

# On Target : Networker Support

## Summary

The main objective of this intervention was to enable the people in a patient's network ("networker") to contribute to the service monitoring and development that is undertaken by the TYA Service team. Other objectives included :

- Establishing a sustainable process that is integrated into the TYA Service's on-going procedures.
- Contributing to an increased sense of involvement by the "users" of the Service.
- Informing the TYA service of networker's needs.

**ON TARGET**



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## Young people's involvement

This intervention was targeted at the people in a patient's network and as a result the involvement of TYAs was limited because the co-creation mainly involved networkers.

In the initial stages of the programme, 32 networkers provided their views on the TYA Service and from these responses, a questionnaire focused on the experiences of networkers was constructed and issued which sought to build upon this initial feedback. The networker participation in the preparation of this questionnaire can be summarised as follows:

- The initial draft of the patient's network questionnaire was produced with the participation of a patient's network representative.
- Following a review by professionals across the South West who work with young adults, feedback was sought from "networkers" who attended the initial Wellbeing Event that was held in Redruth.
- A different "person in a patients network" then supported the production of the final questionnaire draft questionnaire.

## Tackling inequalities

- Two versions of the questionnaire were produced (online and paper based) to tackle any potential issues of access to technology.
- The questionnaire content was developed with support from networkers to ensure the language used was understandable to the target audience.

## Promoting early intervention

Not applicable.

## Successful implementation of learning

- As the result of the feedback received from networkers and also from views received from TYA patients across the south west, it was agreed that a leaflet for professionals that summarises the needs of networkers should be developed in order to make available the learning from this intervention.
- Following the successful conclusion of the pilot survey, a regular questionnaire for the people in a patient's network is seen as an important part of the TYA service and this will continue if suitable funding is available.