Macmillan Cancer Support welcomes the forthcoming Digital Health and Social Care Strategy 2017-2020, and agrees that digital technology presents many opportunities for health and social care delivery. We want to understand the potential of digital health in addressing the needs of people affected by cancer in our most remote communities and deprived areas of Scotland, and also how technology can better meet existing patient and professional needs. We believe it is important to innovate and spread the learning of successful pilots, and that Macmillan have the capacity to contribute to learning from innovation in tech and aid spread of good practice through our extensive networks across health and social care.

Here are some examples of work we are currently leading with our partners in health and social care:

**Digital Health Institute Partnership**

We have formed a partnership with Digital Health Institute to aid our understanding using game theory of what joined up care looks like from the point of view of someone being diagnosed with cancer and the needs they identify. By putting people at the centre of their care, and understanding ‘what matters to them’ there is an opportunity to have a positive impact across Scotland as we spread improving the cancer journey in Glasgow. Bringing together third sector agencies alongside health and social care to provide a seamless response to individual needs and using the collected data to predict and plan for future needs and capacity

**My Cancer Portal**

Transforming Care After Treatment is a £5million partnership between Macmillan Cancer Support, the Scottish Government, the NHS, local authorities and other agencies, to try and create a better system for the needs of people who have had a cancer diagnosis.

There are various pilot projects across Scotland which aim to:

- Enable people affected by cancer to play a more active role in managing their own care
- Provide services which are tailored to the needs & preferences of people affected by cancer
- More support in dealing with physical, emotional & financial consequences of treatment
- Improve integration between different service providers & provide more care locally

Macmillan Cancer Support recognises that as we spread our services, we must adapt and ensure our models are accessible to all communities. As staff and patients
are becoming increasingly familiar with digital health applications there is an expectation that some aspects of care will be delivered in the future using digital platforms. The TCAT partnership in NHS Highland is doing this through the digital health project, My Cancer Portal. My Cancer Portal comprises of a patient ‘app’ and a patient management system, the ‘dashboard’. Together the ‘app’ and the ‘dashboard’ create the portal and are linked across the NHS e-health firewall. My Cancer Portal allows patients to fill out Holistic Needs Assessments (HNA), symptom diaries and exchange messages with the healthcare team which have been very popular. In addition, the portal signposts patients to valuable sources of information.

**Macmillan Digital Nurse**

Macmillan’s Online Community is the UK’s largest online cancer support community of people affected by cancer. Anyone can join to get support from others any time and it is free to join. Within the community, we have a busy “Ask a Nurse” facility, where our nurses use their skills to provide support to people online. In 2016 as part of our innovative Ask an Expert project, nurses from the Macmillan Support Line answered 1,300 questions from members on our online community. We reached over four million people online last year, and to build upon the success of the project and reach new audiences we have recruited a Digital Nurse.

The Macmillan Digital Nurse is a registered nurse who uses their skills to answer questions from the online community, and creates a safe and supportive environment for all our members. Many of our Community members say hearing from others who are going through similar experiences helps them feel less alone. This site is a safe space for people to be open about fears and emotions that might be difficult to discuss with family and friends.

**Info for Me Tool**

Macmillan Cancer Support has been working with NHS Scotland to create Info For Me, a website which provides personalised information on cancer diagnosis, treatment and recovery along with more general guidance on health and wellbeing. Using information from the NHS website, along with trusted sites such as Macmillan, a person can search for the topics which are relevant to them and collate it all into one booklet or PDF which is then sent to them electronically.

The premise of the Info For Me is based on an e-commerce website, but instead of products, people shop for information. The tool then emails the PDF of the selected information to the patient, and allows content to be translated and be updated if required. It is important to stress that the tool is there to back up the care and support provided by health professionals, rather than replace it. It is an opportunity to provide more personalised information for a patient and respond to their precise needs, rather than providing them with a leaflet which tries to appeal to everyone.

**Remote communities and Digital Health**
It is important to consider the impact technology could have in supporting the needs of those living in the most remote communities. We know that for people affected by cancer in remote communities there are the challenges in accessing information, support & services and cost/time of travel for treatment and care. The use of video links for outpatient work, and inpatient preparation and follow up is a welcome development in island communities is very welcome. We are also keen to understand what opportunities technology bring to help reduce isolation in remote communities, as previous research we conducted found that isolation is a key issue for people affected by cancer.

**Citizen owned/managed data**

We are having ongoing conversations around our ambition of using cancer as a long term condition to test out models looking at citizen owned data, as a way to increase personal control over information and care, whilst ensuring the wider support networks, including charities, of individuals are valued as part of their care circle.