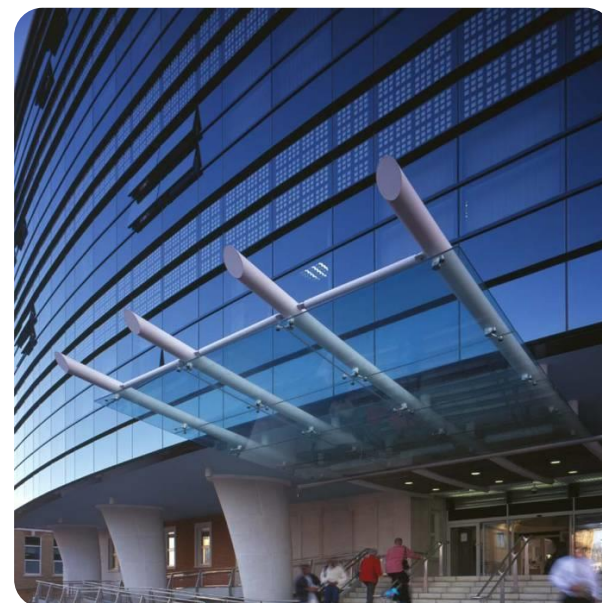
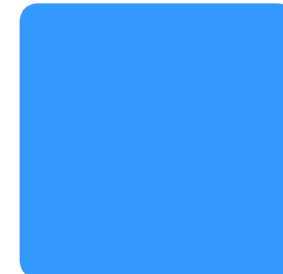


# King's Macmillan Cancer Support Workers Service

Development of a new service model to improve access to the cancer Clinical Nurse Specialists (CNS), information and support for cancer patients, carers, family members and health care professionals

Kings Cancer Support Workers Project Team



KING'S HEALTH PARTNERS

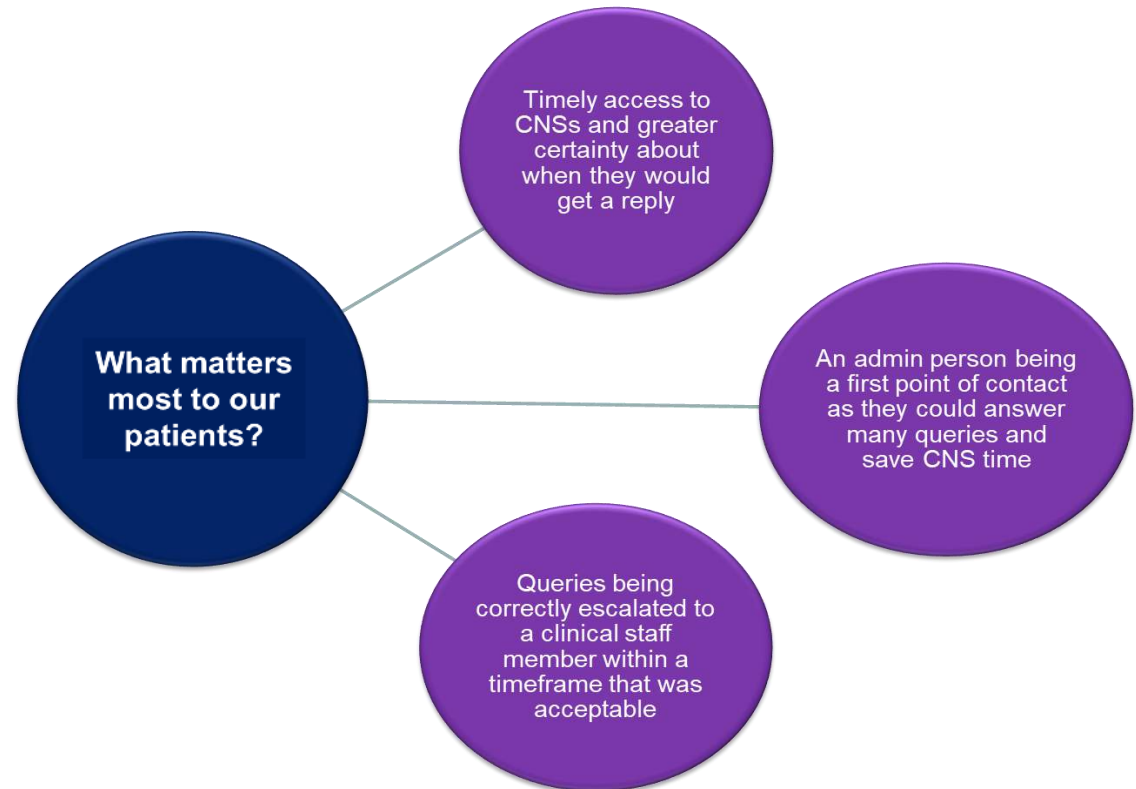
# Our Case for Change

- The results of the 2017 NCPES showed **81% of cancer patients found it easy to contact their CNS or a main contact person, against a national average score of 85%.**
- **Some specialities across King's scored as low as 40%** in this metric and in receiving practical advice and support.
- These are high volume services with busy diagnostic and follow up care departments dependent on cancer CNS' communication with patients and coordination of care.

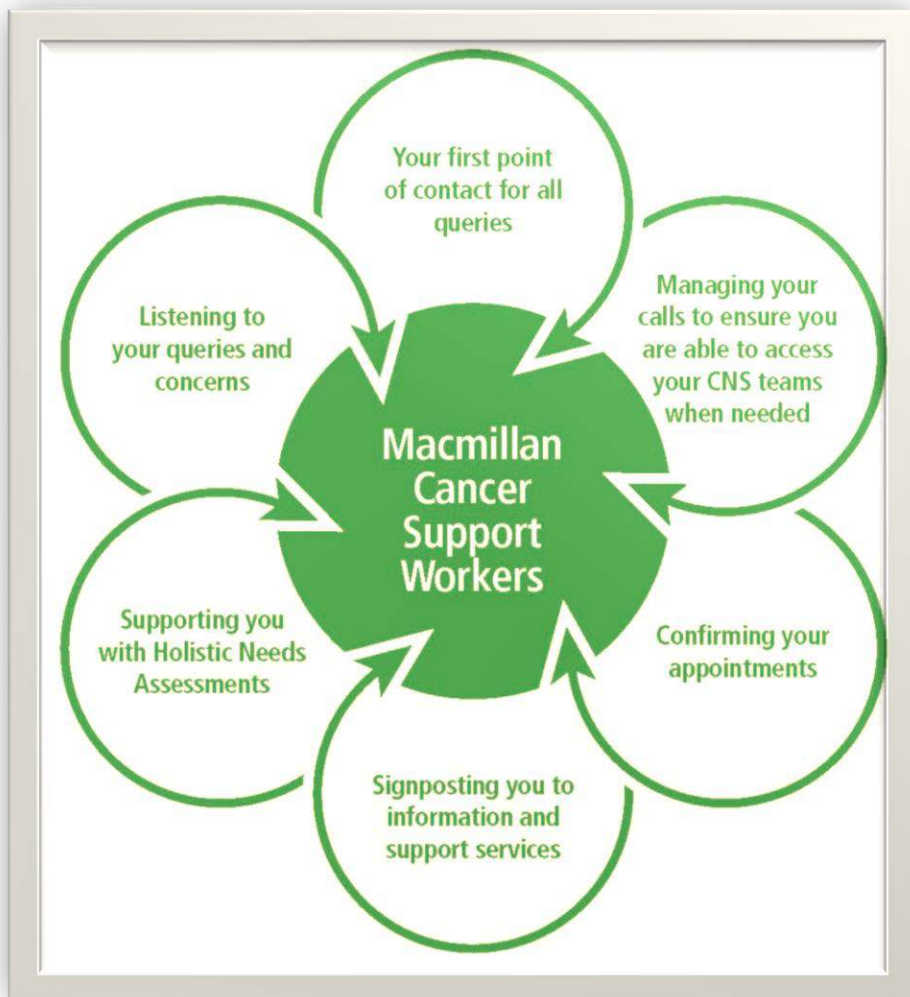
# Patient Led Improvement

- In August 2021, our Kings Cancer Patient Voices Advisory Group (KCPVAG) devised a survey around this and other areas asking patients their views and suggestions for improvements.
- 49 patients responded to the surveys.

Feedback outlined that what mattered most to our patients was:



Feedback was analysed and discussed with our CNS team leaders in order to better manage expectations between what our patients required and what staff would be able to deliver.



## We developed a pilot service focused on the provision of:

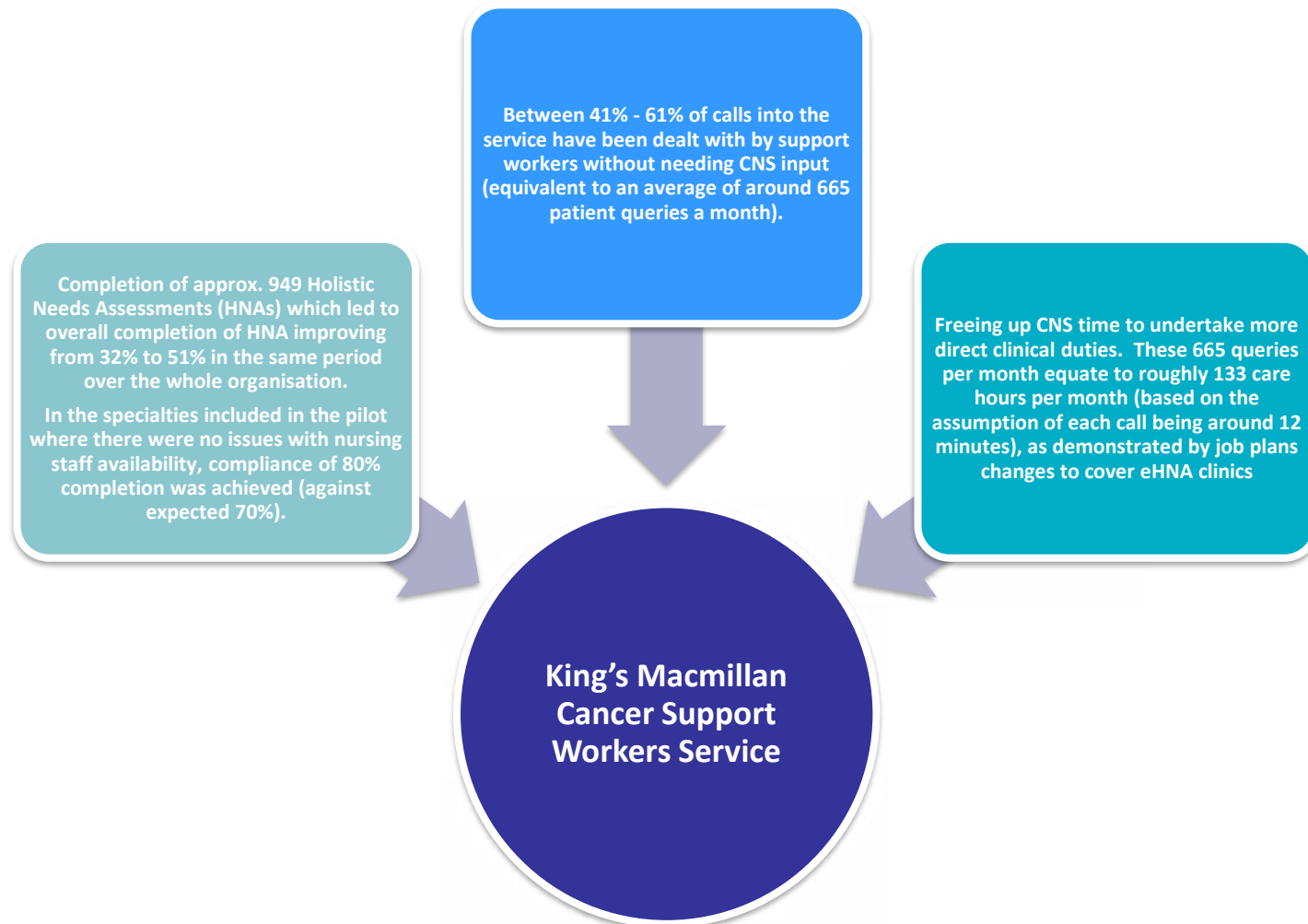
- Single point of contact and triage of incoming calls
- The management of non-clinical administrative and signposting
- Improved access to personalised care, including Holistic Needs Assessment (HNA)

## The service is currently was piloted within the following services:

- March 2022 - Breast (both main sites), Haematology (Princess Royal University Hospital), Liver (Denmark Hill site)
- June 2023 – Acute Oncology Service (AOS)
- July 2023 – Myeloma + Lymphoma (Denmark Hill) and Upper GI (Denmark Hill)

# Our Success

Data from the most recent pilot, 12 month period (March 2022 – February 2023) and 5 months from March 2022 – August 2022 (due to the service model change) has shown the cancer support workers providing support for:



# Our Patient Feedback

**Surveys completed with 20 service users who accessed the service between April 2023 – June 2023. Broken down as below:**

- Breast DH: 4 completed – 20%
- Breast PRUH: 5 completed – 25%
- Haematology: 5 completed – 25%
- HCC: 4 completed – 20%
- HPB: 1 completed – 5%
- NET: 1 completed – 5%

I am very lucky to be in the hands of King's

It is good to know they are there

They listen and you know the message is going to get to the right person to call you back

The introduction to the service it's brilliant. They provide help and it's very useful

## Key highlights:

- **16 / 20 patients (80%) felt they got the support they needed with their overall health and well-being and was helpful.**
  - 2 / 20 (10%) patients found the information quite unhelpful and 2 patients (10%) neither helpful nor unhelpful, however no further information was given in follow-up
- **15 / 19 patients (79%) were happy with the advice and support they received from the support workers service and didn't need anything other help.** 4 / 19 patients (21%) mentioned other help and advice such as "being signposted to a service that could benefit them (i.e. Macmillan Information and Support Service)
- **19 / 20 patients (95%) would recommend the support workers service to other patients**



# Lessons Learnt

1. Our patients really value this service – **19 / 20 (95%) would recommend the service to other patients!!!!**
2. **Between 40% - 60%** of incoming calls into the services piloted so far have been actioned by support workers without needing CNS input
3. Call Volumes – Far exceeding predictions (heavy workload for support workers) demonstrates high demand for our service
  - Use of call record system (Liberty) enabling the collection and analysis of accurate data to share with teams
4. Importance of shadowing and training days directly with clinical teams to understand individual team processes
5. Importance of clear boundaries between what support workers are expected to respond to
  - Clinical conversations i.e. medication dosages should not be picked up support workers
6. CNS supervision monthly to observe support workers in action and get a taste for daily tasks



# Lessons Learnt cont.....

1. Importance of ensuring executive level sponsorship prior to undertaking any large change project. This has been particularly valuable when tackling the need for changing behaviours and processes
2. Importance of engaging patient representatives and clinical staff in co-design to increase the likelihood that any suggested changes are embedded and sustained
3. Importance of developing a flexible service model which can pivot to accommodate the changing needs of patients and staff
4. Importance of understanding your baseline position and continually reviewing data to understand how the service is actually performing against that which was predicted and investigating any large variation to understand the reasons
5. Ensuring clear processes in place for managing all queries across all specialty groups and clear boundaries between clinical and non-clinical roles and all staff are aware of their expectations