

TOM BISHOP
SENIOR PATIENT SERVICES
& INFORMATION MANAGER



saving the lives
of people with
blood cancer

PIF TICK & ANTHONY NOLAN

18 MAY 2020

**ANTHONY
NOLAN**

saving the lives
of people with
blood cancer

WHAT DOES
ANTHONY NOLAN
DO?



PATIENT SERVICES

- Helpline
- Anthony Nolan nurses
- Grants
- Peer Support service
- Share & Support Days
- Forum
- Blogs
- Podcast





PATIENT INFO RESOURCES

- Website
- 18 booklets
- 7 factsheets
- My Transplant Tracker app

- 176,000 people used our patient info in 2019/20

WHY DID WE JOIN PIF TICK?

**Clarifies production
process**

**Embeds key
elements into
process**

**Makes production
manageable**



PATIENTS

FAMILY
MEMBERS

NURSES

ACCURATE



UP-TO-DATE



TRANSPARENT



THE ACCREDITATION PROCESS

Systems

Training

Identifying need

include fundraising team in
planning meeting

Evidence

Involving users

Content

explore how to meet needs of
seldom heard & diverse users

Layout & design

Feedback

Marketing

Evaluation & impact

identify key measurable outcomes at
development stage

THANK YOU

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