

Northern Cancer Alliance

Personalised Care Newsletter

Welcome to our first newsletter!

Welcome to our first ever bimonthly Alliance **Personalised Care** newsletter. We hope to be able to use this to share and update you on all things personalised care including information from both the Alliance and national cancer team, on key pieces of work and projects that are going to make a real difference to *'what matters most'* to our patients and the care they receive.

In this edition of the newsletter, we are pleased to be able to share with you updates on our **ambitions for 2022/23**, **supported self-management**, **how we measure personalised care**, **health and wellbeing information and support**, as well as some exciting **learning and development** opportunities.

We hope you find this useful. For future editions, we're really interested to hear from you, your role within personalised care and the excellent work being done. If there is something you and your team would like to share, please do get in touch (contact details are at the end of the newsletter).

Thank you,
Clare, Hassan, Vicky, and Andrew - NCA Personalised Care Team

Personalised Care... so what?

We know how important **personalised care** is, but what does it *really* mean for our patients, clinicians and the wider health and care system?

Benefits to patients	Benefits to clinicians	Benefits to the Health & care system
Follow up care that is closer to home	Seeing the right patients at the right time	Reduces outpatient clinic activity in secondary care
Opportunity for needs to be listened to and met	Joint care plans developed and 'what if' situations identified with patients, sharing the clinical risk	Integration between primary and secondary care
Clear re-access to services if concerned	More joined up working between Trusts and clinical teams	Reduces waiting times, unmet need and DNA rates
Services designed together	Helps to manage patient caseloads	Enables collaboration with other providers including the voluntary sector
Improved quality of life	Confidence that patients know the signs and symptoms to look out for and how to contact services if needed	Develops services that are more responsive, and creates new roles and opportunities

A new normal, personalised care can provide a range of benefits to everyone affected and involved in the care of someone diagnosed with cancer. We hope to be able to share with you some real examples against some of these benefits over the next 12 months and get everyone talking about personalised care.



Our ambitions for 2022/23

We continue to make excellent progress in delivering personalised care and support plans (PSCPs) for people affected by cancer. From Holistic Needs Assessments (HNAs) to End of Treatment summaries, these interventions are becoming business as usual for many of our teams as we head towards 2022/23.

From the national team we know there will be a continued focus on delivery of these interventions and Personalised Stratified Follow Up (PSFU), which we will continue to support Trusts with as we roll it out to Gynaecology Oncology, Haematology, and Thyroid. In addition, we will be focusing on:

- Developing a [two-year vision](#) and [strategy](#) for personalised cancer care
- Ensuring all cancer patients are getting the personalised care they are entitled to - [making every contact count](#)
- Promote equality and address health inequalities within our communities, and improve the quality of life of everyone diagnosed with cancer - [surviving and surviving well](#)
- [Supporting](#), [sustaining](#) and [educating](#) the workforce delivering personalised care
- Embedding [prehabilitation](#) and [rehabilitation](#) within all cancer pathways

We will be engaging and talking to teams and key stakeholders over the next few weeks about our plans for 2022/23. If you have any ideas or questions, or would like to find out more, please get in touch.

How do we measure Personalised Care?



There are many ways in which we can measure our success in Personalised Care, and we know from recent communication with the national team, data quality is going to be really important in 2022/23.

The following two new measures are being developed by the national team that are due to go out to consultation in the next few weeks:

- **% of people diagnosed with cancer who are offered/received a HNA, PSCP and end of treatment summary**

- **Number of HNAs, PSCPs and end of treatment summaries**

As an Alliance we are really keen to learn more from patient experience, from both national surveys like the [Quality of Life](#) and the [National Cancer Patient Experience Survey](#) (NCPES) to local more targeted pieces of work of patient feedback.

We're keen to hear from you, and if there is a specific project or something you would like to pilot in your area based on some patient experience work you may have done, please let us know.

Supported Self Management - patient information booklet

We have recently developed and shared a new patient information booklet for supported self management for PSFU ([link](#)). This is a generic booklet for Trusts (and tumour specific teams) to use and adopt how they wish.

The booklet will be reviewed annually and in-line with the clinical guidelines.



We recently met with the team from the [Cancer Care Map](#), which is a standalone, independent, free to use online directory of cancer support services in the UK (the following is a short 2-minute video on how it works (<https://vimeo.com/581158235>)).



A number of Alliances nationally are already working with the team from the Cancer Care Map and we have started conversations with them about how we see us working together both in secondary and primary care.

In other news, we are awaiting a toolkit from the national cancer team that will help us to improve the provision and quality of [psychosocial support](#) for people affected by cancer and their families, and address issues created by the pandemic. More on this next time.

We're also looking at how we get information out to our patients and health care professionals, and developing an online directory of [Health and Wellbeing](#) resources that patients can be signposted to following a cancer diagnosis. Developed jointly with patients and members of the public, we hope to be able to share something with you all very soon so watch this space...

Communications

We are in the initial stages of developing two animations on personalised care - one for patients that explains what personalised cancer care is, and one for healthcare professionals that also explains but also promotes some of the benefits of personalised care. We're hoping to launch both animations in April 2022.

In addition, we have set-up a regular 'drop-in' session for healthcare professionals to attend every Tuesday from 4.00pm-5.00pm from now until the end of March 2022. The purpose of these sessions are to:

- Provide an opportunity for you to ask questions/speak to a member of the team about any particular issue or query you have related to personalised care
- Provide an opportunity for regular contact and support for both you and the clinical teams delivering personalised care during a really challenging time operationally

Learning opportunities and useful resources



[What Matters To Me](#) - a Macmillan short e-learning course to explore the principles of having personalised conversations with people, in order to develop a personalised care and support plan that reflect what matters most to that person.

[PRosPER modules that cover personalised care](#) - Health Education England (HEE) and Macmillan's e-learning for Health offer, aimed at AHP's and other staff, and covers cancer rehabilitation, prehabilitation and personalised care

[The Personalised Care Institute](#) - a hub of education and resources for health and care professionals delivering personalised care

How to contact us

We hope you enjoyed and found our first newsletter interesting and useful. If you would like to get in touch, or would like to feature in the next edition, please contact Vicky Wester, Delivery Lead - Personalised Care (victoria.wester1@nhs.net).



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