

Sallie Robinson is a Manager for Macmillan Cancer Information Support Service (MCISS).

Sallie is based from the Macmillan Information and Support Centre at the Royal Lancaster Infirmary, but her role involves working across the hospital sites of University Hospitals of Morecambe Bay NHS Foundation Trust (UHMBT) covering North Lancashire and South Cumbria. The Macmillan Centre at Furness General Hospital (FGH) is due to open soon.

Sallie works as part of a small, dedicated, and experienced team. The MCISS Manager role is shared with Lorraine Jones supported by MCISS Assistant Joanne Gardner.



How did you get your role?

Sallie said: “I am a registered nurse and have worked previously in both primary and secondary care roles. Throughout my experience, I have been involved in the care and management of patients affected by cancer.

“I worked for 14 years at the Lancashire Cardiac Centre at Blackpool Victoria Hospital, caring for cardiothoracic patients both pre and post-operatively. I subsequently worked for seven years in Primary Care as a Practice Nurse before applying for this role and starting work as a Macmillan professional with the MCISS team at UHMBT.”

What does your role involve?

Sallie said: “The role involves day-to-day management of the MCISS service at UHMBT and assisting patients, relatives, carers and health professionals in accessing high-quality information and support with all aspects of the cancer pathway.

“I am involved in providing holistic needs assessments and care planning, offering support with emotional and practical concerns and signposting to available services.”

What have been the best bits of your role?

Sallie said: “I enjoy communicating with patients and relatives and supporting them with their questions and concerns, helping to ensure they know where they can turn for information and assistance as they navigate the challenges that cancer presents.

“I am proud to have the opportunity to co-manage the MCISS service at UHMBT. It is rewarding to support the work of the clinical teams and provide holistic and personalised care. It is also fulfilling to work with our dedicated Macmillan volunteers who help facilitate the Service.

The MCISS team are looking forward to the opening of the Macmillan Centre at FGH in 2023. In the future, I hope to train to become a Macmillan HOPE course facilitator and provide support for people following their cancer treatment.”



What have been the challenges of your role?

Sallie said: “It is a privilege to work as a Macmillan professional, but no role is without its challenges and complexities. The MCISS team at UHMBT are determined to continue to work effectively and network with the hospital teams and community organisations to deliver a high-quality service for patients, relatives, carers and professionals who require support and information about cancer.”

Top tips for people wanting to get into a similar role:

Sallie said: “The MCISS team at UHMBT hopes to welcome an additional MCISS assistant in 2023 which will support the opening of the Macmillan Centre at FGH.”

How can I find out more?

You can find out more about the MCISS team at UHMBT at the following link <https://www.uhmb.nhs.uk/our-services/services/cancer-services/macmillan-information-and-support-service>

Sallie’s colleagues at the MCISS:

Photos (L-R): Lorraine Jones, Manager, and Joanne Gardner, Assistant, for the Macmillan Cancer Information Support Service.

