

PCN Non-Clinical Cancer Champions

Related to areas of the PCN specification: Increasing screening

AIM OF THE WORK

- Creates an additional knowledge resource in each PCN/Practice to support the improvement of early diagnosis of cancer
- Training members of Practice staff across the PCN in the basic processes, systems and operational skills necessary to support clinicians, and the wider Practice team with regards to cancer
- Supports PCNs ability to take forward early cancer diagnosis activity across constituent practices around cancer prevention, symptom awareness and screening
- Gives each PCN/Practice access to external support functions, directly through the CRUK Facilitator programme
- Establishes a network of cancer champions across the PCNs who are best placed to ensure practices are aware of latest cancer campaigns, practices to improve screening uptake, changes to pathways and educational opportunities
- To support practices within PCNs to learn and work together/share good practice in support of service improvement in earlier cancer diagnosis

OUTCOMES

Cancer champions have:

- Telephoning older non-responder ladies of cervical screening to enable discussions around importance of continuing attendance
- Reviewing safety netting procedures
- Implementation of reception staff checking patient contact details regularly
- implementing 2 week wait appointment tracker
- Implemented sending practice letter to ladies who had not responded to cervical screening invitation
- Introduced sending practice cervical screening letter on pink paper to increase uptake
- Implemented sending text messages and/or letters to non-responder bowel screening. Following up post actions if patient still did not respond
- Promoting screening programmes via practice notice boards, websites, face book and within surgery consultation rooms
- Adding READ codes to alert staff patient had not completed bowel screening in order to enable opportunistic conversations to encourage participation
- Implementation of contacting ladies due first cervical screening

BENEFITS

Linkages to the PCN Directed Enhanced Service for cancer communities of practice and supporting cancer improvement projects

Working towards cancer survivorship- through earlier diagnosis

Increased screening uptake particularly for bowel and cervical screening

Equips existing staff with the knowledge, skills, resources and tools to take on early diagnosis initiatives

Improves efficiency in management processes and systems

Additional knowledge in practice around current cancer screening programmes, patient symptom awareness and lifestyle risks

TRAINING

Champions are introduced to the core components that support risk reduction and earlier diagnosis including:

- The importance of early cancer diagnosis
- NHS cancer screening programmes, hints and tips to increase participation
- Signs and symptoms – e.g. promoting cancer campaigns
- Prevention and risk reduction (e.g smoking)
- Improved safety netting of patients and more efficient management of DNAs
- Red flag symptoms

NEXT STEPS

Cancer champions start working on action plan with SMART objectives

Further training modules completed

Evidence gathering for portfolio

Minimum of one meeting with Facilitator to support action planning and implementation

Build up network of champions across region to support sharing good practice

Continual support from facilitator team