

NORTHERN Cancer Voices

September 2022

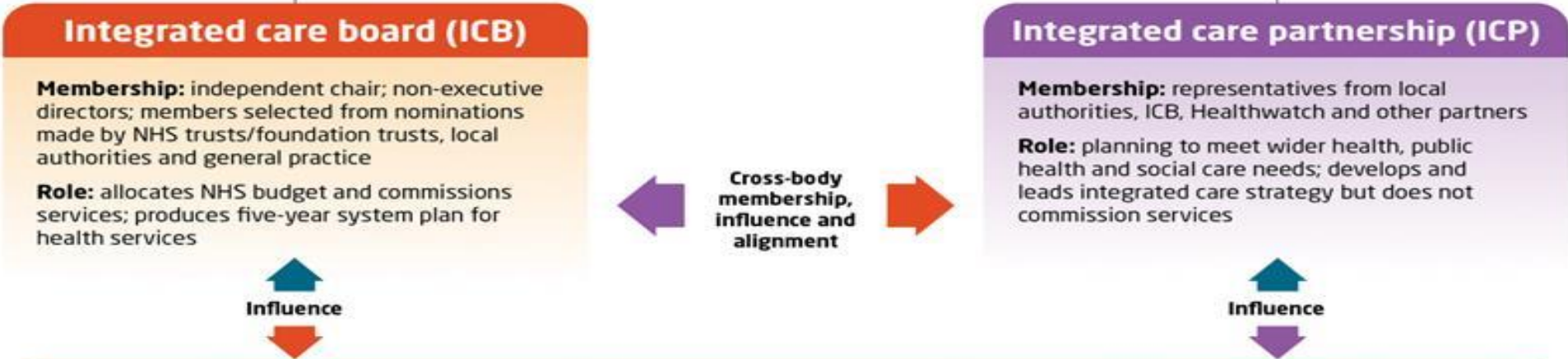
Integrated care systems (ICSs)

Key planning and partnership bodies from April 2022

NHS England
Performance manages and supports the NHS bodies working with and through the ICS

Care Quality Commission
Independently reviews and rates the ICS

Statutory ICS



Geographical footprint	Partnership and delivery structures	
	Name	Participating organisations
System Usually covers a population of 1-2 million	Provider collaboratives	NHS trusts (including acute, specialist and mental health) and as appropriate voluntary, community and social enterprise (VCSE) organisations and the independent sector; can also operate at place level
Place Usually covers a population of 250-500,000	Health and wellbeing boards	ICS, Healthwatch, local authorities, and wider membership as appropriate; can also operate at system level
	Place-based partnerships	Can include ICB members, local authorities, VCSE organisations, NHS trusts (including acute, mental health and community services), Healthwatch and primary care
Neighbourhood Usually covers a population of 30-50,000	Primary care networks	General practice, community pharmacy, dentistry, opticians

NORTHERN Cancer Voices

Do you want to make a difference?

Have you or your loved ones
been affected by cancer?

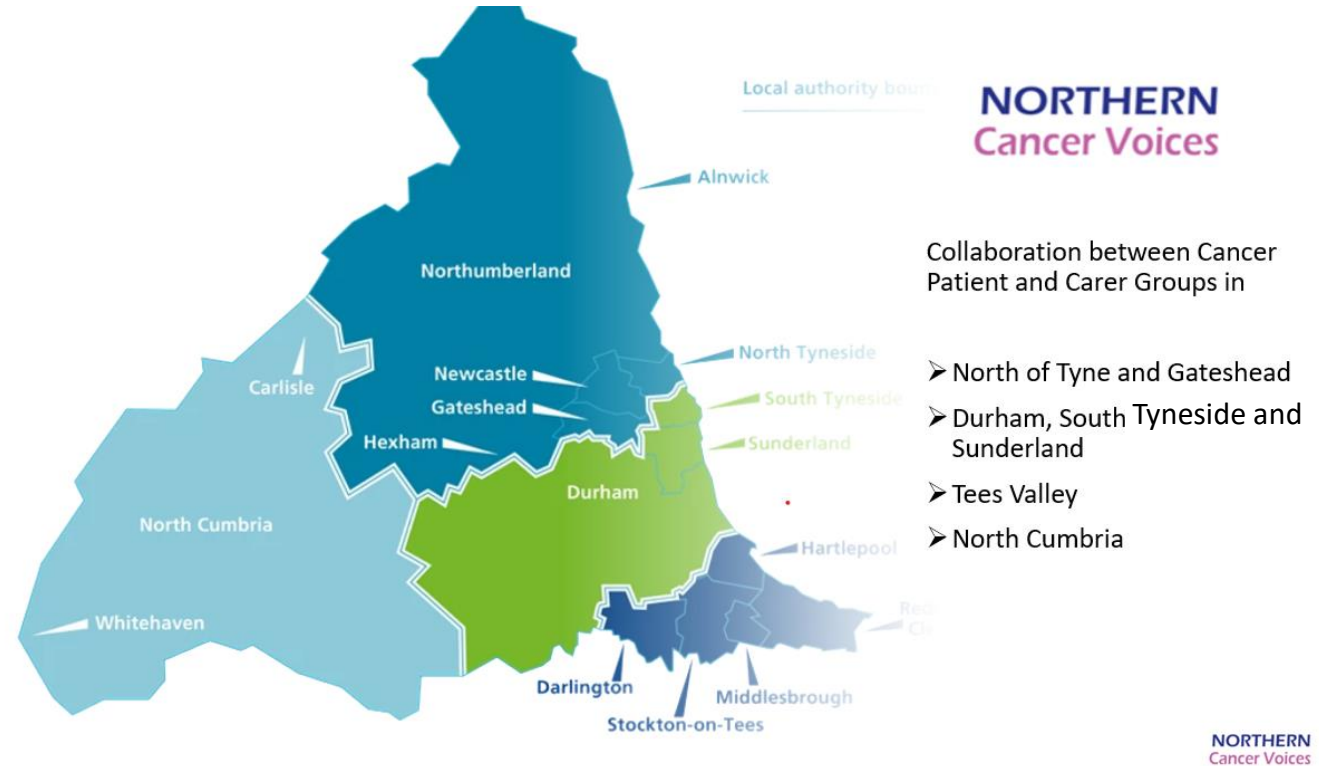
Join our Patient, Carer and
Public Involvement Network

- Get involved to see what's happening in your area
 - Give feedback on your experiences
- Share your experiences at a focus group or event
- Join our steering group or specific project team

Everyone is welcome!

www.northerncancervoices.co.uk info@northerncancervoices.co.uk





We are a collaboration of patients, carers and health professionals.

Our mission is to improve the experience of Cancer Patients by increasing patient participation and strengthening the network of patient/Carer groups in the North East and North Cumbria.



The Integrated Care Partnership (ICP)

Made up of thirteen local authorities from across the North East and North Cumbria centred around the main areas of population

North Cumbria ICP

Central ICP (County Durham, Sunderland and South Tyneside)

North ICP (Gateshead, Newcastle, North Tyneside, Northumberland)

Tees Valley ICP (Darlington, Hartlepool, Middlesbrough, Redcar and Cleveland and Stockton-on-Tees)

Responsible for – setting out key priorities and developing our strategy for health and care to meet the needs of our population

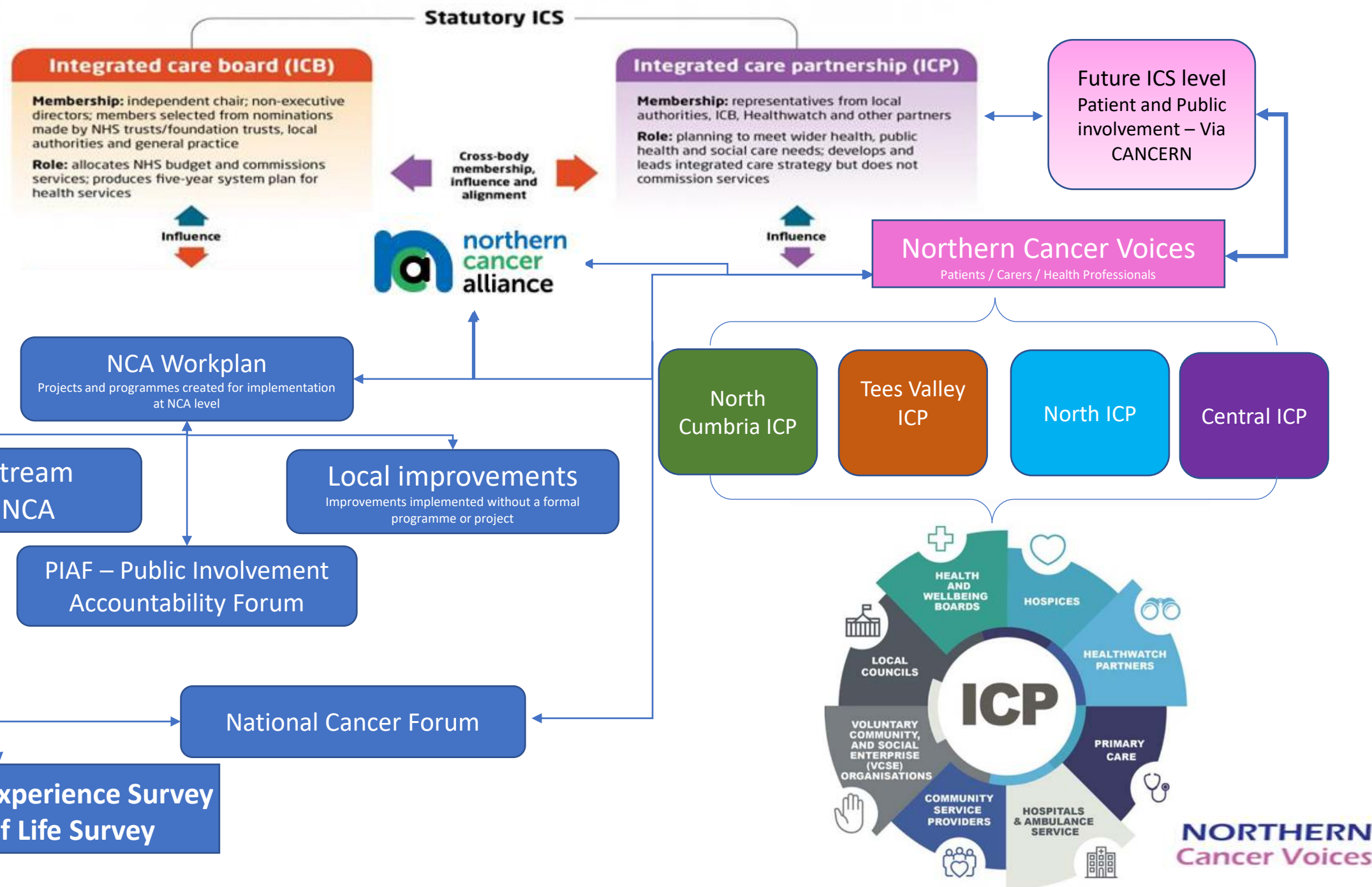
Bring together - councils, hospitals, community services, primary care, hospices, and voluntary, community and social enterprise (VCSE) organisations and Healthwatch across the region

Also work alongside our **64 primary care networks (PCNs)** which are groups of local GP practices, social care teams and other community-based care providers

Northern Cancer Voices are a key contributor



Cancer Patient Experience Survey
Cancer Quality of Life Survey



Be like Chris



NORTHERN Cancer Voices



Start the Cancer Conversation

We all know someone who's been affected by cancer, it's time to start talking about it
Start the conversation with local people who want to make a real difference in their communities.

- ❖ Help share information about services
- ❖ Tell your story and help others
- ❖ Help to improve the cancer services for the local community

How do I sign up?

Signing up is easy. Just follow the link below and complete an online form, send us an email - info@northerncancervoices.co.uk or leave your details and one of the team will contact you.

www.info@northerncancervoices.co.uk

Make a difference.

- ❖ Meet new friends and networks
- ❖ Share your opinions
- ❖ Shape services for the future

Be like Tori



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Be like Jackie



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NCV Findings

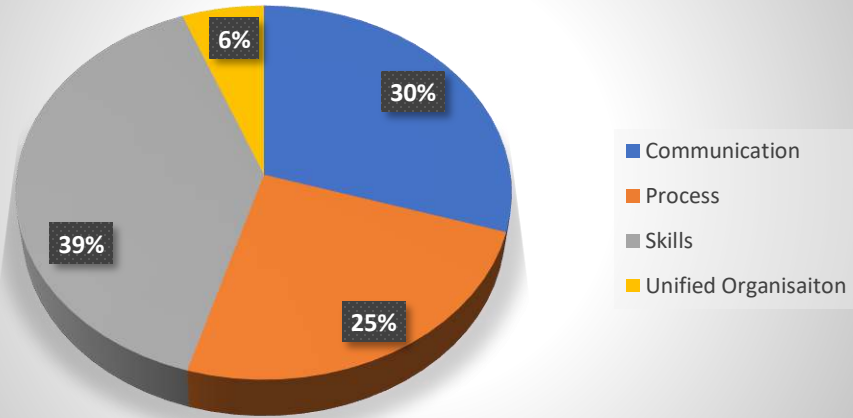
The **skills** of the person dealing with the patient is the primary reason for a positive experience and this seems to link into how they **communicate** with the patient as a result.

Theme	Definition
Skills	Expected level of knowledge and/or skills
Communication	How the patient is communicated with or ease of getting hold of someone
Process	Where existing processes appear to support the patient
Unified Organisation	Patient feels the whole experience is 'joined up'
Support	Patient feels supported and involved

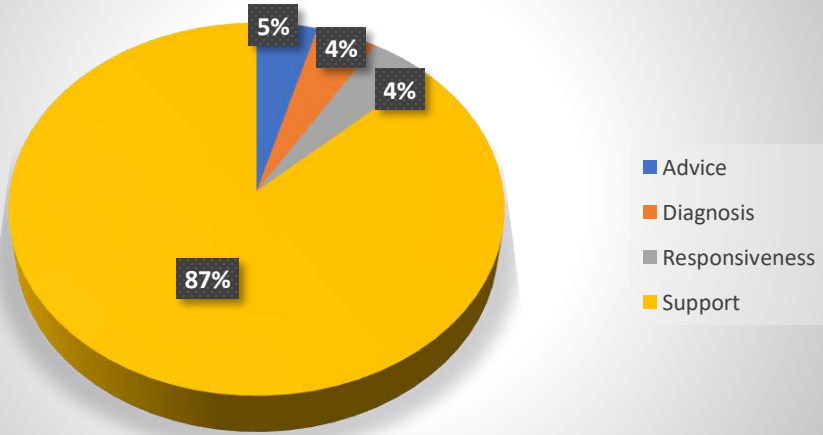
Word Cloud Generated from **positive** patient feedback



Positive Themes



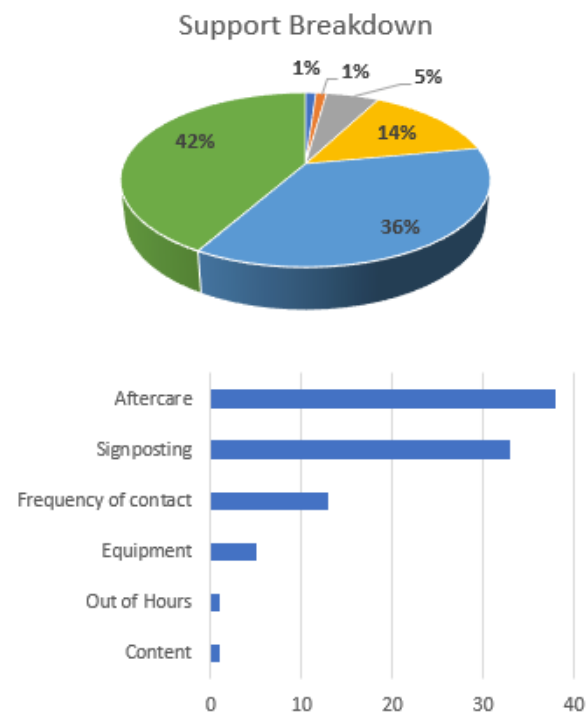
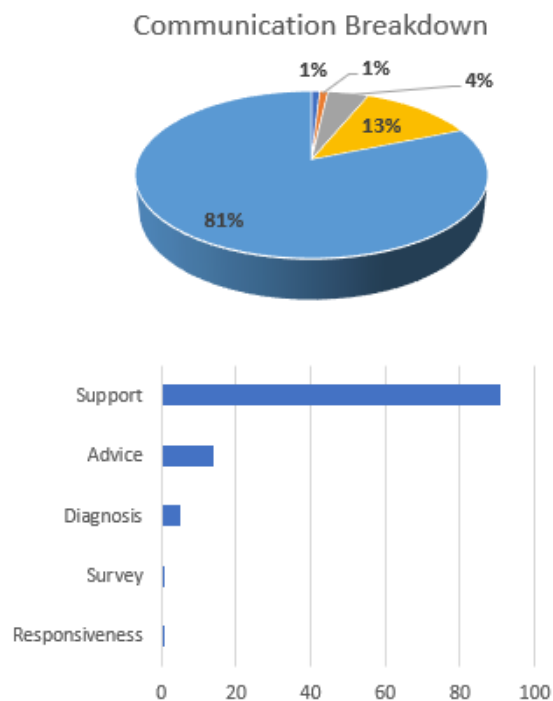
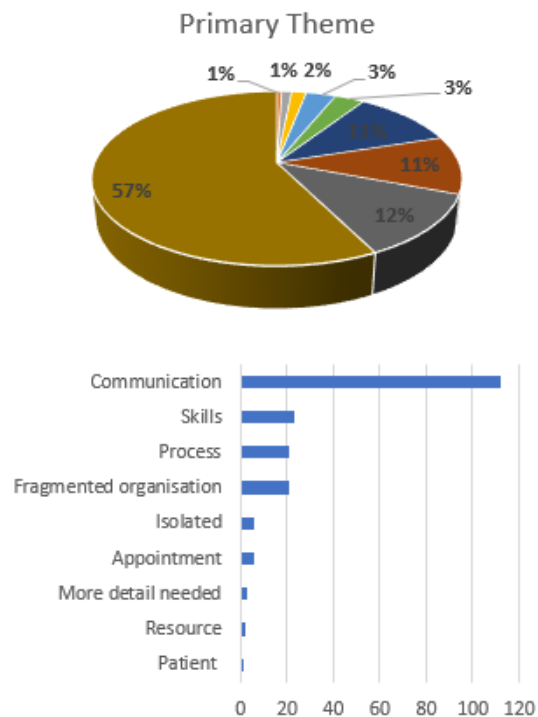
Communication - Low Level



NCV Findings

Communication is the main cause for concern with Patients and how this feeds into **Support** and **Aftercare** throughout their treatment.

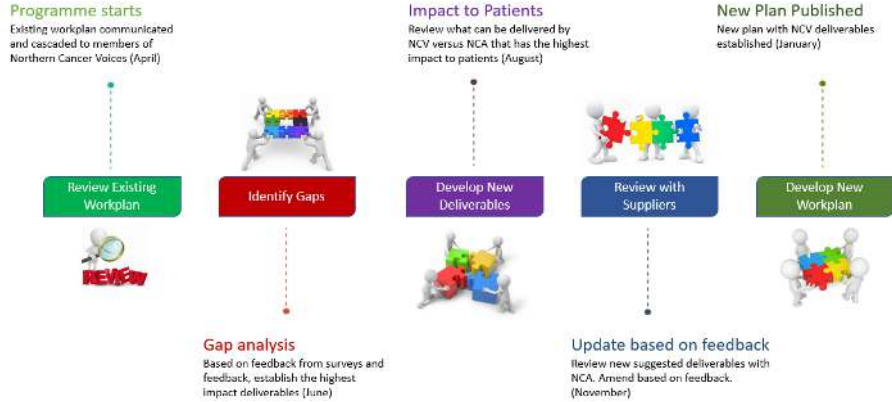
Theme	Definition
Communication	How the patient is communicated with or ease of getting hold of someone
Skills	Expected level of knowledge and/or skills appeared to be lacking in an individual
Process	Where existing processes appear inflexible or drives behaviours the patient does not like
Support	Patient feels they are left to their own devices or that they need to find out what they need to do by themselves
Advice	Patient specifically comments about what they have been told whether it be too much or too little
Aftercare	How the patient is treated after a stay in hospital or after they have received treatment
Signposting	Advising the patient to where they can get further support, information etc



Word Cloud Generated from **negative**
patient feedback



Northern Cancer Voices Input to Northern Cancer Alliance Workplan – Review Process



Fancy a cuppa and a chat?

We all know someone who's been affected by cancer, it's time to start talking about it.

We are putting the kettle on

Venue – Billingham Environmental Link Programme (BELP)
Low Grange Community Centre, Low Grange Avenue,
Billingham TS23 3JG
Tel: 01642 564077

Date – 4th November
Time – 10-12

Enjoy Tea/Coffee and Cake and some relaxing therapies with Lisa and Yvonne

Shoulder and Neck Massage
Reiki
Mindfulness



NORTHERN Cancer Voices



MACMILLAN
Cancer Support

Inspire

South Tyneside

Working together to improve communities



- Delivered a greater sharing of information across the region and greater collaboration between health professionals and voluntary groups.

- Working partnerships with Macmillan, Cancer Alliance, Healthworks etc.

- Providing the opportunity for grass roots groups to take up and drive forward their own priorities regarding cancer.

Fancy a cuppa and a chat?

We all know someone who's been affected by cancer, it's time to start talking about it.

We are putting the kettle on

Venue – Hebburn Central
Glen Street, Hebburn NE31 1AB

Date – 7th November
Time – 10-12

Enjoy Tea/Coffee and Cake and some relaxing therapies with Sammi

Hand massage
Over clothes back and neck massage
Head massage
Cancer awareness session
Relaxation/mindfulness

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MACMILLAN
Cancer Support

Cancer Patient Feedback - Services needed

North Tees

- Benefits advice
- Bereavement support
- Support groups
- End of treatment support

Newcastle

- Long term cancer survivors support

South Tees

- Quicker access to: counselling
- Complimentary therapies
- Managing Fatigue
- Managing abandonment

Darlington and Durham

- Benefits advice
- Emotional support
- Bereavement support
- Support groups
- End of treatment support

North Cumbria

- Complimentary therapies
- Counselling
- F2F support
- Group activities Younger men and women
- Help managing fatigue
- Help managing chemo
- Support post discharge



Data source - Feedback from NCV chairs for each ICP

NORTHERN
Cancer Voices



Delivered so far



Framework for collaboration in North East and North Cumbria – 4 main groups

Front Door – [website](#)

Social Media Presence

Co-Produced new info to be given at 1st Diagnosis (Macmillan and North Cumbria)

Developing a 'Talk Cancer' Campaign for NENC (South Tees)

Developing a 'Cancer Info' Borough (South Tyneside)

Working on Personalised Care Project (NCA)

PODCAST

Analysis of Patient Surveys

Research involvement - MCD

Storytelling – Patient and Carers

Meetings/Events (PRIDE/MELA)

Patient voice embedded into NCA workplan

Mapping and understanding patient facing roles (NENC, NCA and HEE)

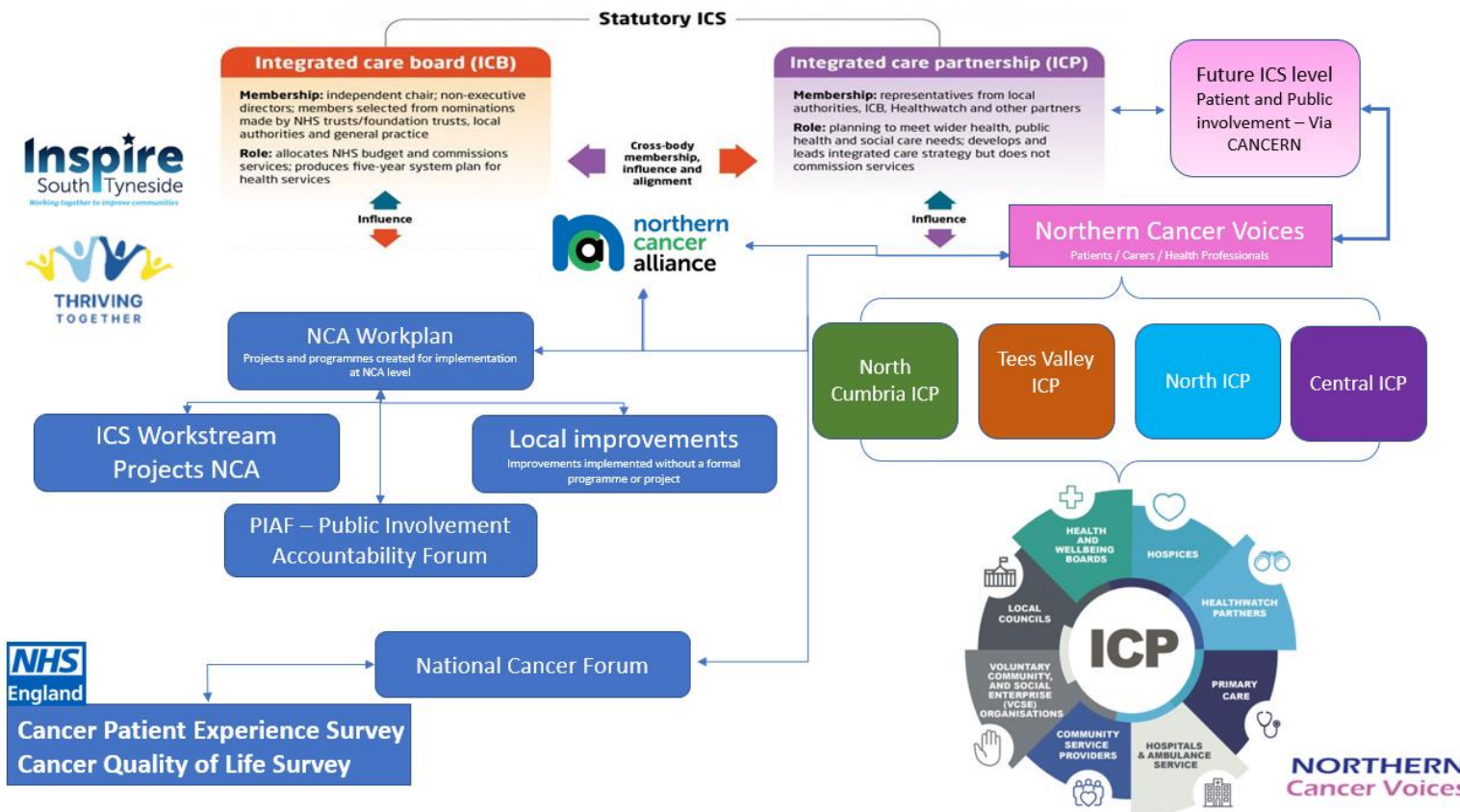
Identified missing services (NENC)

Passport to Mental Health and Wellbeing

Cancer Champion Training (NENC)

Re-instating '5 senses' Survey (South Tyneside)

Going Forward



- Engage more VOICES
- Feed into ICB Strategy
- Deliver more projects
- PENNA AWARD
- Stabilize



Thank you!

Contact –

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Northern Cancer Voices – info@northerncancervoices.co.uk