



Penny Brohn UK Client Voice Group

Newsletter 6

JULY 2026

WELCOME TO THE LATEST NEWSLETTER FROM THE PENNY BROHN UK CLIENT VOICE GROUP!

Welcome to the latest edition of the Client Voice newsletter. We're Maddi Gardner and Helen Seers and, and we run the Client Voice group here at Penny Brohn UK. We would like to take this opportunity to say a huge thank you to all of our members for your continued support, insight and generosity in sharing your experiences. Your contributions are invaluable in shaping Penny Brohn's work and helping us ensure our services truly reflect the needs and priorities of those we support.

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- **Service Evaluation Highlights – Positive outcomes from retreats and wellbeing activities.**
- **Conferences and Recent Activity – Sharing Penny Brohn's impact at BPOS Conference.**
- **Coming Up & Get Involved – Shape our website and future Client Voice work.**
- **Share Your Story – Help inspire others with your experience.**
- **Community Outreach – Ideas to help us reach more people.**



"Universal PREM" Feedback Questionnaire Project Update

We would like to extend a sincere thank you to everyone in the Client Voice group who contributed to the development of the "Universal PREM" questionnaire. Following our last round of discussions, Helen brought forward your views and feedback, which proved incredibly helpful in refining the structure, language and focus of the tool. Your thoughtful and insightful contributions ensured that the questionnaire is meaningful, relevant and grounded in real client experience.



This form is optional. Your replies are anonymous and confidential.

Penny Brohn^{UK}
Cancer wellbeing for everyone

Client Satisfaction and Experience Questionnaire
If you feel able, we would like to know your views of the service you have just experienced. Your feedback makes sure we can keep improving what we do.

Today's date		Have you filled in this form for this service before? Yes/ No/ Not sure
Name of Penny Brohn UK service you experienced e.g. Yoga		Have you used other Penny Brohn UK Services before? Yes/ No/ Not sure

Please give your ratings about us – leave blank if question is not applicable:

	Poor			Excellent	
	1	2	3	4	5
Your booking experience and our communication with you					
Our staff (people leading the session)					
The content and presentation of your session(s)					
Our facilities (e.g. food, building)					

We are pleased to share that the questionnaire is now complete and is being rolled out across all Penny Brohn services. This marks an important step in strengthening how we gather and use feedback. Having a consistent set of measures will allow us to better understand client experiences across all services, identify what is working well, and highlight areas for improvement. The success of this work is very much down to the Client Voice group – your expertise and lived experience have been central to its development, and we are extremely grateful for your support.



Evaluation Highlights: Walk the Walk & Counselling

We thought you'd like to see how some of our key flagship in-person services have been performing over the past year:

- Over the last year, 449 clients accessed our in-person support at the National Centre, including retreats, wellbeing days and regular group activities, with very high satisfaction reported across all services.
- Retreats were particularly valued, with an average rating of 4.9 out of 5 (5 being excellent) and clear improvements in both holistic health and mental wellbeing, with clients describing feeling more in control, supported and better able to care for their health, as well as experiencing ongoing benefits such as increased resilience, hope and confidence.
- Wellbeing Days and group activities also delivered strong outcomes, with improved wellbeing, greater connection with others and increased knowledge and confidence reported; wellbeing scores rose during sessions and clients highlighted the supportive environment, practical advice and sense of community.

Conferences and Recent Activity

Helen recently represented Penny Brohn UK at the British Psychosocial Oncology Society (BPOS) Conference in Bristol, a national event bringing together clinicians, researchers and patient representatives working in cancer care. As the only voluntary sector representative attending, this was a valuable opportunity to showcase Penny Brohn UK's work and reconnect with the wider psycho-oncology community, where our contribution continues to be highly regarded. Helen presented a poster on our pre-treatment support service, which generated strong interest and very positive feedback – and importantly, this work directly reflected the input of the Client Voice group, whose insights helped shape the development of the service featured.



Coming Up - Website Changes & Get Involved

Looking ahead to late summer and autumn 2026, we will be making changes to the Penny Brohn website, and we would very much welcome input from the Client Voice group to help shape this work. Your feedback will be key in ensuring the website is accessible, clear and meets the needs of our community.

We are also keen to hear your ideas for future Client Voice work. Are there areas you think we should focus on, or topics you would like to be involved in? Your suggestions are always welcome.

Finally, we are continuing to build our bank of client stories and testimonials. If you would be willing to share your experience, we would love to hear from you.

Link to testimonial form – <https://forms.cloud.microsoft/e/WfqAZdJBhe>

Community Outreach – A Message from Maddi



We know from feedback and conversations that there is more we can do to reach people who may not yet know about Penny Brohn and the support available to them. Increasing our community outreach is a key priority within our strategy, and we are committed to making our services more visible and accessible to a wider range of people. We would really value your thoughts and suggestions on how we can do this effectively. Whether it's ideas about communities we should connect with, partnerships we could build, or ways to improve how we communicate, your insight can help guide this important work. Please do share your ideas with us – together, we can ensure we are reaching and supporting as many people as possible.



Get in touch

If you want to find out more about this group, the work we do and what we have planned for the future, please do get in touch with me:
maddi.gardner@pennybrohn.org.uk.

The next Client Voice newsletter will be released Winter 2026