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Warrington and Halton
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healthwatch
Warrington



Delamere Centre Independent Review

June 2025

Introduction

This report presents the findings of an independent review conducted by Healthwatch Warrington into the experiences of patients accessing cancer support services at the Delamere Centre, as well as related services across Halton and Warrington. The review, conducted between February and May 2025, focuses on understanding patients' perspectives on the quality of care, accessibility, information provision, and emotional and practical support.

The Delamere Centre plays a vital role in the local cancer care pathway, offering a range of services including counselling, complementary therapies, and welfare advice. Through a combination of survey responses and direct feedback, this review captures the voices of those who have used these services, highlighting both areas of excellence and opportunities for improvement.



By identifying key themes such as awareness of services, financial support, logistical challenges, and the need for tailored communication, this report aims to inform future service development and ensure that support is inclusive, accessible, and responsive to the diverse needs of patients and their families.

What is the Delamere Centre?

When you are affected by cancer, having the right kind of support and information at the right time is essential. The Macmillan Delamere Support and Information Centre provides up-to-date cancer information to help people make informed choices about their treatment and care, offering practical advice and solutions for the everyday problems that can arise from living with cancer.

The centre offers timely and accessible information by supporting anyone affected by cancer in terms of addressing their emotional, practical and financial needs. The service aims to support patients from diagnosis, right through treatment and provides support to those living with and beyond cancer.

The service also offers an information and support resource for both secondary care, primary care and community staff, aiming to complement the clinical teams in their delivery of care.

The Macmillan Delamere Support and Information Centre is based at Halton Hospital, Nightingale Building and provides services including:

- drop in
- welfare rights
- complementary therapies
- counselling service
- Goddess class (body image)
- trichology
- meditation
- reiki
- hatha yoga
- Coffee N Connect Peer Support Group



All services provided are free of charge and available to patients, carers and immediate family members.

The centre operates from 10am to 4pm, Monday to Friday.

There is also a member of staff located within Warrington Living Well Hub, located at 26–30 Horsemarket Street, Warrington, WA1 1XL from 9.30 am to 12 pm every Monday, and from 9.30 am to 12 pm every Thursday.

What we did

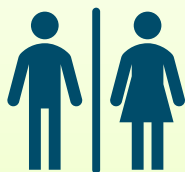
We conducted several outreach sessions at Warrington and Halton Hospital, speaking with cancer patients in the outpatient wards who were attending follow-up appointments or receiving chemotherapy about their understanding of the Delamere Centre and the services it provides.

We also attended the CANtreat clinic, which is run by a team of specialist chemotherapy nurses from The Clatterbridge Cancer Centre, providing treatments for patients with lung, breast, lymphoma, bowel, urological, and prostate cancers. This service is held in the Nightingale Building at Halton Hospital.

We heard to voices of **109** patients about their understanding of the Delamere Centre



Key Findings



Demographics

The majority were **female (62%)**, and most were aged **55–74**.

The age group **65–74** was the largest (**26%**).



Hospital Attendance

Halton Hospital was the most accessed (75%), followed by **Warrington Hospital** (15%) and the **Delamere Centre** (10%).



Reason for Visit

This was asked on the day of the interview and not specifically about their visit to the Delamere Centre. The most common reason was **chemotherapy**, often listed under “Other”.

Other services included:

- **Complementary therapies**
- **Meditation**
- **Counselling**
- **Welfare advice**

“Chemo today but have received all of the above. Outpatient appointment.”



Financial Support Awareness

- **69%** felt they had enough information.

“Macmillan assisted me with my PIP application. I received all of the information that I needed.”

However, some gaps were noted:

“Not been told about PIP but will enquire further.”

“Would be helpful if someone with benefit knowledge could help fill out forms – this is a very stressful time.”



Information at Diagnosis

- **82%** said they received enough information.

“Everything was explained to me in full. I received all of the necessary information including booklets, leaflets and discussions.”

- **Some found the process overwhelming:**

“Sometimes there is too much information being given to you and it can get overwhelming.”

- **Others wanted more practical or emotional support:**

“More advice on how to tell people – I found that very difficult.”

“More information on aids such as stair lifts and handles for the shower.”



Awareness of Services

- **95%** were aware of local cancer services.
- **88%** had heard of the **Macmillan Delamere Centre**.
- Contacting the centre was split: **50** found it easy, **47** did not.

“Wasn’t difficult once I was aware of it, but we were not told about it.”

“I thought it was just for women.”

“Excellent service – have used this service several times.”

“The staff are knowledgeable, welcoming and caring.”



Support Centre in Warrington

- **76%** would use a Macmillan centre at **Warrington Hospital**.

“I live in Warrington – it would be helpful.”

“Parking is horrendous.”

“The more access points that are available, the better.”

People were not aware of the Delamere centre drop-in at the Warrington Living Well Hub and thought that a hub in the hospital wouldn't be good due to parking.



General Sentiment

- **Highly positive** feedback on staff and care:

"Staff are great here – very kind and attentive."

"This is a great facility, and the staff are all amazing."

"The nurses here provide great care."

Concerns:

- **Parking** at Warrington Hospital was a recurring issue:

"The parking situation is disgraceful – I've had 2 parking fines, it's very upsetting."

Awareness:

"I had never heard of them, but I will contact them now to see if they run any male peer support groups."



Have you or a loved one been
affected by cancer?

Mondays
9.30am to 4pm

Thursdays
9.30am to midday

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Conclusion

The Delamere Centre Summary Report provides a valuable snapshot of patient experiences and perceptions across cancer services in Halton, Warrington, and the Delamere Centre. The findings highlight a generally positive sentiment towards the care received, particularly in relation to staff professionalism, emotional support, and the quality of information provided.

Most respondents felt well-informed about their treatment and appreciated the compassionate approach of healthcare professionals. However, several areas for improvement were identified:

- **Awareness and Accessibility:** A significant number of patients were unaware of the Delamere Centre or its services, suggesting a need for better promotion and outreach, especially to male patients and those outside Halton.
- **Financial Support:** While many received adequate financial guidance, others reported gaps in information or support, particularly regarding benefits such as PIP.
- **Environment and Logistics:** Parking difficulties at Warrington Hospital were a recurring concern, affecting patient experience and access.
- **Information Delivery:** Some respondents found the volume of information overwhelming or delayed, indicating a need for more tailored, phased communication strategies.

Overall, the report emphasises the importance of comprehensive, accessible, and communicated cancer support services. Expanding awareness, improving logistical support, and ensuring equitable access across locations—particularly in Warrington—could significantly enhance patient experience and outcomes.

Recommendations

Recommendations made from findings

1 Improve Awareness and Promotion of Services

Issue: Many respondents were unaware of the Delamere Centre or assumed it was only for women.

1

Recommendation: Launch a targeted awareness campaign across all hospital sites, including posters, leaflets, and staff briefings. Ensure inclusive messaging that highlights services for all genders and age groups.

2 Expand Access to Support Services in Warrington

Issue: High interest in a Macmillan Information & Support Centre at Warrington Hospital but concerns about parking and accessibility.

2

Recommendation: Explore establishing a satellite support hub at Warrington Hospital. Consider virtual or mobile outreach options to reduce travel and parking stress. Advertise more the great work and drop ins at the Living Well hub.

3 Enhance Financial Support Guidance

Issue: Some patients lacked information or support with benefits like PIP.

3

Recommendation: Provide proactive financial advice at diagnosis. Offer benefit clinics or drop-in sessions with trained advisors, and ensure staff are equipped to signpost patients effectively.

4 Tailor Information Delivery

Issue: Some patients felt overwhelmed by too much information at once.

4

Recommendation: Introduce phased information packs tailored to each stage of the cancer journey. Offer digital and print formats and provide follow-up discussions to clarify content.

Increase Male-Focused and Family Support Services

5

Issue: Some male patients felt services were not designed with them in mind; others wanted more support for families.

Recommendation: Develop male-specific peer groups and activities. Introduce family support sessions, including guidance on how to talk to children and relatives about cancer.

Address Environmental and Logistical Barriers

6

Issue: Parking at Warrington Hospital was a major concern.

Recommendation: Work with hospital administration to review parking policies. Consider patient permits, clearer signage, or shuttle services for those undergoing treatment.

Improve Initial Contact Experience

7

Issue: Some patients only discovered the Delamere Centre by chance.

Recommendation: Ensure all patients are introduced to the centre during their first consultation or treatment session. Include a welcome pack and a personal introduction from staff.



“I appreciate the recommendations, and it's good to share that work has already started on some of them.”

Deb Monfared, Macmillan Integrated Services Manager

Thank You

Thank you to all who participated in our feedback and to the staff at Warrington and Halton NHS Hospital and the Delamere Centre.