

Freedom of Information Request

Ref: 25-252

30 April 2025

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we hold some of the information you are requesting

I am writing to request information under the Freedom of Information Act 2000 regarding support services available to haemato-oncology and leukaemia patients at University Hospitals Bristol NHS Foundation Trust. Please confirm receipt of my request in the first instance. Please provide responses to the following questions:

Support Workers:

1. Do you provide cancer support workers, or similar roles (e.g., navigators, cancer care co-ordinators) to your haemato-oncology patients? - Yes

o If yes: a. How many do you employ, and what is the Full-Time Equivalent (FTE)?

Adults: Approximately 6 WTE

Paediatrics: Yes, two Paediatric Macmillan Support Workers: 1.5 WTE in on treatment services, one Macmillan support worker in aftercare.

b. What is their average caseload?

Adults: Please note, the Trust does not hold the data in a format that would enable us to fully respond to your request to the level of detail required and a manual trawl for this information would significantly exceed the 18 hours limit set down by the FOI as the reasonable limit.

Section 12 of the FOIA provides that we are not obliged to spend in excess of 18 hours in any sixty-day period locating, retrieving and identifying information in order to deal with a request for information and therefore we are withholding this information at this time.

Paediatrics: Neuro-oncology lead (0.5 WTE) average 45 new patients per year, solid and leukaemia lead (1 WTE) 100 new patients per year. Variable contact levels. Priority for inpatient support and complex pathways.

c. How many are employed by a third party (e.g., charity), and what is the FTE?

None

d. What is their caseload?

Not applicable

2. What percentage of your leukaemia patients have accessed their services?

Counselling Services:

We do not hold this information.

3. Do you provide counselling or psychological support for leukaemia patients through:

a) Mental health professionals? – Yes

b) Digital platforms (e.g., apps)? - Yes

c) Any other relevant services?

Cancer Information Support Centre. In paediatrics one clinical nurse specialist (CNS) is CBT trained but all CNS team members are advanced communication trained at various levels. Young lives versus cancer social workers provide psychological support. We signpost to external agencies depending on shared care area.

4. How many staff do you employ to provide cancer emotional support, and what is the FTE?

All staff in our service provide emotional support to patients.

5. What are:

a) The average,

b) The minimum, and

c) The maximum

waiting times from referral to first appointment or first access point for emotional support services?

We do not hold this information.

6. How do patients get referred to these services (e.g., clinical nurse specialist, GP, self-referral)?

Adults: Clinical nurse specialist (CNS), GP, self-referral and staff on the inpatient and day units can refer patients.

Paediatrics: All patients will be allocated a CNS at diagnosis who will act as keyworker and assist with referrals, signposting and wraparound care support alongside clinical expertise and delivery of treatment.

7. Are there any limits on the number of sessions or amount of time cancer patients can access counselling?

Adults: will initially have a block of sessions but will be followed up if necessary

Paediatrics: We do not have a counselling service.

8. What percentage of all cancer patients you care for access emotional support in-house?

We do not hold this information.

9. What percentage of leukaemia patients you care for access emotional support?

We do not hold this information.

Welfare Support:

10. Do you offer welfare advice or practical support (e.g., benefits, financial help, transport) to:

a) All cancer patients?

Adults: Yes

Paediatrics: Yes

b) Leukaemia patients?

Adults: Yes

Paediatrics: Yes

11. How do patients access this support, and how is the information shared with them?

They are signposted to the relevant agencies.

12. How many staff and FTE staff are responsible for delivering welfare support services?

Adults: None

Paediatrics: Variable

13. How many leukaemia patients accessed welfare support in the past 12 months?

We do not hold this information.

What percentage of the total leukaemia patients you care for does this represent?

We do not hold this information.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust