

## Patient Experience National Network Awards (PENNA)

# The RAPID Programme 2016-2019

## Rapid Access to Pulmonary Investigation & Diagnosis

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A service provided by:  
Wythenshawe Hospital

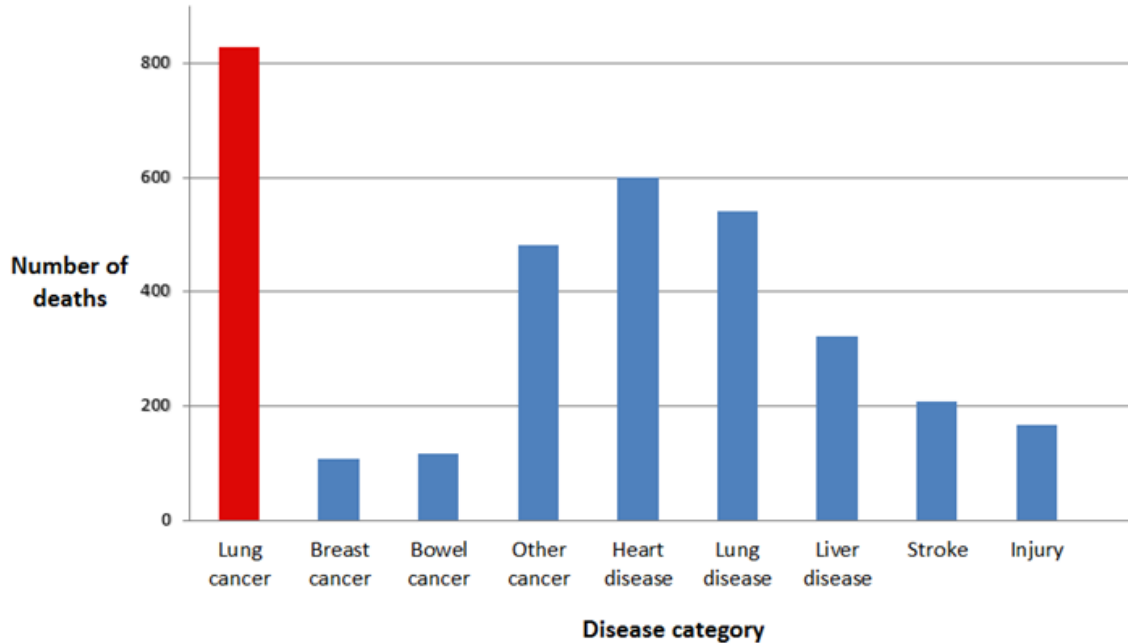


Strengthening the Foundation Category



## Supporting evidence for the case for change:

### Causes of premature death: Manchester (age under 75; 2011-13)



Public Health England

<http://healthierlives.phe.org.uk/topic/mortality>

Poor Outcomes  
Poor Patient Experience  
Variable Treatment Rates

Late Stage

Variability of  
Clinical  
Pathways

Variable  
Evaluation  
of Patients

Diagnostic  
Delay

No Smoking  
Cessation

System Redesign

- eliminate delay
- introduce standards
- improve teamwork & efficiency
- develop capacity & same day philosophy

	Greater Manchester Lung Cancer Pathway Experience - Prior to introduction of the RAPID Programme	Range
0 to 14	1 <sup>st</sup> appointment, CT Scan	1 - 15 days
Up to day 19	Diagnostics- biopsy, PET, EBUS MDT	8 - 114 days
Up to day 19	Referral to middle trust for 3 way pathway	27 - 94 days
Up to day 38	Referral to middle trust to treating trust	48 - 116 days
Up to day 42	Referral to treating trust for 2 way pathway	31 - 91 days
< day 63	Treatment	63-141 days



# Key dates in the creation of the RAPID Programme:

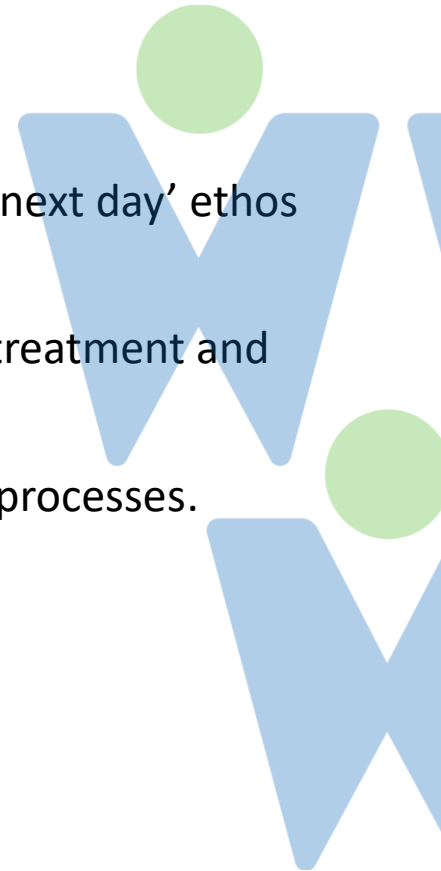
- 3<sup>rd</sup> July 2015 – Multidisciplinary teams came together to map the ideal pathway
- 7<sup>th</sup> March 2016 – A mini test of a pilot started for the RAPID Programme
- 2<sup>nd</sup> May 2016 – The RAPID Programme starts on its 15 month journey as a pilot with funding of £75,000 secured from the Health Foundation.
- 31<sup>st</sup> July 2017 – End of 15 month pilot.
- 1<sup>st</sup> August 2017 – The RAPID Programme – business planning for sustainability at Wythenshawe Hospital

# The RAPID objectives:

Work collaboratively across departments and organisations to:

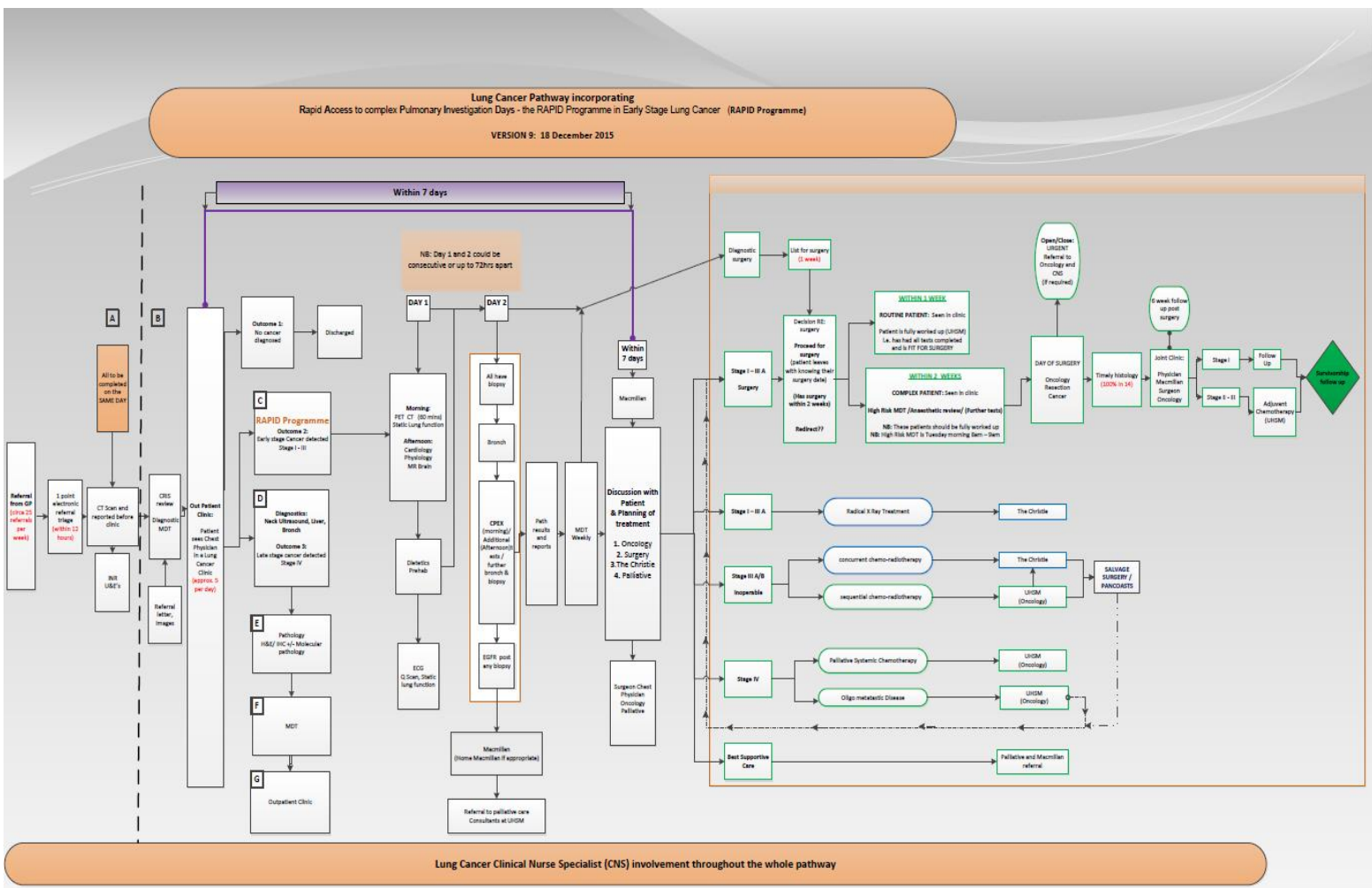
- Deliver cancer services we would expect for our own family with a 'next day' ethos and exceptional patient experience
- Potentially improve survival in lung cancer through rapid access to treatment and prevention of clinical deterioration on prolonged pathways
- Improve the overall quality of care, outcomes, booking system and processes.
- Reduction in investigation days with less patient visits to hospital.
- Increase active treatment rates/ outcomes through
  - prevention of deterioration whilst on the cancer pathway
  - limiting stage migration
  - likelihood of disease recurrence

*All contributing to improved patient experience*



# Key Drivers:

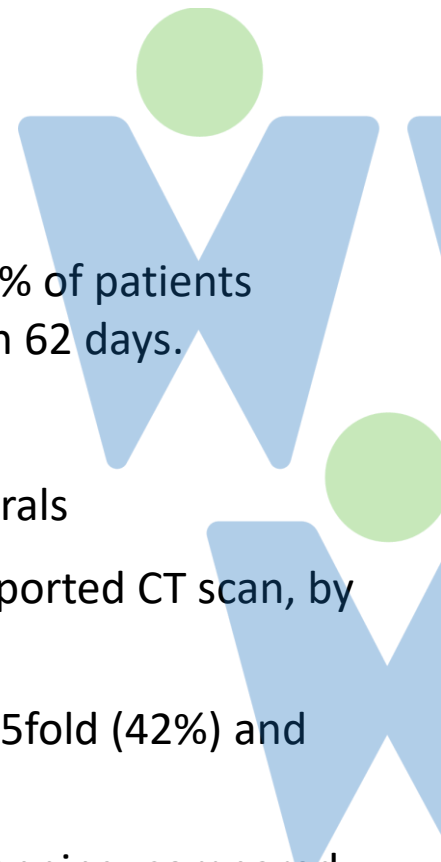
- Team Based Review
- Eliminate Delay
- Minimise Repeated Visits
- Improve Patient Experience





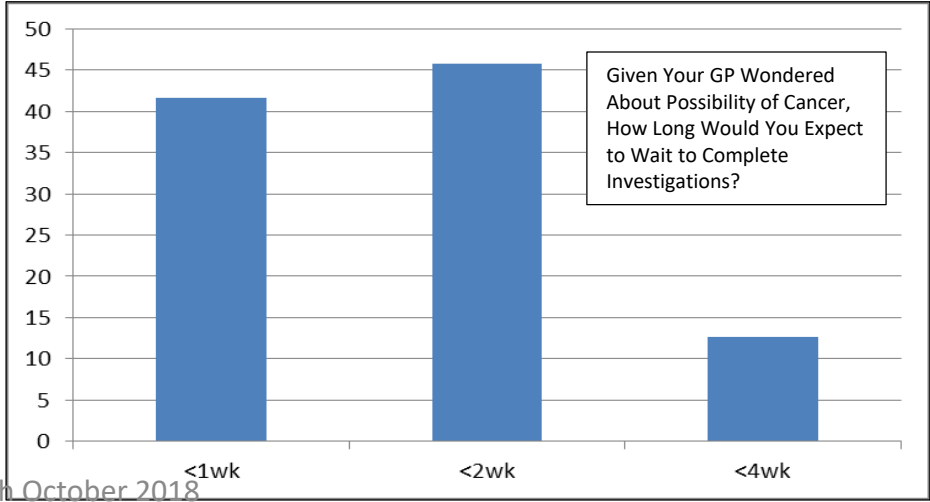
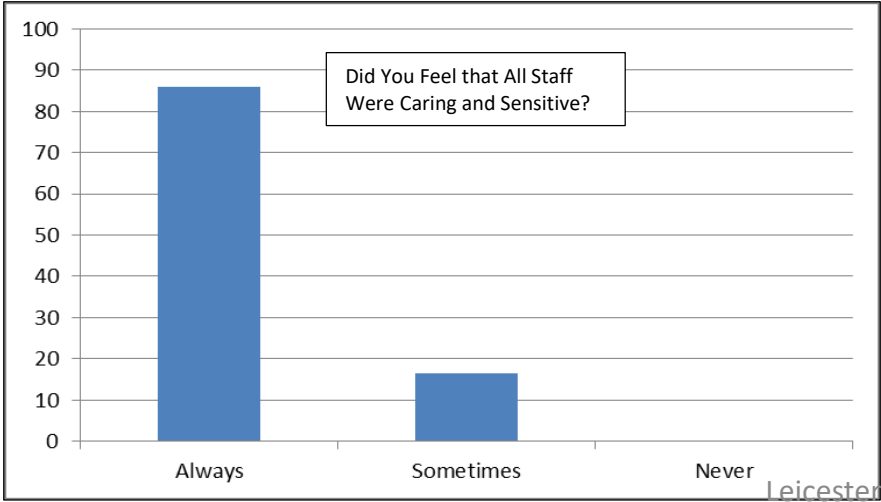
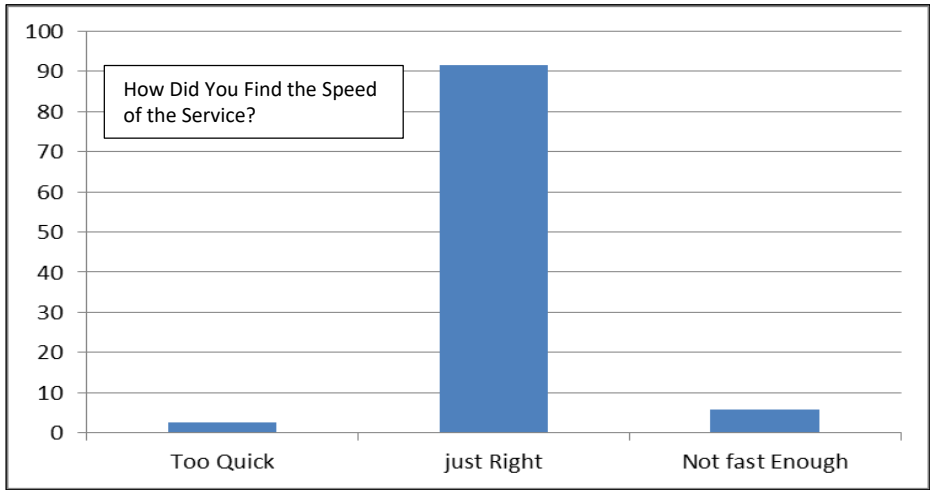
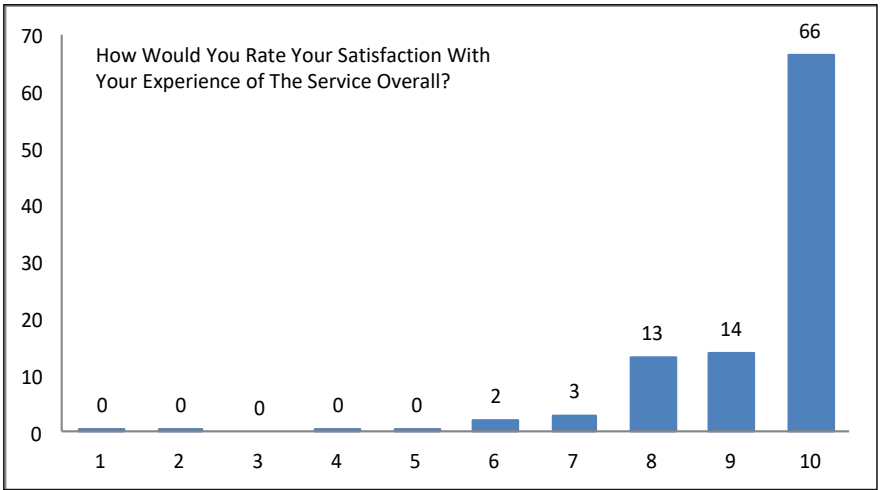
# RAPID successes:

- ✓ Exceptional and improved patient experience from the outset
- ✓ Positive shift in one year survival
- ✓ The lung cancer pathway time has been significantly reduced with 45% of patients starting treatment within 28 days, 82% within 50 days and 94% within 62 days.
- ✓ Elimination of two-week wait and 31 day breaches
- ✓ Increased CT scans performed by day 7 by 3.5-fold to 92% of GP referrals
- ✓ Reduced the time from GP referral to outpatient clinic, with a fully reported CT scan, by 6 days, from an average of 10 days to 4 days.
- ✓ Increased number of MDT discussions by day 14 from GP referral, 5.25fold (42%) and by day 21 by 4.5 fold (77%)
- ✓ Have been able to confirm the absence of cancer on the day of CT scanning, compared with an average of 6 days previously





**Patient feedback**



There appeared to be a delay in the local services and with a suspicion of lung cancer was an extremely frightening and anxious time.

The North West Lung Centre who provided care to an outstanding standard, within 72 hours we had all necessary investigations undertaken which of course alleviated some anxiety, the fear of the unknown with a possible diagnosis of lung cancer is an awful time and the rapid service of having EBUS, MRI Scans, Lung Function Tests, meeting with Consultants made this experience a little more bearable.

The idea of the RAPID Programme we feel should be across the board in all hospitals as the service we have received has been fantastic and we as a family can't praise it enough and are extremely grateful.

‘ A first class service all round, I felt like I was the only patient’

‘All the staff at Wythenshawe Hospital so caring, all went the extra mile’

‘Consultants and everybody were excellent. Through a worrying time for me having lots of scans and surgery, I couldn’t have had better care’

‘My cancer was detected on May 4th, operated on 13 days later. Fantastic service by the most dedicated people I have ever met’

‘I was extremely fortunate to have benefited from the RAPID programme which had only recently started at the time I was being diagnosed. Without exception, the staff were efficient, caring and sensitive. Even now I am stunned at how efficient the NHS was’

# Awards & Recognition



NHS70 Parliamentary Awards

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