

Feedback in Action

As the people who use our services, your feedback is incredibly important to us. It helps us to adapt and develop services to provide you with the support you need. Below are some of the ways we have put your feedback into action over the past year. If you would like further information about any of the projects below, please contact CLIC Sargent's Child Cancer Helpline on 0800 197 0068.

1. HELPING FAMILIES 'CUT THE RED TAPE' ON BENEFITS (DLA)

Based on feedback from our 'Cost of Cancer' survey in 2004, we employed a Benefits Advisor, who works on our Helpline, providing information and advice about benefits to parents, and the CLIC Sargent staff who support them.

We are also in the process of producing several fact-sheets on financial issues, the first of which focuses on Disability Living Allowance, and how to apply for it. A copy of this can be downloaded from:

<http://www.clicsargent.org.uk/Publicationsresources/CLICSargentpublications>

2. IMPROVING INFORMATION TO FAMILIES

We consulted with families over 3 months about our handy information diary, called the Little Denim Book. The Little Denim Book has undergone a revamp for 2008, with a new name (Little File of Facts) and new image. Based on parents' feedback, it includes the following additions:

- Sheets to record medication and weight
- A glossary of useful terms
- Updated information about each hospital

3. INFORMING PARENTS OF THEIR 'RIGHTS TO CARE'

In 2006, we consulted with over 50 families on how they balance work with caring responsibilities when their child was diagnosed with cancer. Parents told us that they often didn't know what their rights were in terms of taking leave to care for their child.

In response to this:

- We launched the 'Parents have a Right to Care' campaign which encourages employers to consider the benefits of promoting: a full package of rights to time off and paid leave for caring for a sick child; a clear carer's policy; a flexible working policy.

- CLIC Sargent implemented the above policies for its staff in 2007, providing a template for other organisations.
- We developed two fact-sheets explaining flexible working options; one for parents, and one for our staff who support them.

4. HOMES & HOLIDAYS SERVICE

CLIC Sargent offers families the opportunity to spend a week at Malcolm Sargent House on the Ayrshire coast or in one of four deluxe caravans located on holiday sites around the country. Based on feedback from parents, the following changes have been made in the last 6 months:

- A fourth caravan was added to the east coast allowing more families to enjoy a family holiday.
- The holiday booking system was changed in order to reduce the amount of time families with a newly diagnosed child have to wait to get a holiday. There are now 2 booking periods a year and 'new' families are given priority.
- A laundry room was made available 24/7 for guests staying at the Malcolm Sargent House to add 'a touch of home'.

We would like to thank you for continuing to provide us with feedback, and look forward to updating you on further ways your views and suggestions are put into action over the coming months.