift of their time and this is priceless.”

— Quote from a Carer

Further Information

To find out more about the Macmillan Information and Support Centre, please visit:
www.macmillan.org.uk/get-support

To find out more about the H-Connect Project and the Carer Friendly Hospital Award, scan the QR Code below:

