



Iris Cancer Partnership
Pilot Funded Massage Services

Western General Hospital, Edinburgh & Royal Forth Valley Hospital, Larbert

Evaluation Report

Abstract

Iris Cancer Partnership (Iris) ran 2 pilots, offering a fully paid massage therapy service. The services ran one day per week, at the Western General Hospital (WGH), Edinburgh, and Forth Valley Royal Hospital (FVRH), Falkirk, for 6 months in 2013/2014.

The aims of the pilot project were 2 fold

1 - to measure the impact of adding capacity to a well-established service at WGH, but to a unit that had not had a regular massage therapist working in it, and to add capacity to the small service offered at FVRH

2 - to evaluate staff responses, to measure patient experiences, and to gain experience of service delivery and partnership working.

Both services proved a great success. All staff who took part in evaluation asked for the service to be continued citing many patient benefits including relaxation, less anxiety and stress, less fatigue and insomnia, enhanced post-operative recovery, and significantly improved psychological states. Patients reported many gains particularly a greater sense of being able to cope, a greater confidence with whatever tests, treatments and other challenges their illness brought.

Funding will be sought to continue these services, and in time, to increase them further.

1 - Introduction

Iris works to support the provision of free massage for people living with cancer in Scotland. Iris ran two 6 month pilot projects between June 2013 and March 2014 delivering paid massage services in 2 different hospital settings. Each service comprised 1 day per week with an Iris Level 1 Registered Massage Therapist, giving massage to patients with cancer.

The hospitals chosen were Forth Valley Royal Hospital (FVRH) in Falkirk and the Western General Hospital (WGH) in Edinburgh.

FVRH is a newly built general hospital which opened in 2011, serving a population of 300,000. A volunteer Iris trained therapist had set up a ½ day per week massage service in 2012, using the privacy of a treatment room, and also working in the chemotherapy day suite. FVRH was chosen to be one of the funded pilot services to grow the capacity of the massage service for the Oncology department. Our aim was to measure the impact of adding an extra day per week of massage, for patients and staff, in a setting that had only had a year of massage for cancer patients.

The WGH provides a comprehensive range of general and specialist services and is the regional centre for cancer treatment on the East coast of Scotland. There was already a well-established complementary therapy service (had been running for the past 17 years) on offer in the Oncology Department, offering massage services on the wards and in the day chemotherapy suite. WGH was chosen to measure the impact of introducing massage to the Haematology Ward, which had not had its own massage service previously.

2 - Iris pilot funded service provision aims

The aims of the 2 projects were to:

- Increase the capacity of existing oncology massage services within 2 Scottish hospitals;
- Evaluate the ability of Iris to deliver a paid massage service with partner organisations;
- Gain staff, patient and therapist feedback about the impact of having massage available in the chemotherapy day suite at FVRH, and in the specialist Haematology department at the WGH.

3 - Evaluation of the pilot funded service provision

To measure the impact of the 2 funded service pilots, the following records were kept:

- The therapists filled in a checklist for each treatment, noting the cancer type, gender of the patient, and any benefits reported by the patient (Appendix A). At the end of the treatment Patients were asked to complete a quick questionnaire (Appendix B). Patient comments were noted (Appendix C).
- Iris and the key contact within the hospital connected several times during the projects, by email and phone, to monitor how the pilot was progressing. A written note of all contact and main points raised, were kept by Iris.
- Therapists were asked to complete exit questionnaires at the end of the project (Appendix D).
- Staff were asked to complete exit questionnaires at the end of the pilot projects (Appendix E).

Therapist Recruitment

Iris advertised the vacancies to all the Level 1 trained massage therapists held on the Iris database (Appendix F).

Contracts

Iris drew up contracts with both FVRH and WGH, and with each therapist, with responsibilities outlined for each party (Appendix G).

Western General Hospital

This project began in June 2013 and ran initially for 6 months, one day per week, then was extended for 3 months at just a ½ day per week, ending in March 2014. The therapist worked mainly on the Haematology ward but also sometimes on the other oncology wards, with patients with a wide variety of cancers. Staff identified patients who would benefit from a massage. On average 6 sessions of massage were offered each day. Many of these sessions were for an hour.

Forth Valley Royal Hospital

2 therapists worked an half day each, on the same day, with day chemotherapy patients and also with other patients with a wide variety of different cancers. They used a treatment room within the Macmillan Suite. Patients were booked in by staff or by themselves. This pilot began in August 2013 and ended in March 2014. On average 8 sessions were offered each day. Some of these sessions were 30 minutes, some for an hour.

4 – Evaluation of patient, staff and therapists records and feedback

i - Patient feedback

All patients who had a massage identified positive benefits to their therapist at the end of their session, and many noted several key benefits. Appendix C records quotations from patients. The main benefits reported were:

- A significant reduction in stress levels.
- Feeling deeply relaxed.
- Easing of aches and pains, particularly in the feet, legs and back. These pains related either to pre-existing health conditions or side effects from cancer treatments
- Reduced anxiety.
- A sense of well-being, not felt prior to the massage.
- A sense of feeling able to cope with various challenges; a new treatment, bad news, fears waiting for test results, worries about the future.

ii - Staff feedback

All staff working in the units where the pilot services took place were given a short questionnaire to complete. In addition, any comments made to the therapists during the pilot were noted. The questionnaire is attached in Appendix E. It was designed to be easy to complete as staff are extremely busy. The responses were overwhelmingly positive, with many expressing a desire for an increased amount of massage available. The main benefits for patients cited by staff were;

- Very helpful for anxious, stressed, confused or depressed states. Staff noticed the difference in patients after their session, patients had significantly improved psychological states.
- Very helpful for bed bound patients, giving comfort and connection, which in busy wards was not as possible from staff.
- Very soothing for palliative care patients; such a gentle soothing nurturing touch.
- Great for post-operative recovery, especially for recovering body confidence and trust.
- Such a good contradiction to the ward environment, being able to become relaxed and still within themselves, with all the business going on around them.
- Eases nausea.
- Helps to ease the patient, after receiving bad news.

Key benefits for staff:

- A pride in holistic care being available in the Oncology Department.
- Pleasure in seeing relaxed, happier patients after their massages.
- Pleased to see patients having non-invasive, pleasurable comfort touch, rather than the injections, drugs and chemotherapy lines.

Suggested changes for any future service:

- Available on more days, rotated so that different clinics could have the many benefits of a massage service for patients.
- More visits to the wards.
- Massages for staff.

Concerns:

Importantly, there were no concerns recorded, for either pilot project, about having the massage service available both on the wards and on the day chemotherapy unit.

iii - Therapists feedback**Benefits:**

All 3 therapists highlighted in their questionnaires and interviews that they had loved the work; that the staff had been very supportive and they would like to carry on providing the service.

They commented that patients coming back for more sessions meant the therapists could gauge the benefits better, and the therapists found this repeated contact very rewarding.

Concerns:

They all noted that the public's 'visibility' of Iris within the hospitals was negligible. There was no sign advising that the service was an Iris project. Iris leaflets would have been helpful too, both beforehand and during the projects.

Uniforms or any Iris identification badge would have been useful also to raise awareness that this was an Iris service.

Future recommendations:

An Iris pop-up banner, Iris leaflets, an Iris collection-can and donation envelopes with a slip for gift aid information, would be helpful to promote the Iris service. An Iris badge or uniform would also make the therapists identifiable to the general public and hospital staff.

5 - Statistics

Total number of sessions offered by all therapists:

319 massage sessions were offered in total by the 3 therapists in the 2 hospital settings.

Gender of patients having massages:

72% of patients seen at FVRH were female.

61% of patients seen at WGH were female.

Ages of patients:

2% of FVRH patients aged between 25-40

11% of WGH patients were aged 25-40

32% of FVRH patients aged between 40-55

29% of WGH patients aged between 40-55

45% of FVRH patients aged between 55-70

29% of WGH patients aged between 55-70

21% of FVRH patients aged 70+

31% of WGH patients aged 70+

The range of cancers:

FVRH - included Breast, Lung, Colorectal, Bowel, Liver, Kidney, Bone, Endometrial and Leukaemia.

WGH - included Myeloma, Leukaemia, Lymphoma, Non-Hodgkin's Lymphoma, Acute Myeloid Leukaemia and Oropharynx, Stomach and Pancreatic cancer.

6 - Recommendations

It is recommended that:

- funding be sought to re-introduce both services as soon as possible. In the departments where the services were offered, staff and patients have highlighted its popularity, benefits, and have asked for increased provision of the service.
- Iris information and fundraising materials, posters, leaflets, donation envelopes, gift aid slips and collection-cans should be clearly displayed where an Iris service is provided.
- Iris Massage Therapists should wear either an Iris badge or one of Iris's purple polo shirts.



**Appendix A: Iris Cancer Partnership
Therapist Daily/Session Record**

Name of Therapist.....

Location..... Date.....

Total Number of Patients

New

Repeat

Number of Males

Number of Females

Patients' ages

Type of cancer

Source of referral Nurse () Consultant () Self () other ()

Location of Treatment

Treatment given

Hands () Feet () Indian Head () Neck & Shoulder () Back () Other () please state

Did your patients report any of the following effects of treatment?

(Please tick all that apply for each for patient so these can be totalled later)

- Number of cases

Anxiety/mood disturbance reduced

Pain reduced.....

Fatigue reduced.....

Stress reduced.....

Wellbeing improved.....

Feeling able to cope.....

Relaxation increased.....

Nausea reduced.....

(If mentioned from last Tx) Sleep improved.....

Notes

(e.g. quotes from clients; comments from staff)

Appendix B: Iris Cancer Partnership
Evaluation – Patient Questionnaire

Date.....



The Iris Cancer Partnership is a charity which is funding the massage you will receive today. In order to make our service as good as we can we are collecting information from patients. We would be most grateful if you would be willing to fill in the questions below.

(If you decide you do not wish to complete the form it will **not** affect your massage.)

Confidentiality

(This form will be passed to the Iris Cancer partnership Evaluation Team. It will remain confidential and be stored in a secure location; any information taken from it will be anonymised.)

Name

Date of Birth

Declined to take part ()

Agreed to take part

What are the main concerns or problems you would like us to try to help with today?

1.....

2.....

Concern/problem 1.

Please circle the score which describes best how you feel about problem/concern 1.

Not bothering me at all

Bothering me greatly



1

2

3

4

5



Concern/problem 2.

Please circle the score which describes best how you feel about problem/concern 2.

Not bothering me at all

Bothering me greatly



1

2

3

4

5



Wellbeing

How would you rate your general wellbeing (how you are feeling today)?

As good as it can be

As bad as it can be



1

2

3

4

5



After Massage

Concern/problem 1.

Please circle the score which describes best how you feel about problem/concern 1.

Not bothering me at all

Bothering me greatly



1

2

3

4

5



Concern/problem 2.

Please circle the score which describes best how you feel about problem/concern 2.

Not bothering me at all

Bothering me greatly



1

2

3

4

5



Wellbeing

How would you rate your general wellbeing (how you are feeling today)?

As good as it can be

As bad as it can be



1

2

3

4

5



Any other comments?

Thank you for taking the time to complete this form.



Appendix C: Patient Quotations (after their massage sessions)

Relaxation, Anxiety, Stress management & Well-being

"I feel so much better now. When are you back?"

"I feel like dancing now"

"I feel like I can now really relax and my worries disappear"

"I have much more movement in my toes now, I am floating"

"Coming here has really helped me cope with my diagnosis"

"I can't believe how relaxing this is"

"The difference with the massage is unbelievable, I feel like I am floating"

"My nurse told me to come. I am so glad I did; I don't want medication for depression, I want something positive"

"I feel more able to cope now"

"I feel stronger now and able to face new treatment"

"I feel like a spring that has unwound"

"Best half hour of the week. You forget what's going on outside when you come into the room"

"I have told my doctor about this great massage service"

"This certainly makes me feel better"

"That is the first time I have relaxed today"

"It is sheer bliss having this done"

"This feels amazing, could you do this all day please"

Pain Management

"My knee has not felt this good for years"

"The gentlest massage I have ever had; I can't believe the difference in my breathing"

"I can bend my feet and legs now. My pain has eased"

"I couldn't wait for this appointment, it's unbelievable the difference it has made to my knee"

"I have much more movement in my toes now, I am floating"

"I always sleep better after I have been here"

"The pain has gone in my shoulders"

"I couldn't feel my feet when you started but I can now; it is wonderful"

Appendix D: Iris Cancer Partnership
Evaluation – Therapists’ Questionnaire Date.....



Please can you take some time to reflect on your time working for Iris during the pilot paid service and then answer the following questions. Your responses will help me to evaluate the service fully, together with the staff and clients feedback. I am hoping to then meet with you to explore your experiences more fully.

Maggi Scott
Iris Operations Manager
January 2014

1. How was your experience of the set-up and start of the paid service? Were you inducted and supported by the partner Organisation in your work?

2. Please comment on your experience of delivering the massage service. What did you most enjoy, was there anything you found challenging?

3. Iris did not have publicity for the pilots due to pressure of other commitments. Can you comment on any effects of this?

4. Is there anything you would have done differently or that you think Iris could have done differently, with any aspect of this paid massage pilot service?

5. Can you choose 3 words that convey your feelings about having worked as an Iris therapist running this pilot project?

Many thanks for completing this. Feel free to add anything else you think is important for me to know.

Maggi

Appendix E: Iris Cancer Partnership
Evaluation – Hospital Staff Questionnaire Date.....



The Iris Cancer Partnership is a charity funding a pilot massage service on the ward/unit today. In order to make our service as good as possible we are collecting information from staff. We would be most grateful if you would be willing to fill in the questions below.

Name.....

Occupation.....

1. Would you recommend a patient to have a massage? Yes / No
 - 1a. If yes, under what circumstances /conditions would you recommend massage?

2. Please tell us any circumstances when you think massage should be avoided?

3. Do you think there have been any benefits for staff and /or patients from introducing the service onto the ward/unit? Yes / No
 - 3a. Please list:
 - Staff benefits

 - Patient benefits

4. Have you had any concerns about a massage therapist working in the ward/unit? Yes / No
If yes, please state:

5. What changes, if any, would you like to see to a future service?

6. Please tell us if there is anything that could have been done to improve the introduction of the service onto the ward/unit.

Thank you for completing this form.

Appendix F: Job Description

Post Title

Iris Complementary Therapist

Purpose of the Post

This is a post initially funded by IRIS as a pilot for 6 months. The post holder will become a member of the established Complementary Therapy Service (CTS) at the Forth Valley Royal Hospital (FVRH) in Larbert, which operates as part of a multi-disciplinary team. The service provides complementary therapy for patients having treatment for cancer under the care of the hospital (whether as an in-patient or out-patient) and on occasion for their carers.

Main Duties

- Providing massage therapy.
- Keeping clear, accurate records of therapy provided.
- Liaising with hospital staff.

Main Responsibilities

- Work under the direction and supervision of the Head of Oncology.
- Assess each patient's needs and wishes using information from staff, carers and the patient and tailoring the approach and techniques accordingly to provide appropriate, safe complementary therapy treatments.
- Work with sensitivity and treat people with respect and compassion.
- Support the treatment and care provided by other professionals and carers.
- Maintain client records.
- Comply with IRIS, NHS Forth Valley Royal Hospital regulations, codes of practice and guidelines at all times.
- Respect and safeguard confidentiality.
- Maintain own professional registration, insurance and first aid.
- Undertake training/professional development as directed. This will include NHS e-learning modules.

Terms and Conditions

- The therapist must be a Level 1 (or above) Registered IRIS Massage Therapist.
- The therapist must have the ability to be able to communicate with people in a caring and compassionate way.
- They must commit to support and supervision from Head of Oncology, and the IRIS Operations Manager.
- They must be able to work independently.
- They must maintain client records, in line with FVRH practice.
- The post is for 7 hours per week; timings to be negotiated with Head of Oncology.
- The contract is for 6 months initially, on a self-employed basis.
- The rate of pay is £20 per hour.
- The therapist will maintain indemnity insurance and membership of a professional body

throughout the period.

- There will be no sick pay/paid holiday entitlement included in the £20 per hour.
- There will be a 2 month probationary period.
- The therapist will wear a uniform with the IRIS logo supplied by IRIS.
- The therapist is required to give 4 weeks' notice if terminating their services before the end of the contract.
- The therapist will be required to sign and comply with IRIS Equal Opportunities/Anti Discriminatory Policy.
- The therapist will be required to agree to work with IRIS and FVRH policies and Codes of Practice.

PERSON SPECIFICATION FOR POST OF IRIS COMPLEMENTARY THERAPIST



This Person Specification describes the ideal person for the post and is a profile of the personal skills and characteristics that will be looked for in the recruitment and selection process. It lists a series of attributes divided into "essential" and "desirable" for an individual to possess in order to do the job.

Criteria	Essential	Desirable
Education and Qualifications		
good general education		*
recognised complementary therapy qualification	*	
IRIS level 1 accreditation (or higher)	*	
membership of professional body for complementary therapy	*	
IRIS registered	*	
Experience		
professional practice as a complementary therapist	*	
working in a hospital setting		*
working with people with cancer	*	
working as part of a multi-disciplinary team		*
Knowledge		
best practice in massage for people with cancer	*	
best practice in infection control and general health and safety in the setting	*	
ethos and value base for working with people with cancer	*	
understanding of different roles and responsibilities of the various professions involved in patient care	*	
Skills/Abilities		
ability to provide effective complementary therapy	*	
ability to protect hygiene, health and safety of self and others		
organisational skills to plan and prioritise use of time	*	
ability to work on own initiative and make decisions when required	*	
ability to work effectively as a team member	*	
ability to write clear notes and maintain treatment records	*	
Personal Attributes		
positivity	*	
compassion and respect	*	
discretion and tact	*	
reliability	*	
physical fitness and stamina to provide the service	*	
Circumstances		
able to work irregular hours, including evenings		*

Appendix G: Contract between IRIS & Forth Valley Royal Hospital / Complementary Therapies Service (FVRH/CTS)



1. The 2 IRIS paid Massage Therapists will be contracted for 6 calendar months to work 7 hours / week job-shared between them at a rate of pay at £20/hr. If there are holidays taken or sick leave, these are unpaid. The 6 calendar months exclude sick leave and holidays and if these arise, the time scale of the contract will be adjusted so that 6 calendar months are worked.
2. Therapists will be self-employed and therefore responsible for their own Professional Indemnity Insurance (minimum of £1,000,000), Taxation, National Insurance, VAT and other financial arrangements. They will be requested to sign a letter indemnifying IRIS against any liability resulting from failure to do this.
3. The place of work will be the FV/CTS and the working hours will be organised by the IRIS Operations Manager and Oncology Department Manager, in consultation with the post holders.
4. The post holders will be required to keep a log of hours worked, including details of the precise locations. This must be submitted each month, along with the invoice, by email to the IRIS Operations Manager.
5. There is a 2 month probationary period.
6. The post holder must give 4 weeks' notice if they terminate their employment before the contract ends.
7. The post holder must comply with the IRIS Registered Therapist Code of Conduct.
8. The post holder must comply with all the NHS and NHS/CTS policies and practices.
9. The therapist must also comply with the IRIS Data Protection, Equal Opportunities, Confidentiality, Grievance and Conduct and Capability policies.
10. The IRIS Logo must be displayed at all times when the post holder is working the IRIS paid hours. The IRIS Logo can be added to the therapists own uniform and IRIS will organise this with each therapist.
11. The post holder will be supervised by Oncology Department Manager.
12. The Oncology Department Manager will keep the IRIS Operations Manager updated concerning the progress of the IRIS paid massage therapist, on a regular basis, by a monthly telephone call or email update. If any concerns arise regarding the therapist's work the Oncology Department Manager will tell the IRIS Operations Manager as soon as they become apparent and they will work together to manage.
13. IRIS will collect evaluation data about the impact of the IRIS paid Massage Therapist service in FVRH near the beginning and end of the pilot. IRIS will give at least 4 weeks' notice of this work. Arrangements for how the data will be collected will be considered by the Scoping Working group.
14. IRIS can supply massage oil/wax/wipes for the IRIS therapist if needed



Contract between IRIS and the Paid IRIS Massage Therapist

1. The IRIS Massage therapist will be offered work on a sessional self-employed basis.
2. The rate of pay will be £20/hour. This will be for actual hours worked and inclusive of all costs.
3. No payment will be made for holidays or sick leave.
4. The post holder must have current indemnity insurance, up to date first aid training and current membership of a professional body throughout the period of employment.
5. The post holder will be required to give 4 weeks’ notice if terminating the employment before the end date of the contract.
6. There is a 2 month probationary period. The initial contract is for 6 calendar months
7. The post holder will be supervised by the Oncology Head.
8. The post holder must wear the IRIS LOGO clearly displayed either on a uniform top provided by IRIS and the Host Organisation or the therapists own uniform
9. The post holder must comply with the IRIS Code of Conduct.
10. The post holder will attend ad hoc meetings with the IRIS Operations Manager. These are paid at the rate of £10/hour.
11. The post holder must familiarize themselves with all relevant policies of IRIS and the host Organisation. These will include:

Health and Safety
 Conduct and Capability
 Grievance.
 Equal Opportunities.
 Confidentiality
 Data Protection

I will undertake to pay the tax liabilities for Tax and National Insurance Contributions that may arise on any income paid to me.

I confirm that my income will be assessed as self-employment income and that there is no liability to IRIS

My Self-assessment number is:

_____/_____ (10 digit number)

I confirm that I have no criminal record.

Signed:

Date: