

Penny Brohn UK Client Voice

Newsletter 4

MARCH 2025

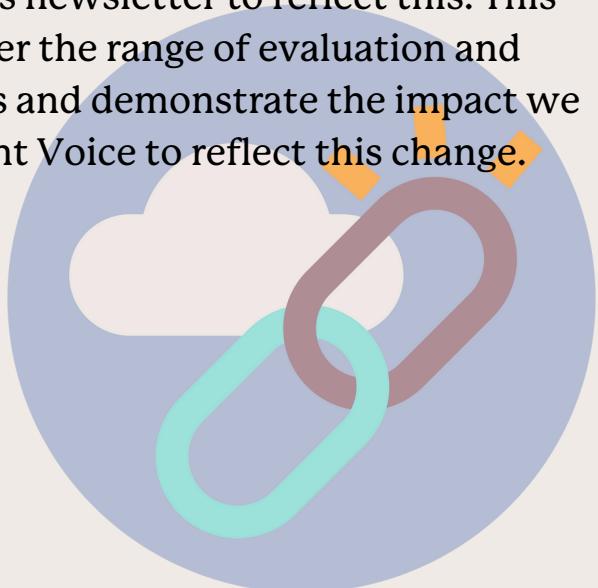
WELCOME TO THE FOURTH NEWSLETTER FROM THE PENNY BROHN UK CLIENT VOICE GROUP.

Welcome to the fourth Client Voice newsletter

In this newsletter we would like to let you know how we are continuing to evolve our Client Voice work to ensure we hear a wide range of views and experiences, and how we ensure we communicate and publicise all feedback we receive. If you'd like more information about our Client Voice work and how to get involved you can find this information [here](#).

More than a group!

The Client Voice Group has been running for two years and is a means of formalising how Penny Brohn UK enables clients and potential clients to have their say and share their experiences. This helps us improve our services and reach more people. This group continues to grow, and we now have nearly 50 members. However, there are many other ways that we hear from clients (and potential clients) about the services and support we provide. We also gather a lot of additional feedback through formal evaluations, zoom polls, emails, conversations during sessions or events, and informal chats. This information is collated by the Evaluation, Evidence & Insight team and fed back to the Services team and wider teams within Penny Brohn UK (as appropriate) to inform our work or for action if required. We have therefore decided to expand this newsletter to reflect this. This newsletter will now be a space for bringing together the range of evaluation and insight work that is being used to improve services and demonstrate the impact we have made. The newsletter will now be called Client Voice to reflect this change.



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PIF Tick reviewing

As mentioned in previous newsletters, the Patient Information Forum (PIF) have established a kitemark (the PIF Tick) which signifies quality, evidence-based information which has been designed alongside user input to be accessible and address user needs (pifonline.org.uk). Penny Brohn UK are a certified member of the Patient Information Forum's PIF TICK scheme.

Over the past couple of months, the Evaluation, Evidence and Insight team have been working with some members of the Client Voice group to review two of our 'eating well' resources to ensure they are up to date, meet client needs and fulfil the PIF TICK requirements. The two resources are "Eating well when eating becomes difficult" and "Eating well during cancer treatment". We are hoping to launch these new resources in the next couple of months. We have also asked clients who have attended one of our Menopause Wellbeing Days to review our "Menopause Top Tips" resource as part of the process to get that resource 'PIF Ticked'.

Following that, there will be other resources that will need to be designed and reviewed so watch this space if you would like to be involved!



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Evaluation and insight feedback

As mentioned above, we want to use this newsletter as a space to communicate and publicise how we use evaluation data and feedback from clients. A recent example of this is through evaluation of the Treatment Support Programme (TSP). Our annual evaluation showed that not all clients attend all four sessions and that attendance at the TSP follow-up group had significantly dropped. We therefore sent out a further survey to TSP clients to explore their reasons for not attending all four sessions (if applicable) and their reasons for attending / not attending the follow-up group. The results were shared with the TSP team and will feed into the ongoing development of this flagship service.

Another example comes from client feedback during a recent Retreat. Facilitators were approached by a participant who felt another member of the group was rather dominating the space and the facilitators' time. Reflecting on this subsequently, it was decided that all Retreats and Wellbeing Days would have volunteer 'buddies' who can be on hand to offer support and a listening ear to members of the group if required, enabling the facilitators to focus on the running of the group.

We have also run a focus group with some of the clients who attend our 'Create and Unwind' art classes at the National Centre. All the respondents described the benefits they received from attending the art group sessions. It was described as a "release" and said to provide "intangible benefits". Being able to attend the classes at the National Centre was noted as a highlight. The course itself was described as "playschool for adults", where they could connect with an "inner part of yourself" not constrained by formalities where they could "engage in art for pleasure not purpose". The group was described as "a group where you can relax and be calm" whilst learning a new skill "without formality and constraints of other classes". One respondent explained "I cannot describe how much this course has, and continues to, improve my life. The focus is on learning new art skills, not on cancer, which is wonderful". Respondents valued the art skills they had learnt and the excellent facilitation by the course leader. Some respondents noted a "ripple effect of benefits" where they felt "buzzing when they get home" and these benefits lasted all week until the next session which they were also excited to attend. We're delighted that our Create and Unwind clients have had such a positive experience and their feedback will form part of a wider review of our regular in-person groups.

Finally, we have just sent out a survey to clients who have taken part in our Menopause Programme to explore the longer term benefits of receiving menopause support.

All of the above examples are on top of our rolling data collection through Zoom polls, paper surveys and digital surveys, which we hope give everyone an opportunity to give us their feedback. Thank you to everyone who provides their feedback - we are very grateful.

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What we have coming up in 2025

As mentioned above, there will be other information resources that we will be designing and reviewing as part of the PIF TICK scheme so we will be sending out requests for people to be involved in the coming months.

The other opportunity we have coming up is to feed into the development of a new 'prehab' service. This is an exciting collaboration with local NHS providers to support patients before they start treatment. Again watch this space if you want to be involved in helping to shape the development of this new service.

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