

Northern Cancer Alliance

Personalised Care Newsletter

Welcome to issue 3

We have all been so busy since the spring newsletter, from completing even more patient Holistic Needs Assessments (HNA's) and care plans, to rolling out SAGE & THYME level 1 psychology training, and celebrating the Queens Platinum Jubilee in-between - we hope you've been able to enjoy some well deserved time off over the summer months.

As we head towards autumn, we hope to continue and build on some of the excellent work started this year that's going to deliver even more **personalised care** for our patients. This includes:

- A review of late effects services across the North East and North Cumbria (NENC)
- Creating a patient facing health and wellbeing information and support website
- Developing services that support patients to prepare for their treatment (also known as prehabilitation)
- Reviewing and agreeing new guidelines for Personalised Stratified Follow Up (PSFU)
- Considering our plans for 2023/24 and what we have learnt this year

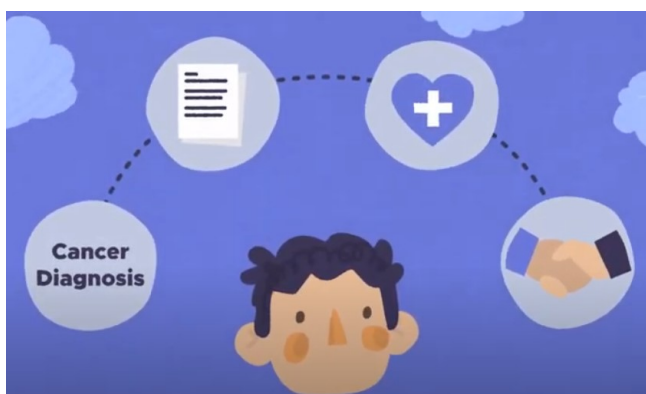
In this edition of the newsletter, we are pleased to be able to share with you updates on **primary care** and an exciting collaboration with Darlington Primary Care Network (PCN); our plans for a **NENC prehab forum**; our first **Cancer Care Coordinator forum** held in June; and an update from Jackie on the **health and wellbeing information and support project**. We hope you find issue 3 interesting.

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

What is personalised care? A patient animation

Co-produced with patients, we have developed a short [animation](#) that explains what **personalised care** means. It helps highlight some of the 'what matters most' to patients following a cancer diagnosis, and informs and empowers patients, during a very difficult time, to know what to expect from their health care team.

Please share the animation across your networks and use it how you wish to help promote personalised care and improve cancer care and patient experience across the NENC.



Cancer Care Coordinators in Primary Care Pilot Project

Hassan, our Clinical Lead for Personalised Care in Primary Care, is leading on a collaborative project with Darlington Primary Care Network (PCN) to introduce the Cancer Care Coordinator role in Primary Care - a role that is well established and embedded in secondary care clinical teams both nationally and locally.

Their role in Primary Care will be to assist in supporting patients from the point of having a 2 Week Wait referral with a suspicion of cancer, through to diagnosis, treatment and discharge back to primary care. As part of the project, the coordinators will be working closely with secondary care cancer services and clinical teams, including Trust Cancer Care Coordinators, with a view to:

- Reducing duplication of roles
- Improving patient experience of care
- Facilitating the communication between secondary care, primary care and the patient
- Ensuring the required patient referral forms and tests are completed when referred into secondary care
- Supporting the patient to attend their secondary care appointments
- Improving the uptake and quality of cancer care reviews
- Signposting to health and wellbeing services in the community and Social Prescribing Link Workers (SPLWs)

We're planning an evaluation of this project in 2023/24. If you would like to know more about it, or any input in embedding these roles in your local PCN, please contact Hassan (hassan.tahir@nhs.net).

Secondary Care Cancer Care Coordinator Forum

Keeping on the theme of **Cancer Care Coordinators**, we held our first quarterly forum for postholders based in secondary care in June. Feedback was really positive, and it was great to see so many Coordinators there and to hear about their varied roles and the difference they are making to patients experience of care.

The purpose of the forum is to provide an opportunity for Cancer Care Coordinators to:

- Learn and network with colleagues from across the NENC
- Hear about national and local cancer alliance priorities, news and updates, including training opportunities
- Provide a learning opportunity on a main cancer related topic at each forum. At June's meeting we had the team from [Cancer Care Map](#) come and present, and we've already got ideas planned for future ones including some training on the Making Every Contact Count (MECC) methodology, and oncology specific courses

The next forum is planned for Tuesday 20th September, 2.00pm-3.30pm. If you're a Cancer Care Coordinator and interested in attending but the date isn't in your diary, please let Vicky know (contact details at the end of the newsletter).

A review of psychosocial support services



Thank you to everyone who has been involved in this work so far, which is looking at how we can improve the provision of **psychosocial services** for cancer patients - it's been really interesting and informative and services have already shared some really good ideas about how we could overcome some of the challenges and make these services more sustainable and even more accessible for our patients.

To support us with this work, we are looking to recruit a Clinical Lead in Psychology from October 2022-March 2023 for 0.5 days per week (0.10 WTE). Interested applicants should have a background in psychology and experience in working with cancer patients, and are invited to submit an application to Vicky by Sunday 11th September 2022. If you are interested in applying and would like to find out more about this role, please contact Vicky (details at the end of the newsletter).

- **Jackie**, our Macmillan Health and Wellbeing Delivery Lead, has recently written a [blog](#) about her project which is focused on improving the information and support available for cancer patients, their carers and families across the NENC
- **Cancer podcast series by Gateshead Health NHS FT** - developed by a group of Cancer Nurse Specialists from the hospital, listeners of the [podcasts](#) can expect to find advice on issues surrounding lifestyle changes, real life experiences as well as new research and developments.
- We are in the final stages of developing another **animation** all about personalised care, this time for **clinicians**. We're hoping to launch the animation in September and a link to it will be included in November's newsletter.
- The **National Cancer Patient Experience Survey (NCPES) results** were published in July, and although we aren't able to compare exactly to previous years (as the questions have changed), where we are able to make some comparisons, performance against the personalised care questions has improved overall which is great news. Next steps include further analysis at both a Trust and Alliance level to understand where we have improved and what we can learn/share, and where the challenges are and what we need to overcome them.

A North East and North Cumbria Prehab and Rehab Forum for Cancer

We are looking to establish another forum, this time focused on **prehabilitation and rehabilitation**. The purpose of the forum will be for health and care professionals from across the NENC to share their experiences, hints and tips, in-delivering services that optimise patients ahead of treatment. There's a lot of exciting work in this area happening across the NENC that we could all learn from, as well as a number of funding bids being developed. So watch this space...

Learning opportunities and useful resources



[Personalised Care Cancer Academy](#) - our webpage for professionals that contains a range of personalised care learning and development courses

Cancer Care Coordinator Forum - Tuesday 20th September 2022, 2.00pm-3.30pm

Cancer Care Map promotional week—w/c 3rd October 2022 (TBC)

Getting involved

Everyone is encouraged to get involved and share their ideas on how we can improve **personalised care** for cancer patients. Whether it be a service development project that you would like support with, training and education, or if you would like to feedback or find out more about any of our work, please get in touch (contact details below).



How to contact us

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



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