

75.5

DIGITAL INNOVATION: IMPROVING CANCER PATIENT EXPERIENCE & OUTCOMES

NHS

Calderdale and Huddersfield
NHS Foundation Trust

Award Presentation



CHFT Cancer Support Team

MACMILLAN
CANCER SUPPORT

Patient Co-design

- Already an active **CANCER PATIENT FOCUS GROUP** and **PATIENT REPS** before COVID – met virtually.
- Already a digitally advanced trust.
- Able to respond to the pandemic creatively, **allowing patients to lead the way** and influence digital developments.



'You Said... We Did'

- More support on diagnosis
- More peer support and emotional support.
- Education for people with incurable cancer
- Accessible information

- ✓ Virtual First Steps Programme
- ✓ Virtual support groups and iHOPE Course.
- ✓ Virtual Thinking Ahead Programme
- ✓ Cancer App & Website

Welcome to First Steps



Patient feedback regarding First Steps



First Steps always starts with a patient sharing the story of their cancer diagnosis and journey. Patients and family members who have attended First Steps say that they find it interesting and encouraging to listen to a patient sharing their story.

Here Rob talks about his own experience, following a diagnosis of head and neck cancer.



First Steps programme topics include

Introduction to cancer treatment	+
Professionals you are likely to meet	+
Physical Activity	+
Fatigue	+
Sleep	+
Diet and healthy eating	+
Managing emotions	+
Services available to support you	+
Smoking cessation	+
What's Next	+

Holistic Needs Assessment

The session also tells you about Holistic Needs Assessments and asks you to tell us what is important to you - with the option of us adding this information to your medical records.

Google 'CHFT First Steps'

<https://www.cht.nhs.uk/services/clinical-services/oncology/information-support/first-steps/>

Other Digital Developments

- First Steps DVD for patients unable to access the online on-diagnosis programme.
- Virtual end of treatment health and wellbeing events.
- Virtual hair loss sessions.
- Collaborative virtual Thinking Ahead Course with Leeds and Harrogate – video of participant benefits ...





Collaborative Virtual Thinking Ahead Film – Patient Benefits

David's Story – digital benefits

- First Steps virtual programme soon after diagnosis.
- iHOPE virtual course
- Virtual support groups.
- Virtual Cancer Patient Focus Groups – patient suggestions acted on.



- Macmillan iHOPE Course virtual review and then trained as a facilitator to deliver courses with staff.
- Share my patient story at virtual First Steps, Cancer Alliance & Yorks Cancer Community
- Now involved virtually as a patient rep for the Cancer Alliance.



Collaboration and Sustainability

- **Collaboration with other trusts:**
- **First Steps programme** – other trusts adopting.
- **Collaborative Thinking Ahead Programme** across three West Yorkshire Trusts.
- **NHSE, WY&H Cancer Alliance and Macmillan** regional presentations to share our learning with others.



Conclusion

- Coronavirus pandemic pushed our boundaries.
- Patients led and co-designed the transition from face to face to digital support.
- Going forwards we will continue to offer a combination of virtual and face to face support.

