



*informing  
understanding  
supporting*

 cancerbackup

Cancerbackup  
Black & Minority  
Ethnic (BME)  
Service Usage Report  
National Helpline &  
Local Centres  
April 2004- March 2005

*informing  
understanding  
supporting*

 cancerbackup

# Cancerbackup Founder



**Dr Vicky  
Clement-Jones**

# Cancerbackup Drop In Centres 2005



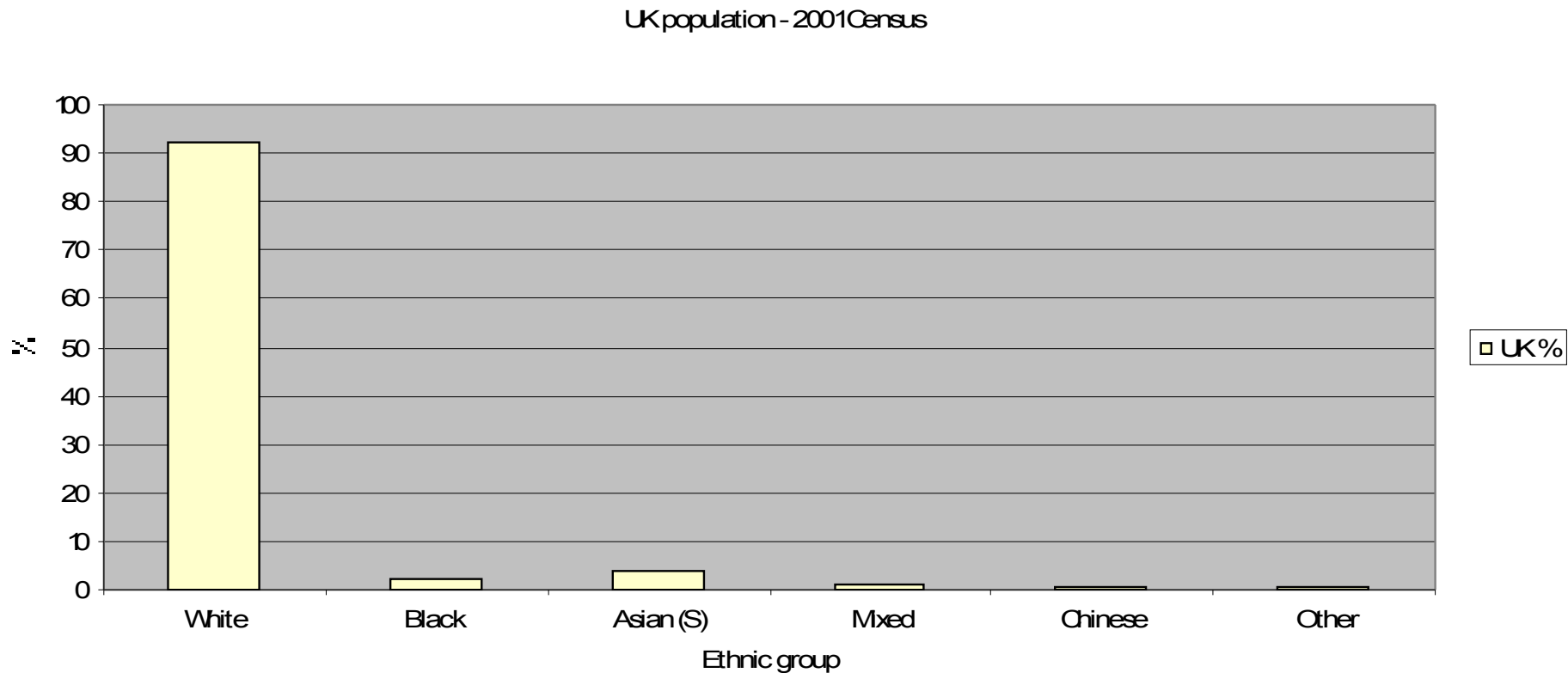
# Data Collection 2004-2005

- **Purpose explained**
- **Permission requested**
- **5 Drop in Centres – every enquirer asked**  
**2 Drop in Centres – 1 in 2 asked**
- **National Helpline - Sample of callers asked**
- **Enquiry Record Form (ERF) completed for each enquirer.**

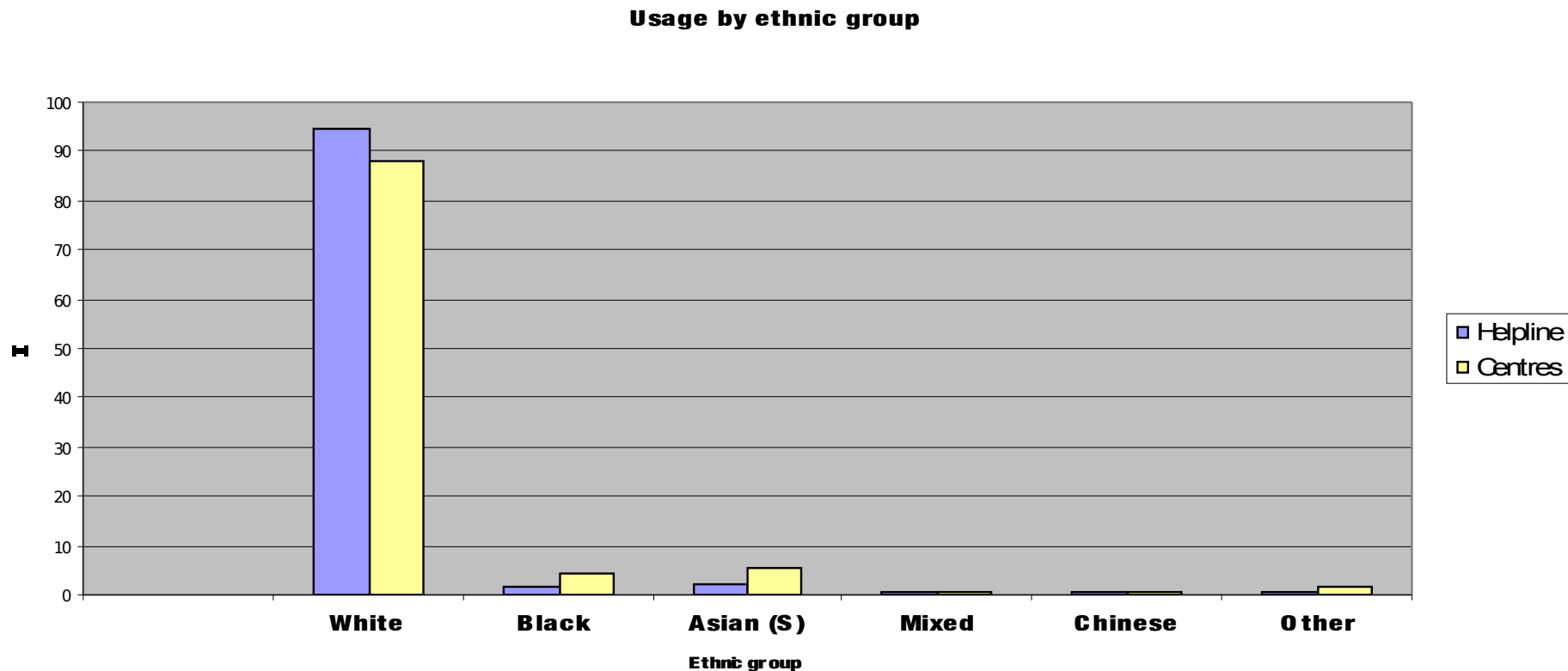
- **CENTRES - 12% of all enquirers BME**
- **HELPLINE -5.4% of all enquirers BME**

***UK Population 8% BME - 2001 Census***

# UK Population – 2001 Census



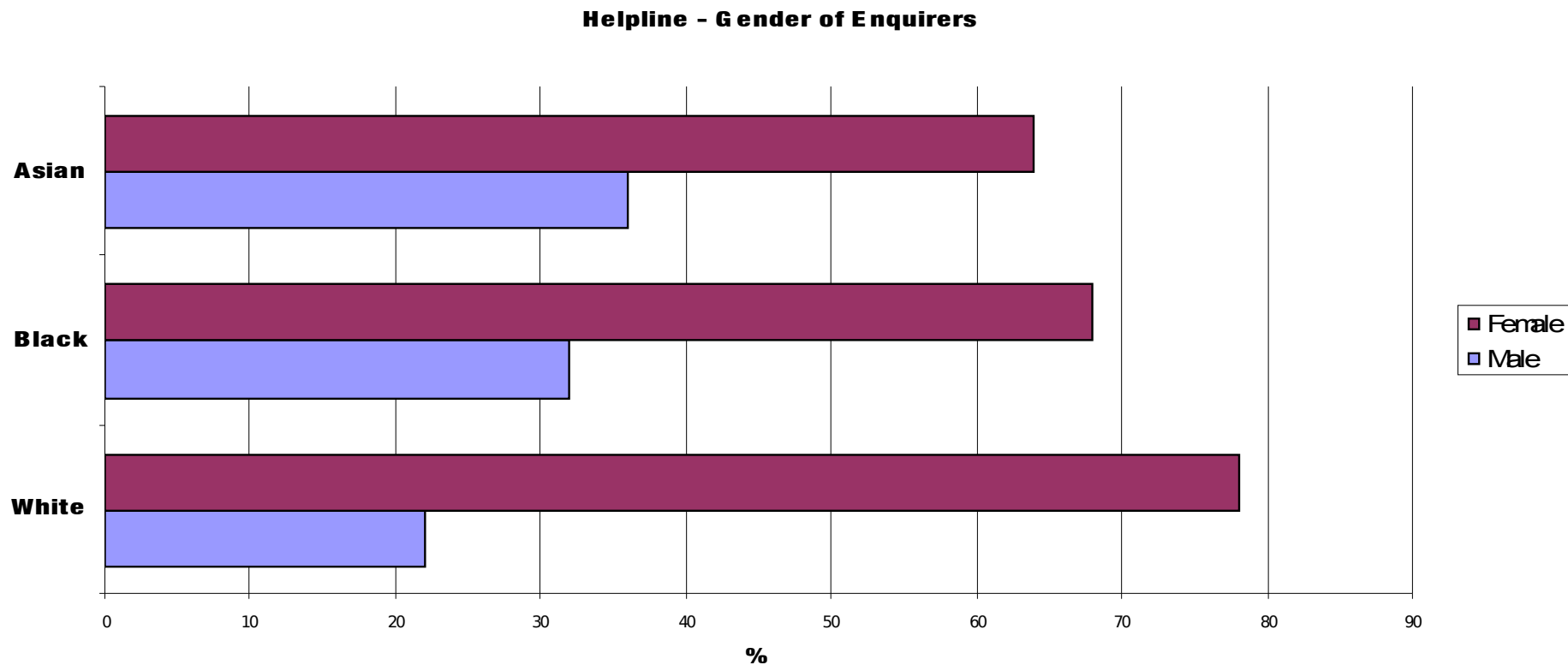
# Helpline/Centre Usage by ethnic grp



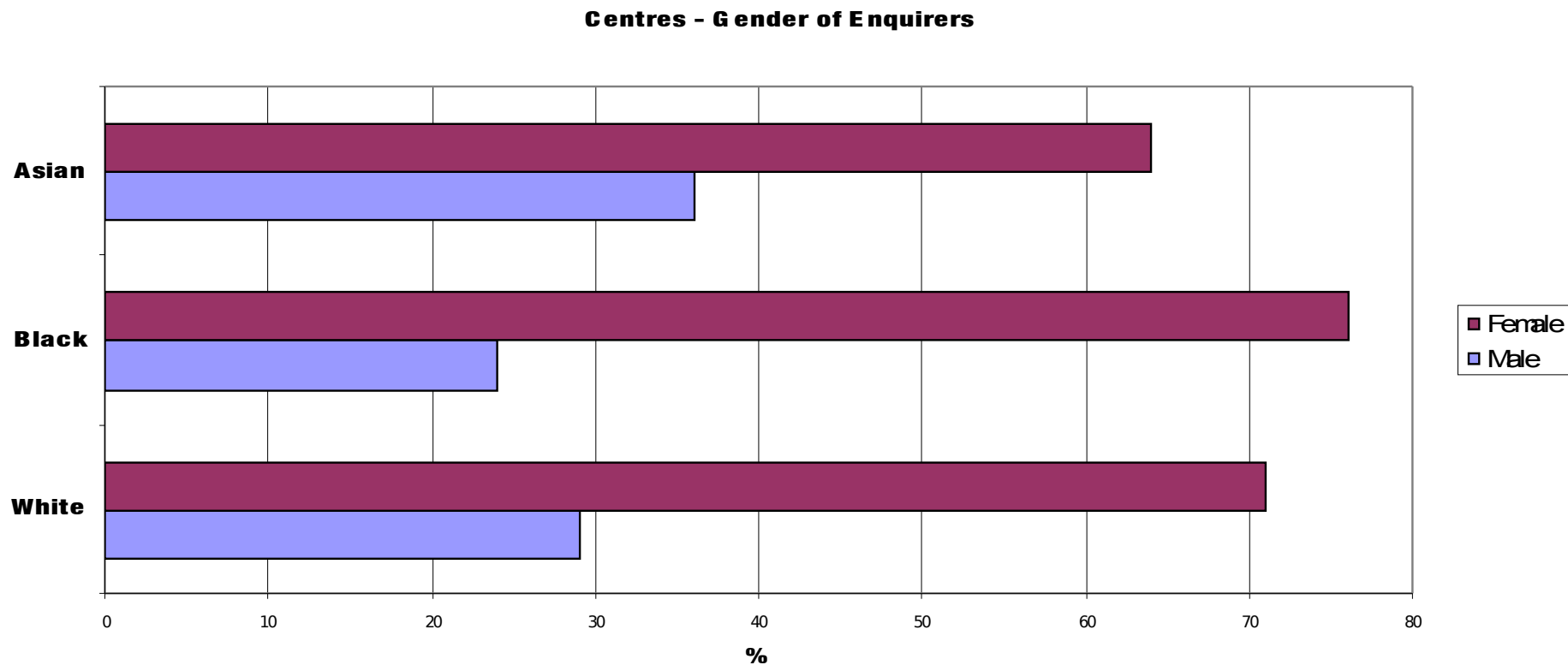
# User Evaluation Statistics – CB 2004-2005

	Helpline	Centres	2001 UK population (000s)
WHITE	36,101 (94.65)	9496 (885)	54,154 (92.15)
BLACK	609 (1.65)	469 (4.35)	1,149 (2.05)
ASIAN	835 (2.2%)	692 (5.55)	2,331 (4.05)
MIXED	136 (0.45)	36 (0.3%)	677.0 (1.2%)
CHINESE	155 (0.4%)	57 (0.5%)	247.0 (0.4%)
OTHER	324 (0.8%)	146 (1.4%)	231.0 (0.45)

# Helpline Gender of Enquirers

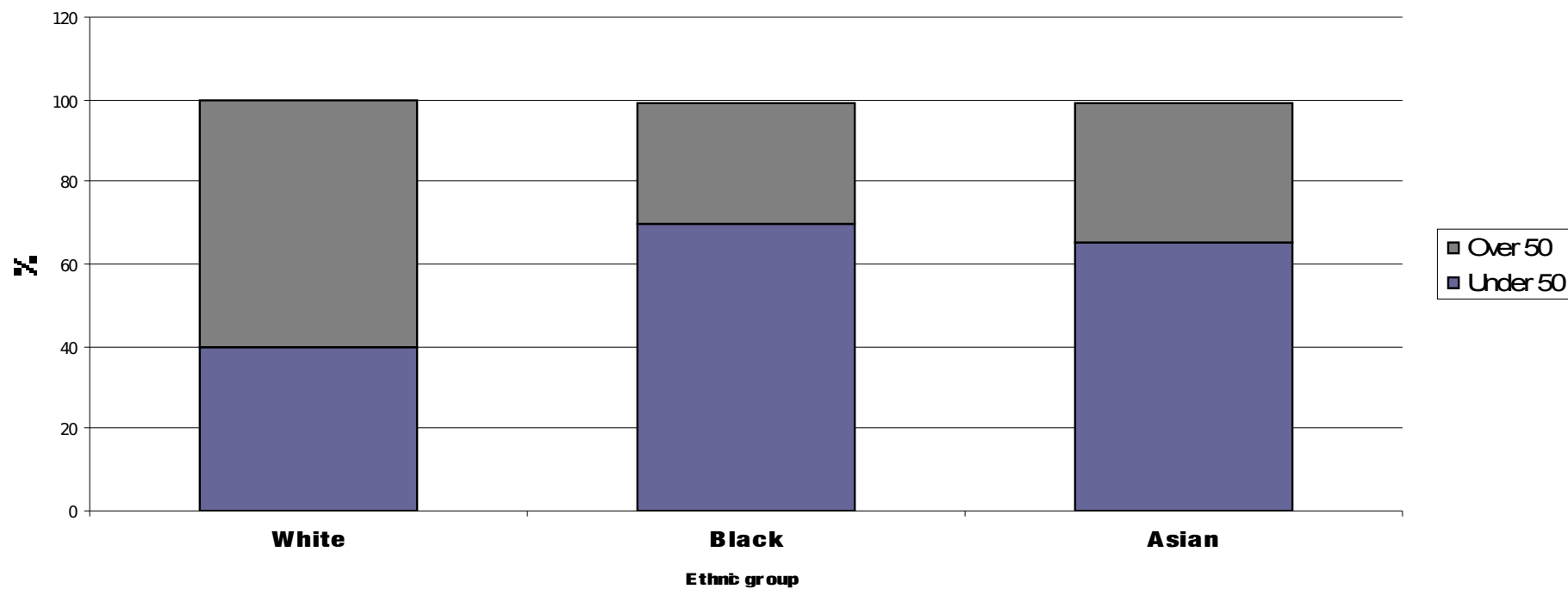


# Centres – Gender of Enquirers



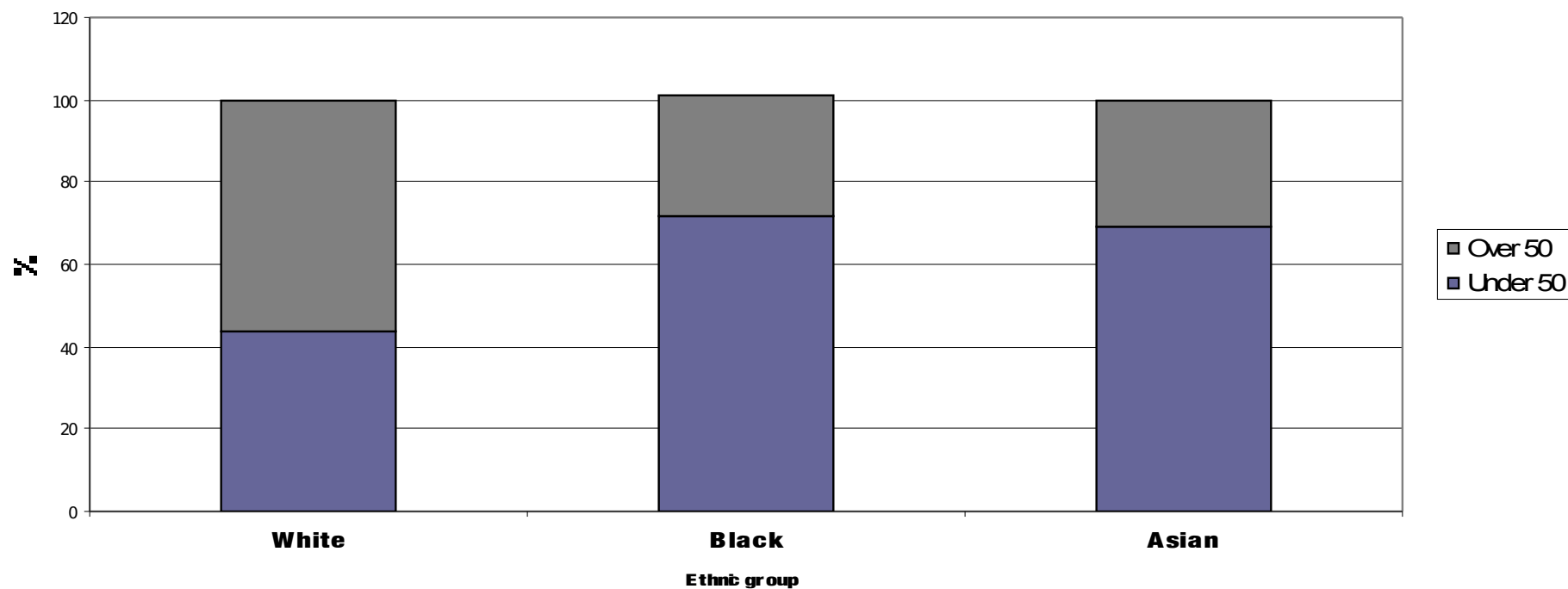
# Helpline Age of Enquirers

**Helpline - Age of Enquirers**

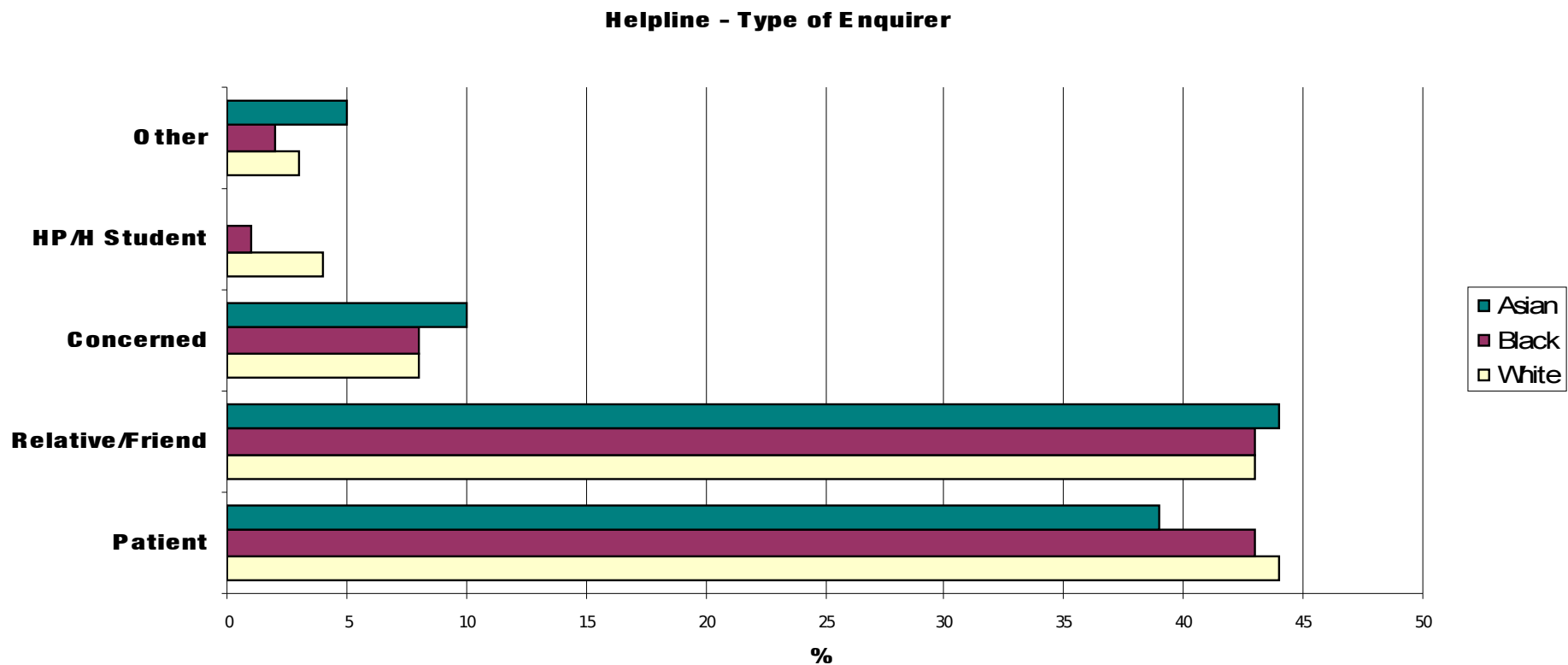


# Centres – Age of Enquirers

**Centres - Age of Enquirers**

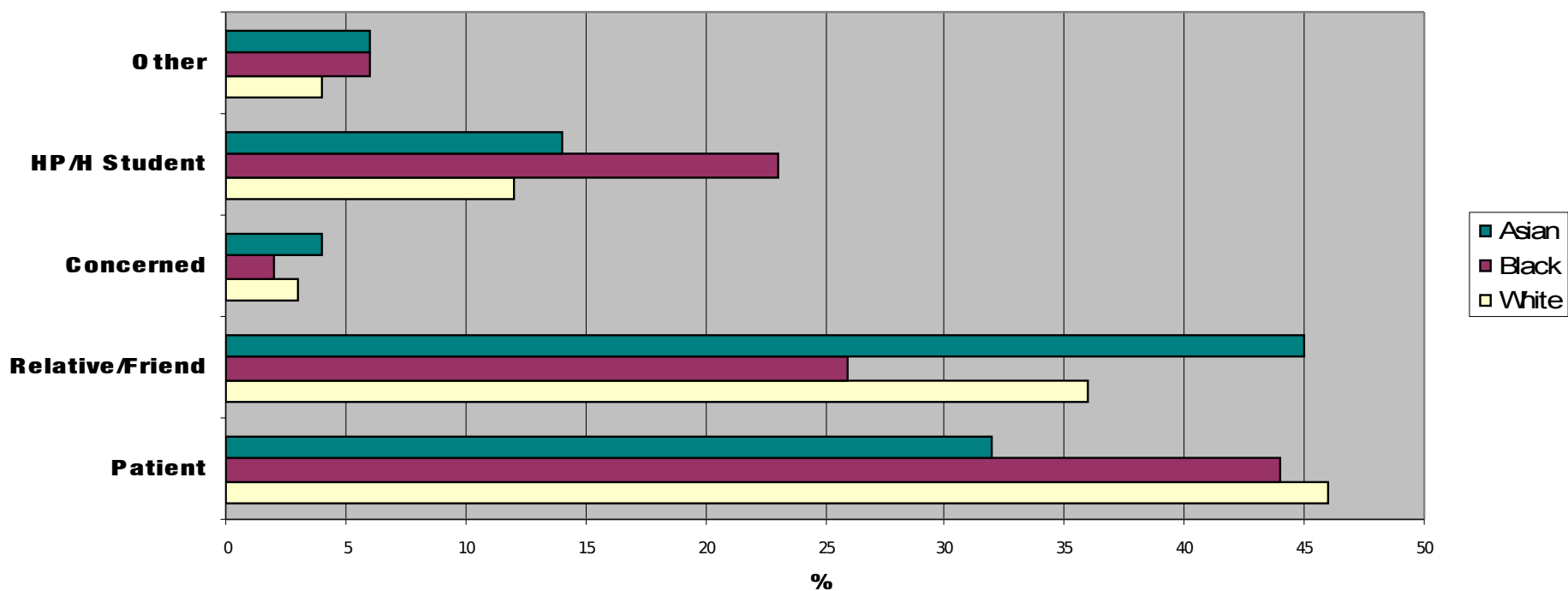


# Helpline – Type of Enquirer

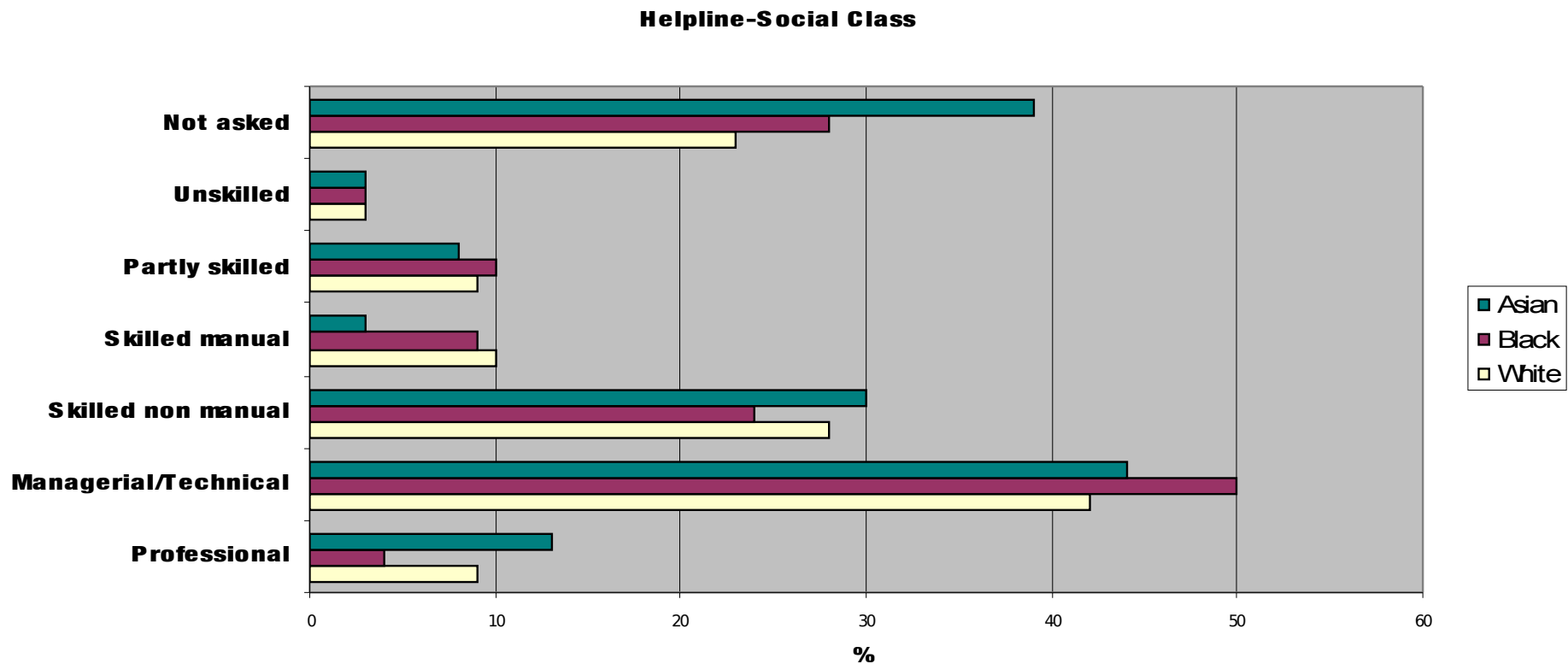


# Centres – Type of Enquirer

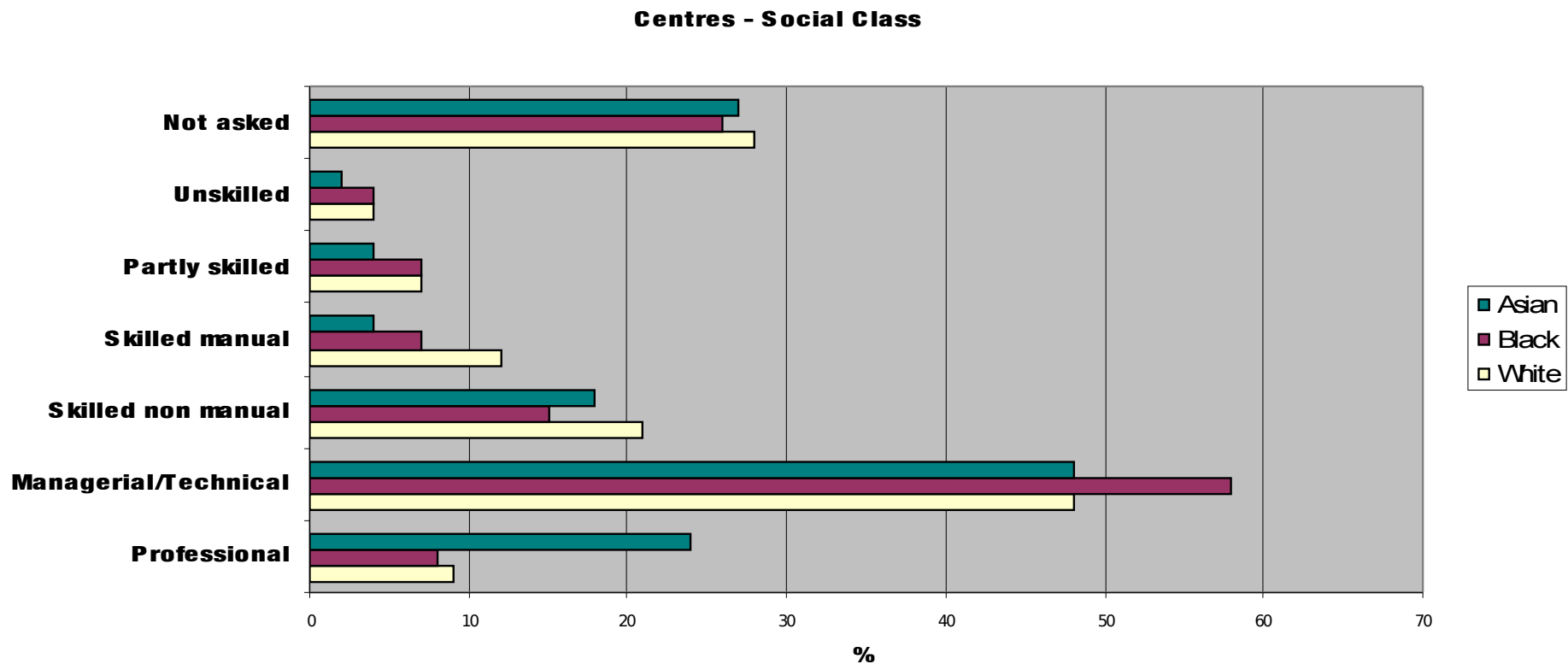
Centres - Type of Enquirer



# Helpline – Social Class

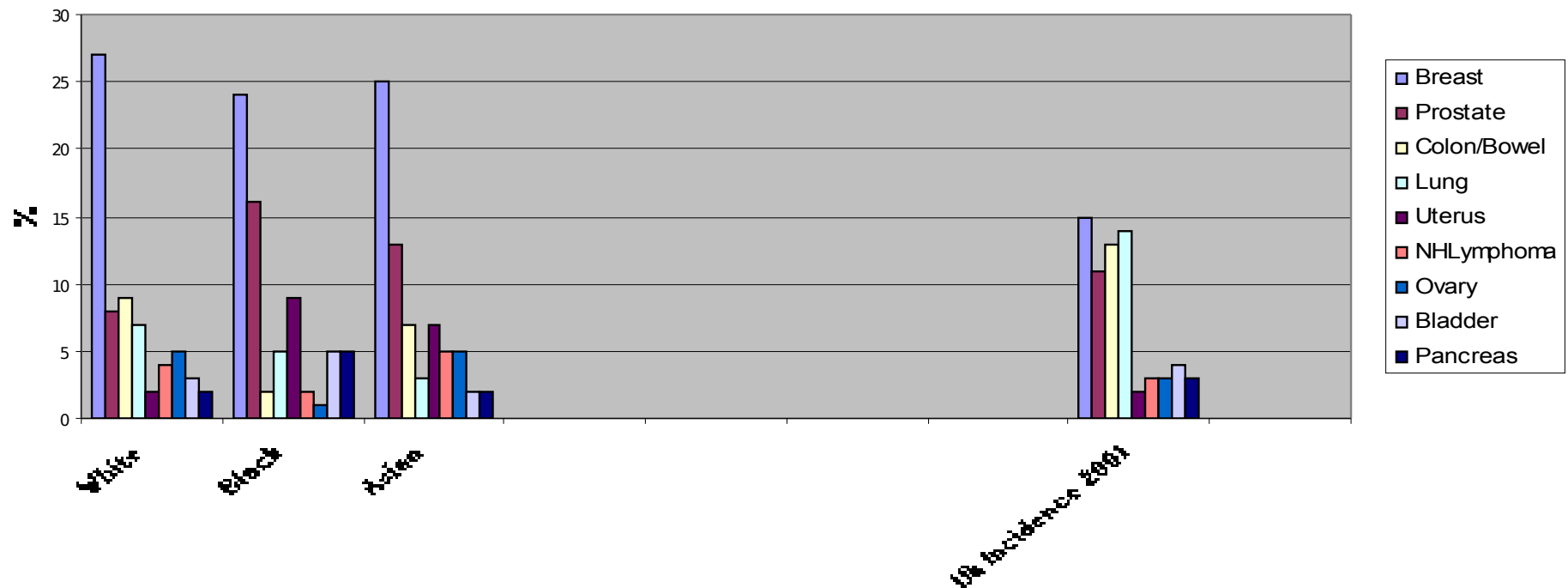


# Centres Social Class



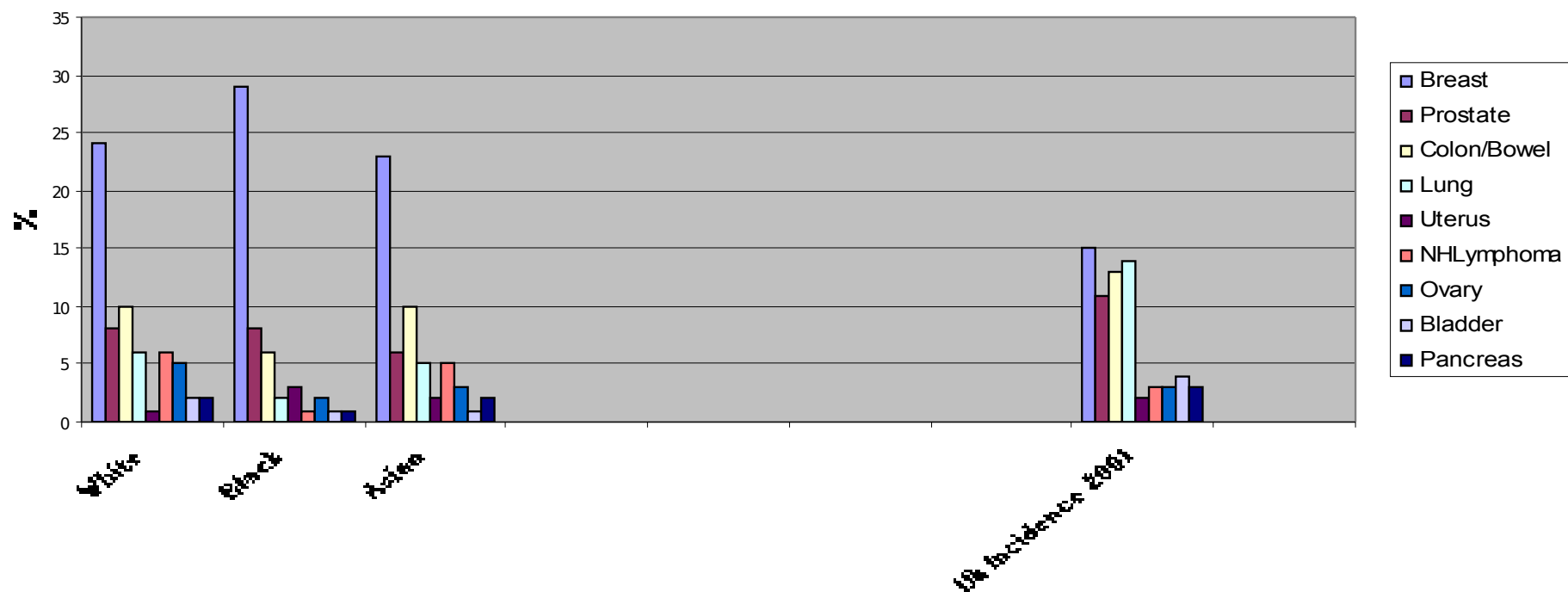
# Helpline- Enquiries by Cancer Type

Helpline- Content of Enquiries (Primary Cancer site)

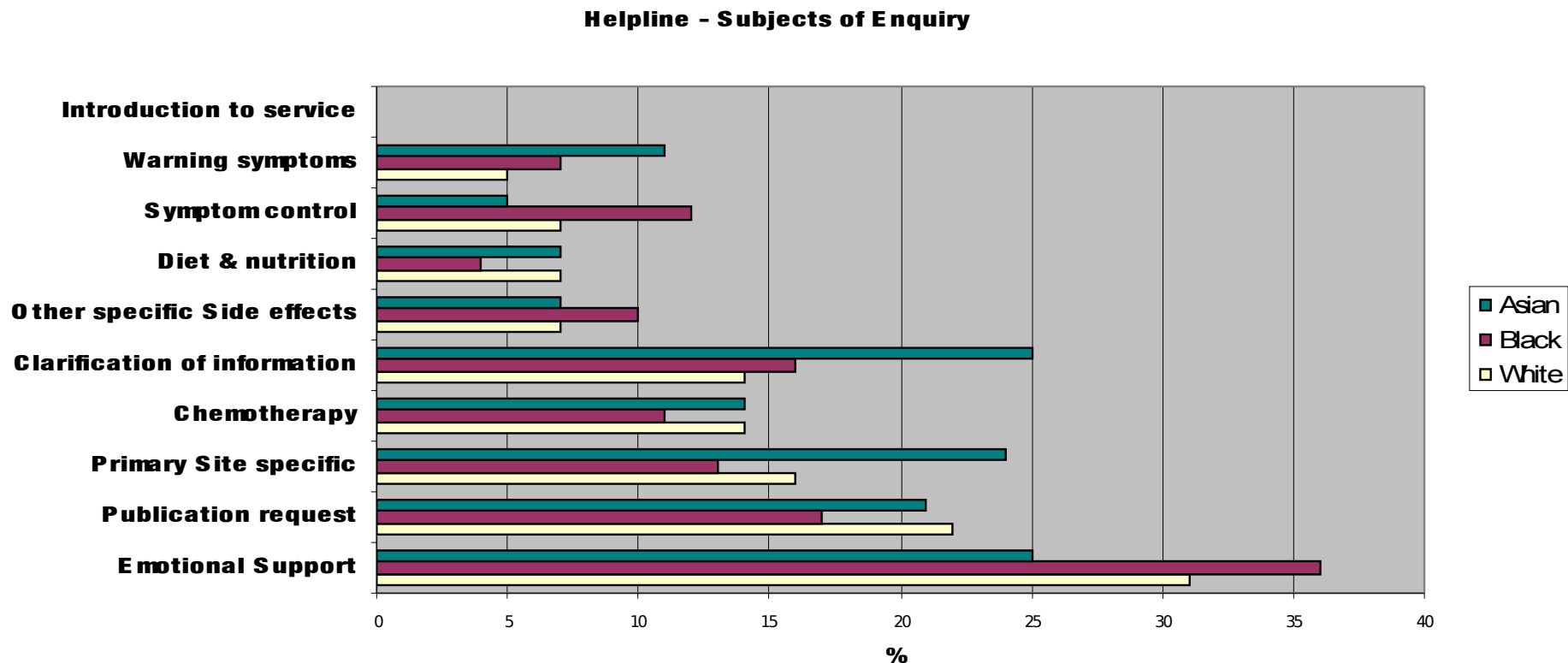


# Centres- Enquiries by Cancer Type

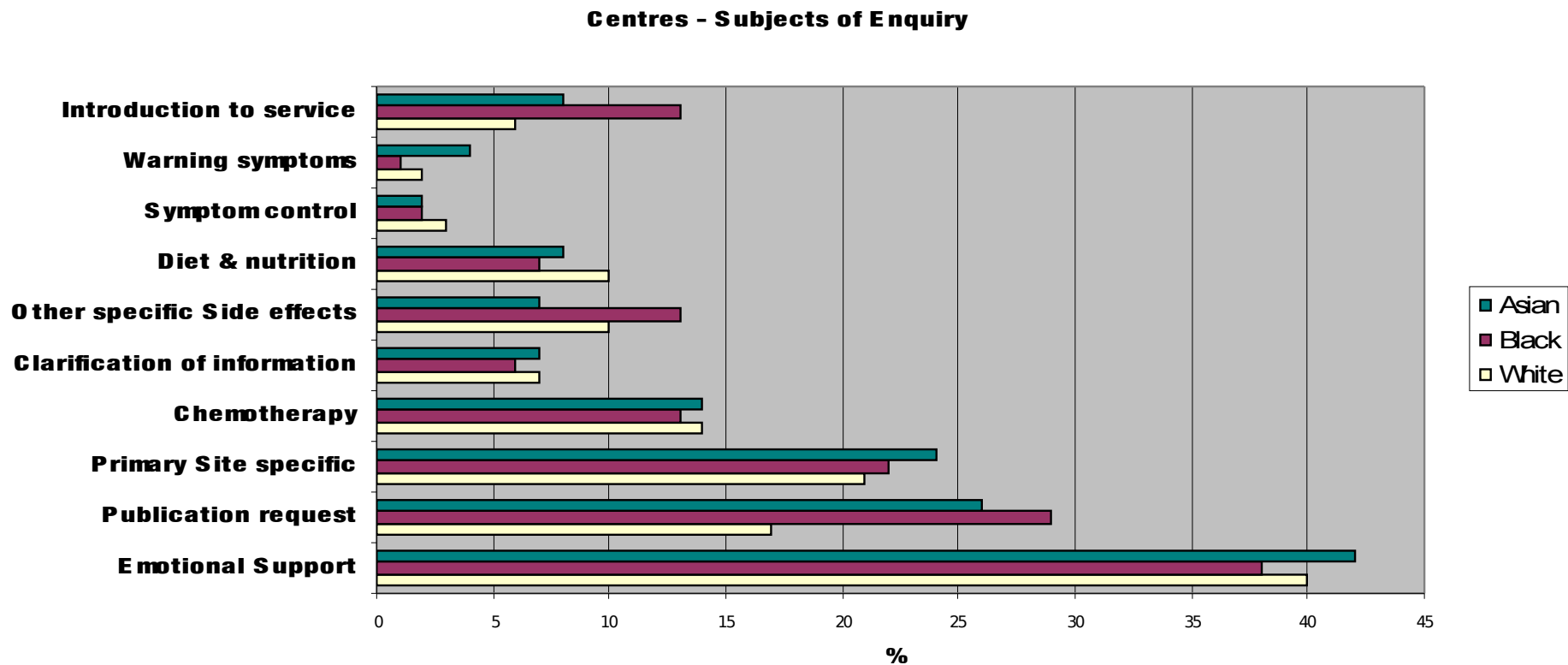
Centres - Content of Enquiries (Primary cancer site)



# Helpline – Subjects of Enquiry

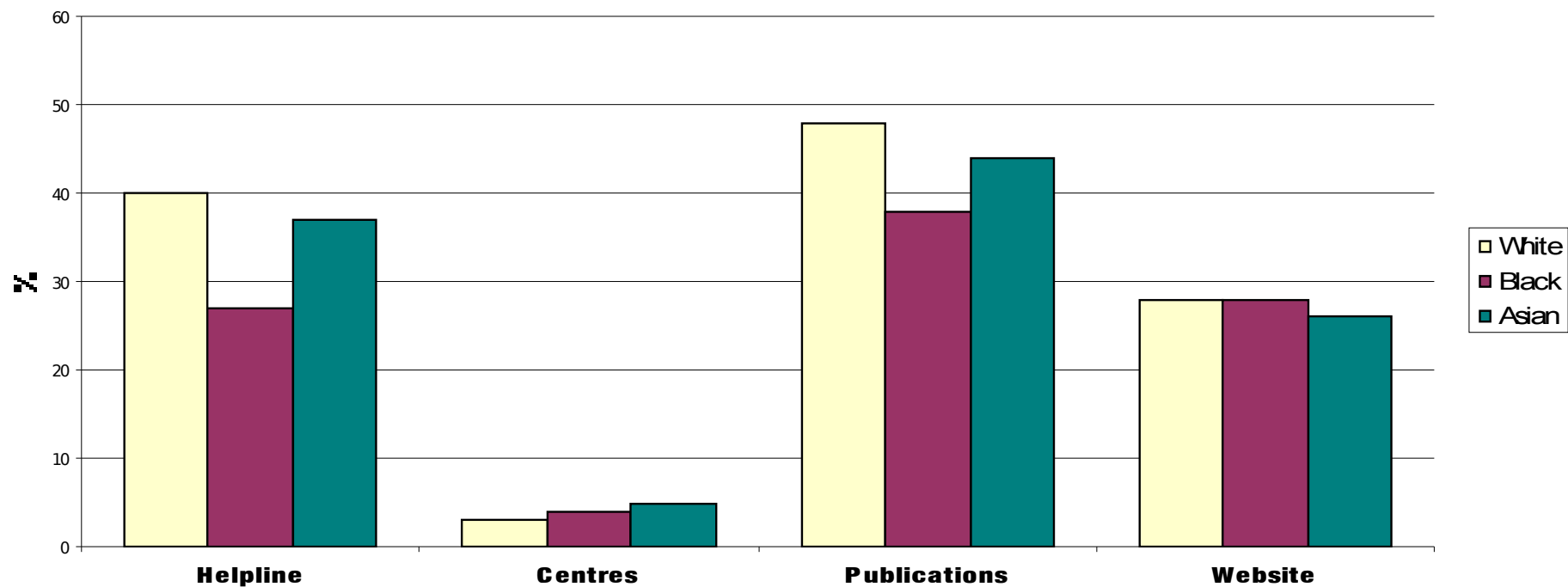


# Centres – Subjects of Enquiry



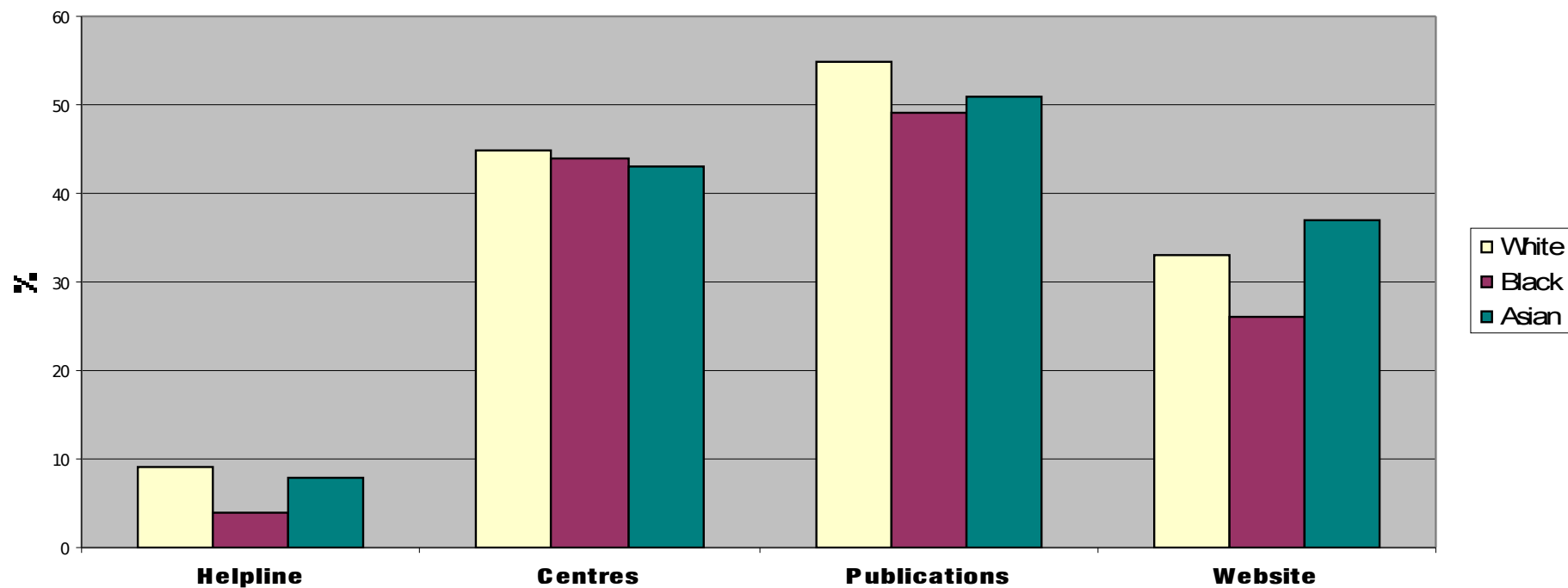
# Helpline-Previous Use of CB service

**Helpline - Previous use of Cancerbackup**



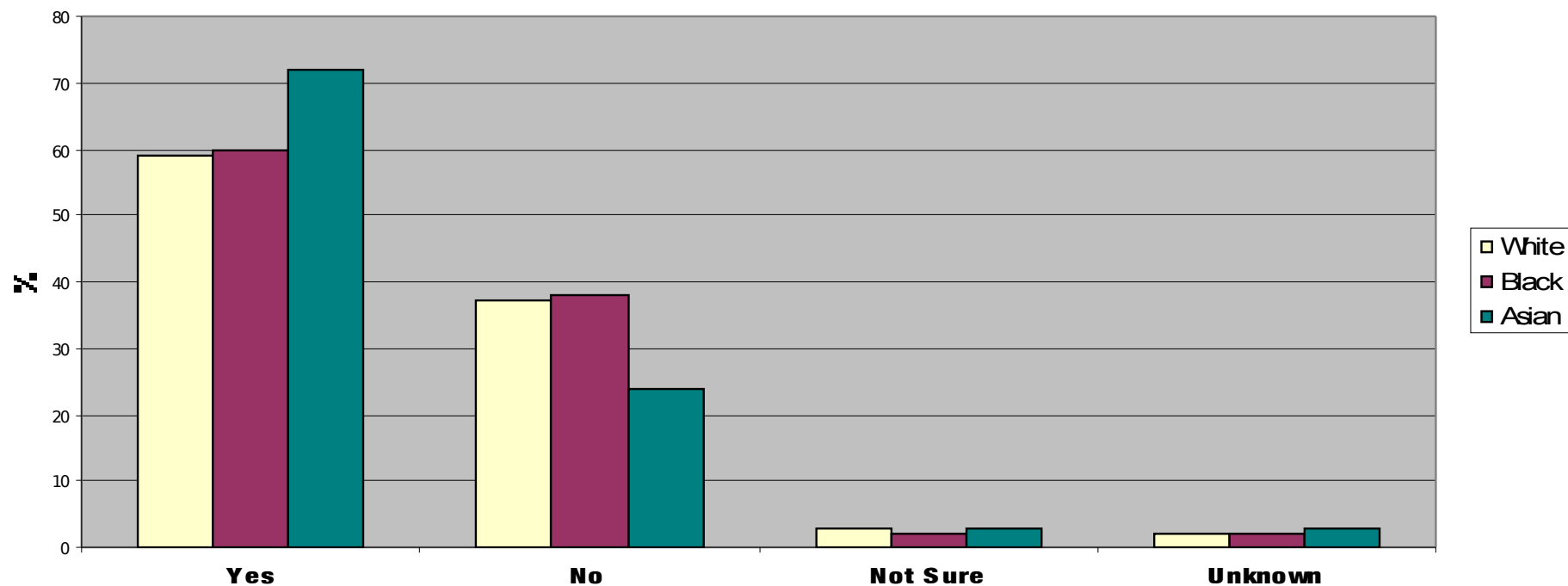
# Centres-Previous use of CB service

**Centres - Previous use of Cancerbackup**



# Cancer Information from the Internet

**Cancer Information from the internet**



# CB Black & Minority Ethnic Cancer Information Specialist 2003-2007



Rose Thompson  
BME Cancer  
Information  
Consultant  
March 2008