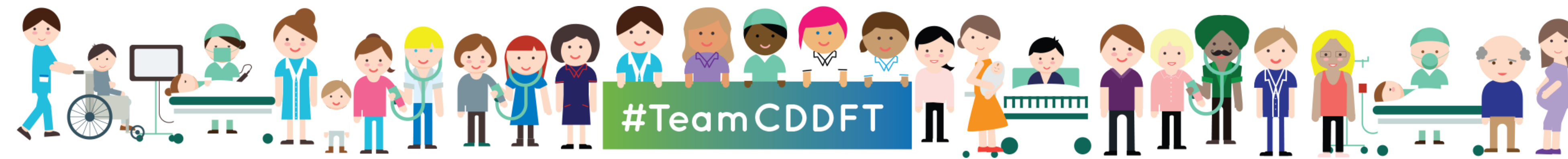


Rolling programme of Cancer Patient Experience Feedback 5 for 5

Clare Doney – Lead Cancer Nurse
Cancer Patient Experience Programme at County Durham and
Darlington NHS Foundation Trust
@ClareDoney @MacmillanCDDFT #CDDFT5for5

CDDFT Cancer Patient Experience Programme

Introduction



County Durham
and Darlington
NHS Foundation Trust

Following our Trust involvement in the National Patient Experience Improvement Collaborative we realised we need to have a more consistent and timely way to hear from our cancer patients and staff looking after them about their experiences.

We wanted this to be achievable for all and came up with the idea of '5 for 5' - take 5 minutes to ask 5 questions

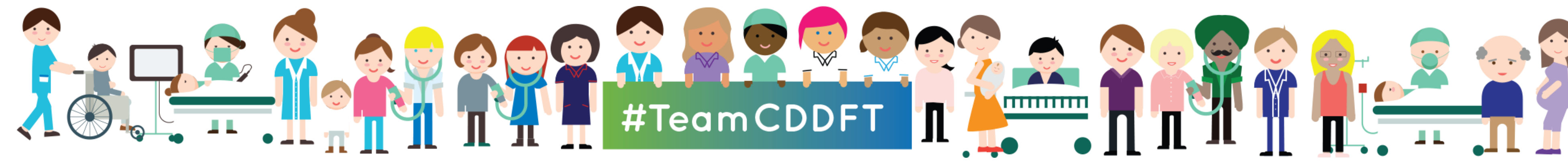
safe • compassionate • joined-up care



www.cddft.nhs.net

CDDFT Cancer Patient Experience Programme

5 for 5 Video



NHS

County Durham
and Darlington
NHS Foundation Trust

**The team produced this video to share our
ideas and learning with service users and
staff**



CDDFT Cancer
Patient Experience Programme

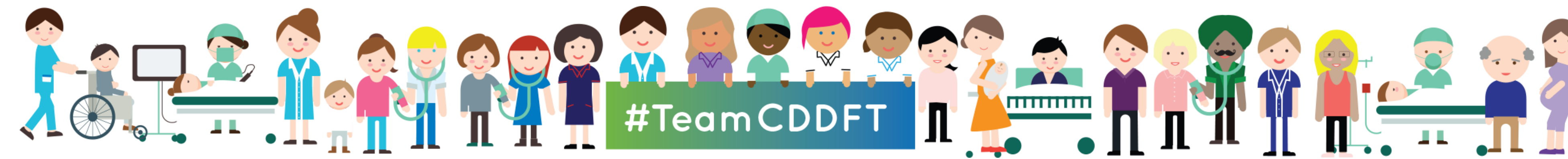
safe • compassionate • joined-up care



www.cddft.nhs.net

CDDFT Cancer Patient Experience Programme

5 for 5 Poster



NHS

County Durham
and Darlington
NHS Foundation Trust

"Would be helpful to know what is available in case I do need assistance"

Coproduction Group

New coproduction group (including patients and frontline staff) will plan and deliver #CDDFT5for5 across a range of settings

Data collection team: Susan Remillard (Macmillan Information and Support Centre Manager), Jo Meynell (Macmillan Personalised Care Project Manager), Karagh Brennan (Cancer Care Coordinator), Maggie Kennedy (Macmillan Volunteer)

Collaboration

Internal and external stakeholders including representation from:
People affected by cancer
Secondary Care
Primary care
Community
Volunteers

"I would like to be more informed about groups/help available so that I could inform my patients"

5 For 5

5 minutes for 5 questions

- Sustained patient engagement
 - Rolling survey
- Standardised across tumour sites
- Supporting CNSs to hear from their patients
 - Real time interventions
 - Based on NCPES themes
- Digital format to support sustainability
 - Easy reporting and analysis
- PDSA continuous improvement cycle

#CDDFT5for5

Staff Engagement

Integral to success and supported by:
Communications Plan
News bulletins
CNS meetings
Senior nurses
Ward huddles
Visual reminders

Steering Group

Noel Scanlon – Director of Nursing
Jason Cram – ADO/Patient Experience Lead
Denise Inskip – Cancer Services Manager
Clare Doney – Lead Cancer Nurse
Matt Hackett – Macmillan Lead GP
Pat Wright – Macmillan Lead GP
Jo Mackintosh – NCA Engagement Lead
Maggie Kennedy – Macmillan Volunteer

National Cancer Patient Experience Survey (NCPES) 2018

Scored below national average for patients receiving an offer of how to access financial support, which resulted in support from the Northern Cancer Alliance (NCA) to take part in the Improvement Collaborative

National Improvement Collaborative

90 day rapid improvement cycle to understand cancer patient concerns, barriers and enablers to receiving information

"I would like more support for the ward, as regards to who to contact for advice"

"I would feel comfortable talking to patients about financial issues if given training"

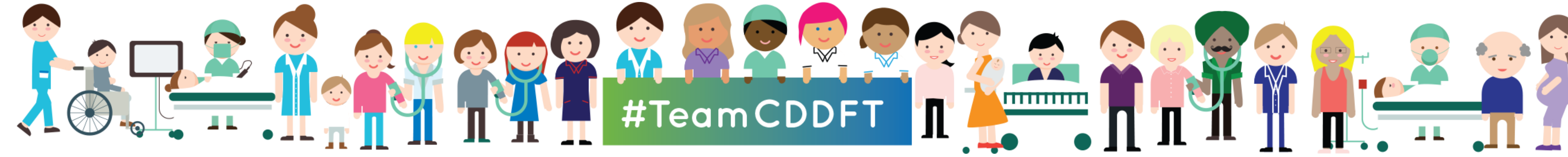
safe • compassionate • joined-up care



www.cddft.nhs.net

CDDFT Cancer Patient Experience Programme

Sustainability and Spread



NHS

County Durham
and Darlington
NHS Foundation Trust

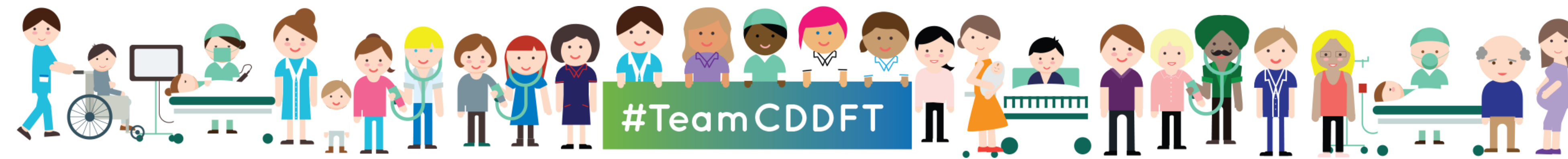
- Established and well represented steering group
- Integrated into the Macmillan Cancer information and support centres
- Co-design – inclusive of volunteers/patients and Clinical nurse specialists
- Relevant training and education to run parallel during each data collection period
- The same messages will be focused on in the Macmillan information and support centres
- Communication strategy to ensure all information about 5 for 5 and any learning is shared across the trust, primary care and community settings

safe • compassionate • joined-up care



www.cddft.nhs.net

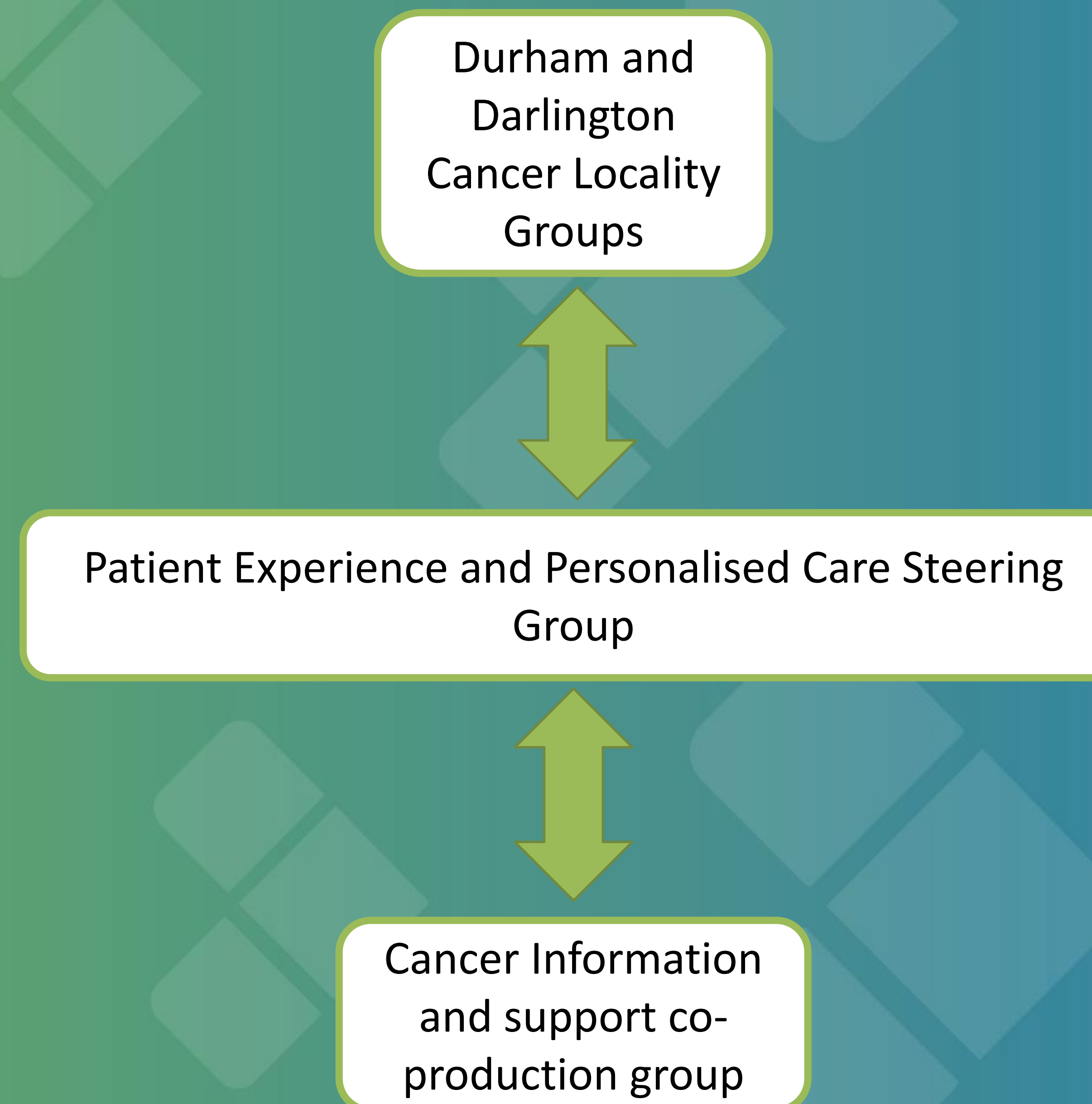
CDDFT Cancer Patient Experience Programme Governance Structure



NHS

County Durham
and Darlington
NHS Foundation Trust

Governance structure to escalate and address any areas for celebration or improvement



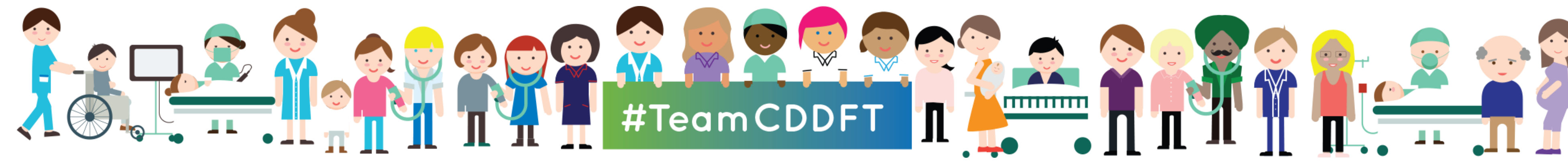
safe • compassionate • joined-up care



www.cddft.nhs.net

CDDFT Cancer Patient Experience Programme

Where we are now



County Durham
and Darlington
NHS Foundation Trust

- 5 for 5 Programme is now live and we have completed the second survey
- The survey is currently fully digital however the use of iPads enables access for all
- The governance structure is embedded and future meetings are planned
- Some of our early findings include:
 - A difference in opinion between staff and patients
 - A shift in acceptable communication methods due to COVID-19
 - Inconsistent engagement across tumour groups to be explored
 - Overwhelmingly positive feedback from our patients
- 5 for 5 has increased the profile of cancer patient experience within the trust
- There are opportunities to use the process of 5 for 5 to gather feedback as the need arises

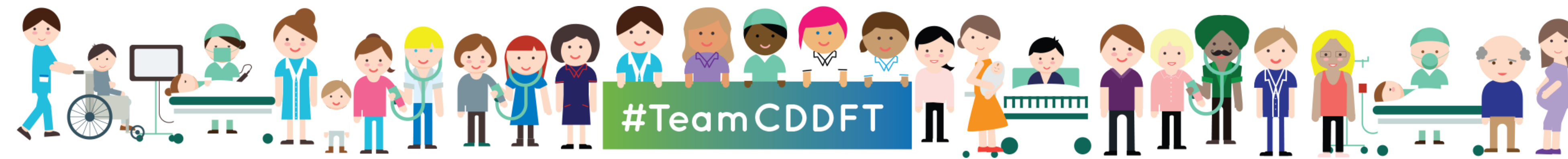
safe • compassionate • joined-up care



www.cddft.nhs.net

CDDFT Cancer Patient Experience Programme

#CDDFT5for5



NHS

County Durham
and Darlington
NHS Foundation Trust

5 for 5

**Take 5 minutes to ask 5 questions
- listening and responding to our
cancer service users and staff in a
timely way**

safe • compassionate • joined-up care



www.cddft.nhs.net