

Patient Engagement Network National Awards - CPES Award

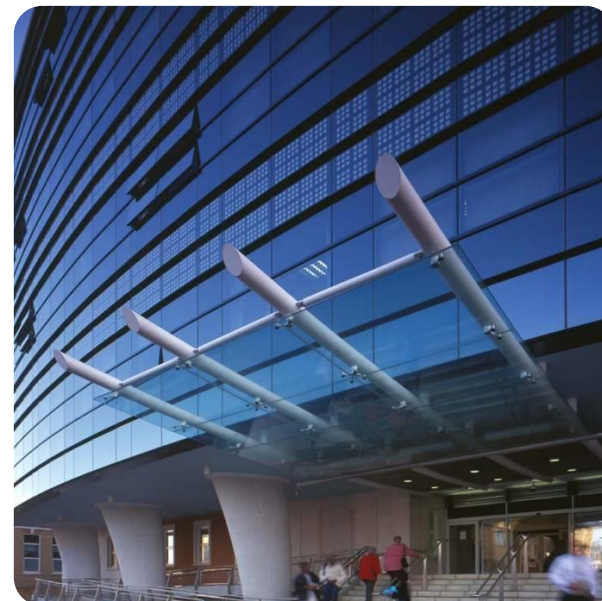
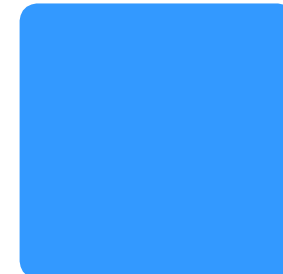
King's and Macmillan: Improving Cancer Patient Experience Programme

Irina Belun-Vieira (Head of Nursing – Cancer)

Lindsay Farthing (Quality Improvement Lead - Cancer)

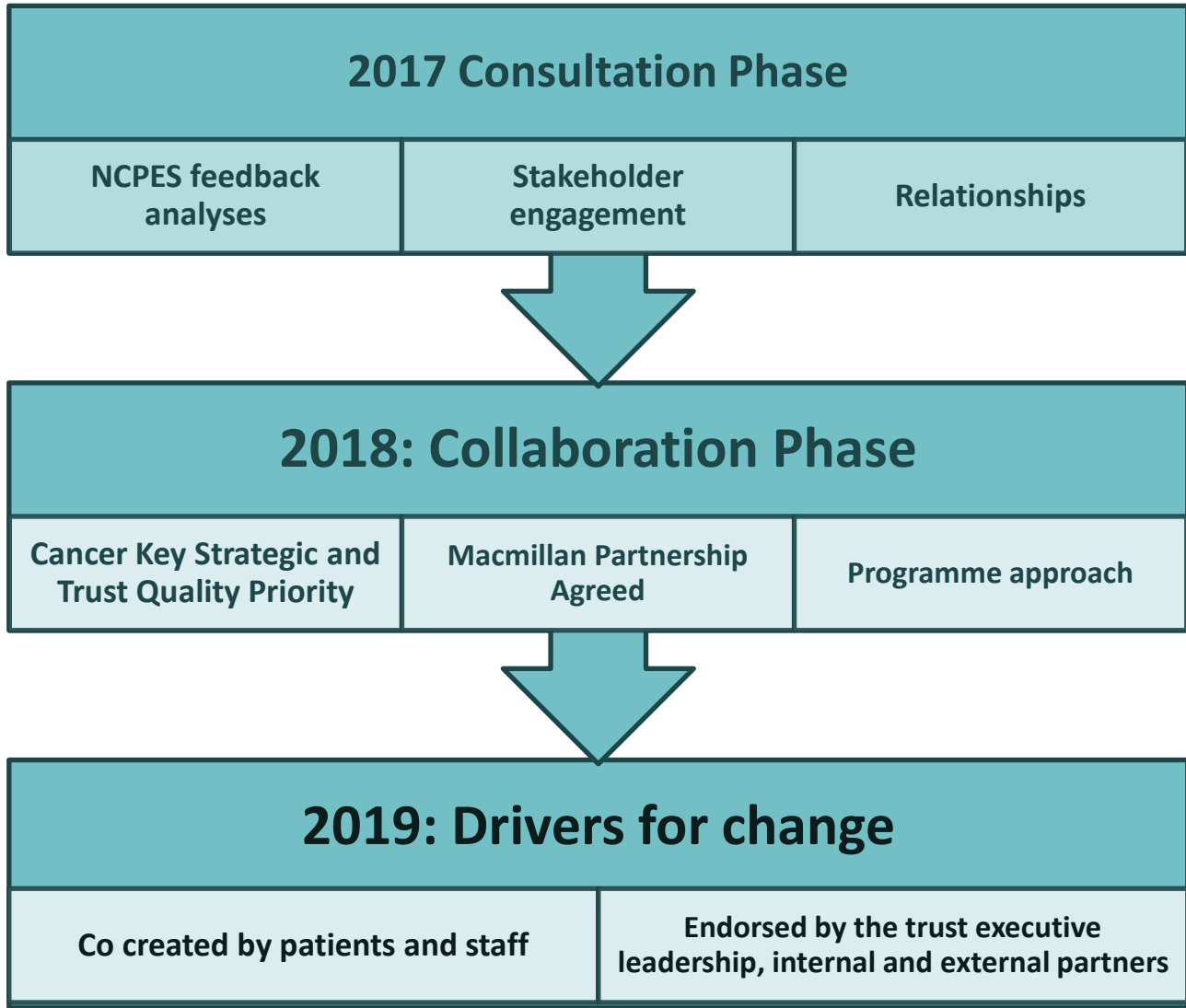
Stephanie Hall (Macmillan Partnership Manager)

Andy Jonesco (Patient representative)

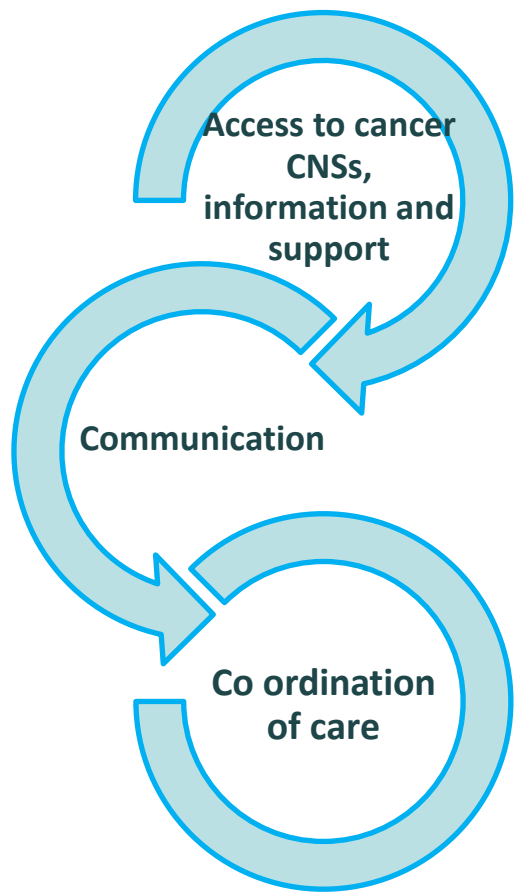


KING'S HEALTH PARTNERS

Why the Cancer Patients Experience program approach?

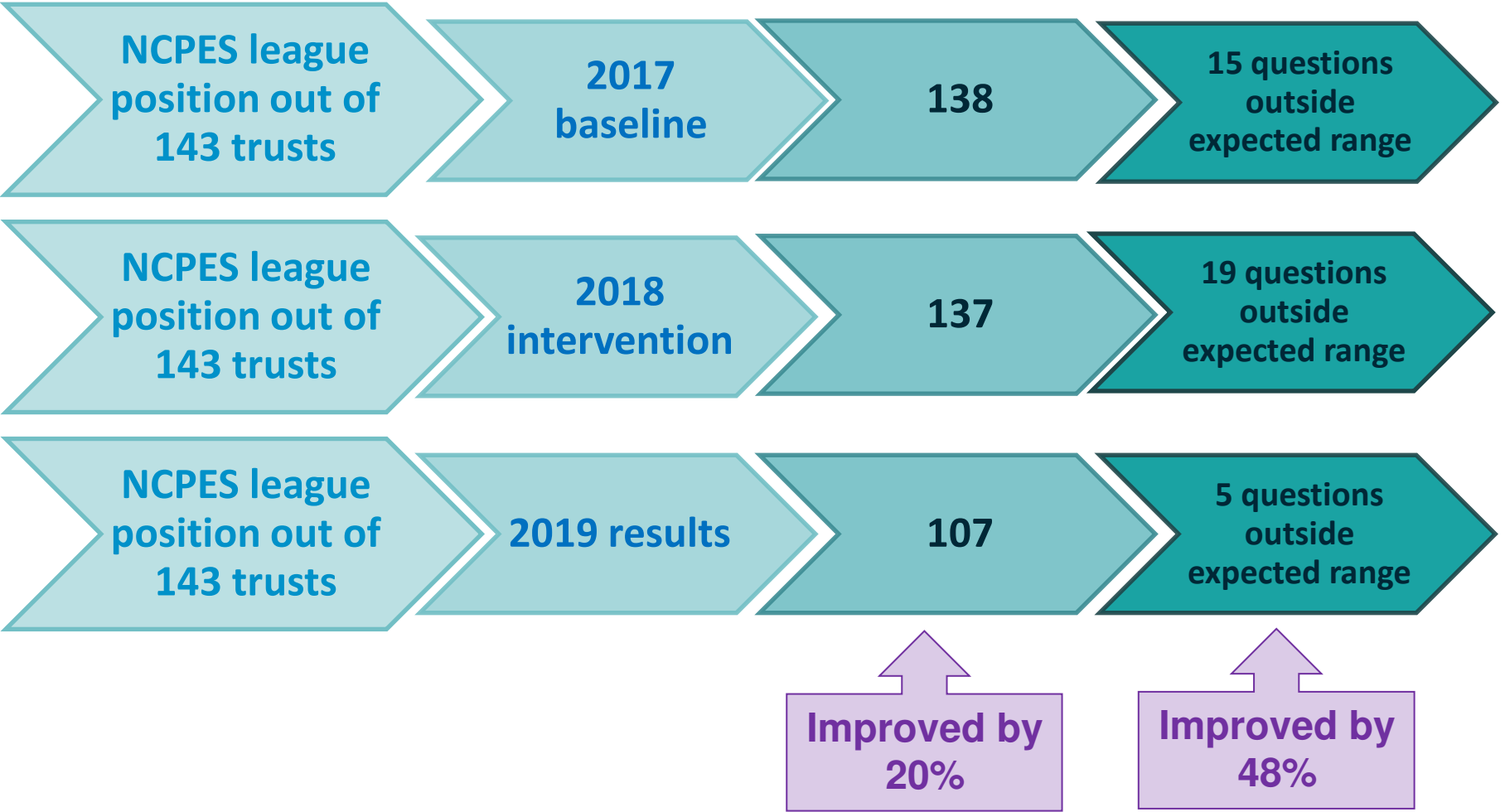


Three interrelated priorities:



In partnership with

Has the Programme approach worked?



Partnership: The power of working together

Macmillan funding model – enabling & sustainability

Innovation: Ambition, Vision & Passion

Outcomes: Delivering successful change

Transferability: Service development & improvement

In partnership with



MACMILLAN
CANCER SUPPORT

The King's Cancer Patient Voice

Patient led, patient managed and accountable

Understanding and representing our community

Creating an environment for voices to be heard

Freedom to think and function autonomously

The art of thinking independently together

In partnership with

MACMILLAN
CANCER SUPPORT

King's cancer patient experience programme is a showcase for brilliant patient involvement and demonstrates how real change is only possible with patients and staff working together.

We refer to this programme as a model across the Trust, highlighting what can be achieved to improve patient experience. (King's patient and public involvement team)

Patient involvement is absolutely critical in creating personalised cancer care which meets patient's needs. Being part of these groups has furthered my professional development, increasing my knowledge of how best we can bring about positive and lasting change that improves patient experience. (CNS)

It is great we can continue to move forward in a positive, proactive manner and that we never lose sight of our main objectives. It is also good to hear we are raising awareness of what we are looking to achieve at an Executive level. (KCPV member)

We have worked closely with patient representatives to improve experience of treatment on the Chemotherapy Day Unit. Projects have included the design of a patient information leaflet and a welcome board. Quality of care and safety has been enhanced by the implementation of pre-chemotherapy consultations and the presence of a pharmacist on the unit. (Haematology Consultant)

It's been an absolute pleasure for Macmillan to be able to support King's through our partnership and investment over the years. I'm personally very grateful that you have shared your expertise and learning with us along the way – and not just with us, but with all the Trust Lead Nurses across the capital and further afield. Knowing you, I'm confident that you've already got in hand a plan to do even more and build on this success. (Macmillan Head of Partnerships – London)

Use of Local Care Records has greatly enhanced access to results and clinic letters generated at other NHS trusts within the Network. This has directly improved the safety of clinical care and has improved patient experience by avoiding unnecessary delays. (Oncology Consultant)

It is absolutely fantastic that the teams have been able to improve the experience of people with cancer at Kings College Hospital. This has happened because of the very deliberate vision set by the Kings Cancer team and Macmillan. This is an excellent example of partnership working and the level of improvement has been astonishing, working alongside patients has also been incredible in the ability to co-design and improve services. The drive and commitment to make a significant difference in South East London is welcomed and so well deserved. (Director of Nursing)

In partnership with

MACMILLAN
CANCER SUPPORT

Some of the team



Andy Jonesco, Lead Patient Partner,
Chair of Kings Patients Voice Group



Irina Belun-Vieira, Head of Nursing
Cancer



Lindsey Farthing, Quality
Improvement Lead Cancer



Miriam Harley, Cancer CNS (UPGI)



Lucy Hamer, Patient and Public
Involvement Manager



Stephanie Hall, Macmillan Partnership
Manager