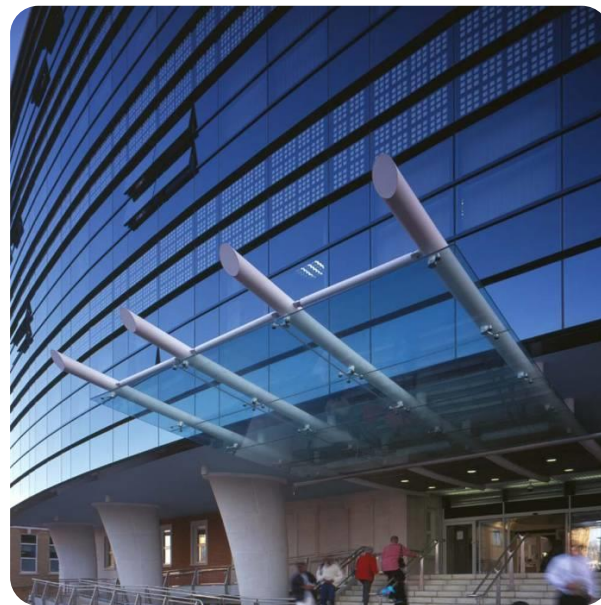


# Cancer Improvement Collaborative (NHSE/I):

To improve the explanation of diagnostic test results in a completely understandable way for adult cancer patients in ethnically diverse communities

Kings Cancer Collaborative Project Team



	King's (2019) 299 replies	National Average (2019) 67.858 replies	Breast Team (2019) 116 replies	National Average for breast (2019)
<b>(Q.7) Test results explained in completely understandable way</b>	77%	80%	71%	83%

### National Cancer Patient Experience Survey 2016 -2019

#### Scores for Q7 by white/BME

Trust: RJZ

	All tumour groups									
	2015		2016		2017		2018		2019	
	Score	N	Score	N	Score	N	Score	N	Score	N
<b>White/BME</b>										
White	76.7%	443	80.0%	531	79.2%	462	75.5%	368	78.1%	237
BME	76.3%	76	62.1%	87	60.9%	69	63.4%	93	58.7%	46

	Breast tumour only									
	2015		2016		2017		2018		2019	
	Score	N	Score	N	Score	N	Score	N	Score	N
<b>White/BME</b>										
White	80.0%	100	86.7%	120	83.7%	86	78.4%	97	71.0%	74
BME	77.3%	22	76.0%	25	69.2%	26	61.4%	44	55.2%	29

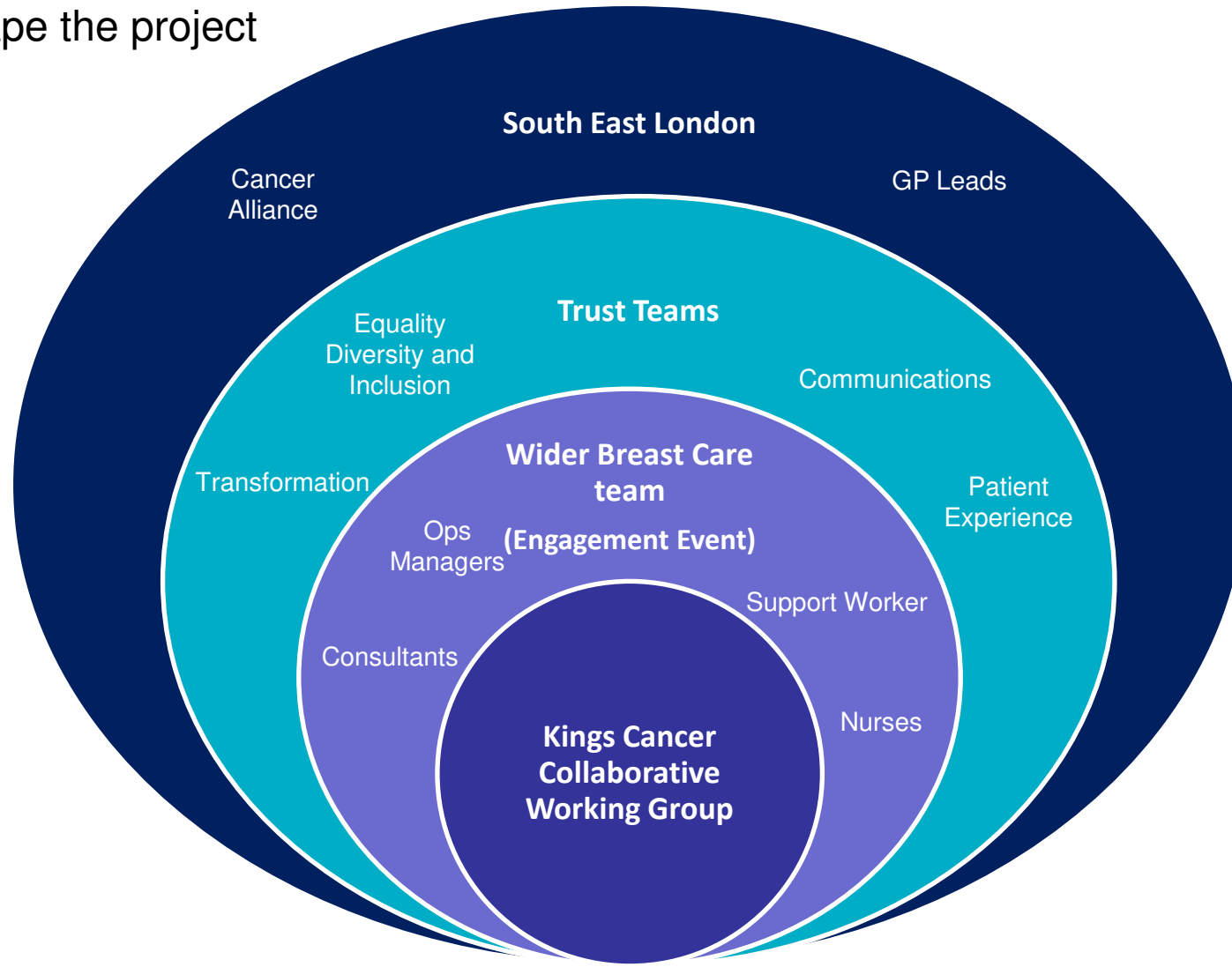
DESCRIPTION – Denmark Hill Hospital (January 2019-December 2019)	NUMBER
White- British	52
White- Irish	5
White- any other white background	13
Mixed- White and Black African	5
Mixed- White and Asian	1
Mixed- any other mixed background	5
Asian or Asian British-Indian	2
Asian or Asian British-Pakistani	1
Asian or Asian British-any other Asian background	1
Asian or Asian British-Bangladeshi	3
Black or British Black-Caribbean	12
Black or Black British-African	4
Black or British Black-ay other Black background	7
Other ethnic groups-any other ethnic group	5
Not stated	39
	155

DESCRIPTION - Princess Royal Hospital (January 2019-December 2019)	NUMBER
White- British	130
White- Irish	
White- any other white background	5
Mixed- White and Black African	
Mixed- White and Asian	
Mixed- any other mixed background	
Asian or Asian British-Indian	1
Asian or Asian British-Pakistani	1
Asian or Asian British-any other Asian background	
Asian or Asian British-Bangladeshi	2
Black or British Black-Caribbean	3
Black or Black British-African	
Black or British Black-ay other Black background	
Other ethnic groups-any other ethnic group	1
Not stated	62
	205

# Revised Quality Improvement Aim

**Improve the experience of the Black African breast cancer population at DH and Asian breast cancer population at the PRUH, as measured by the NCPES Q7, with a target improvement of 10% by February 2022**

Our working group has engaged with a number of internal and external stakeholders to help inform and shape the project



## Care and Compassion

- CNS and consultant explanation of diagnostic testing, care and compassion is great!!!! 89% of respondents commended this aspect of care

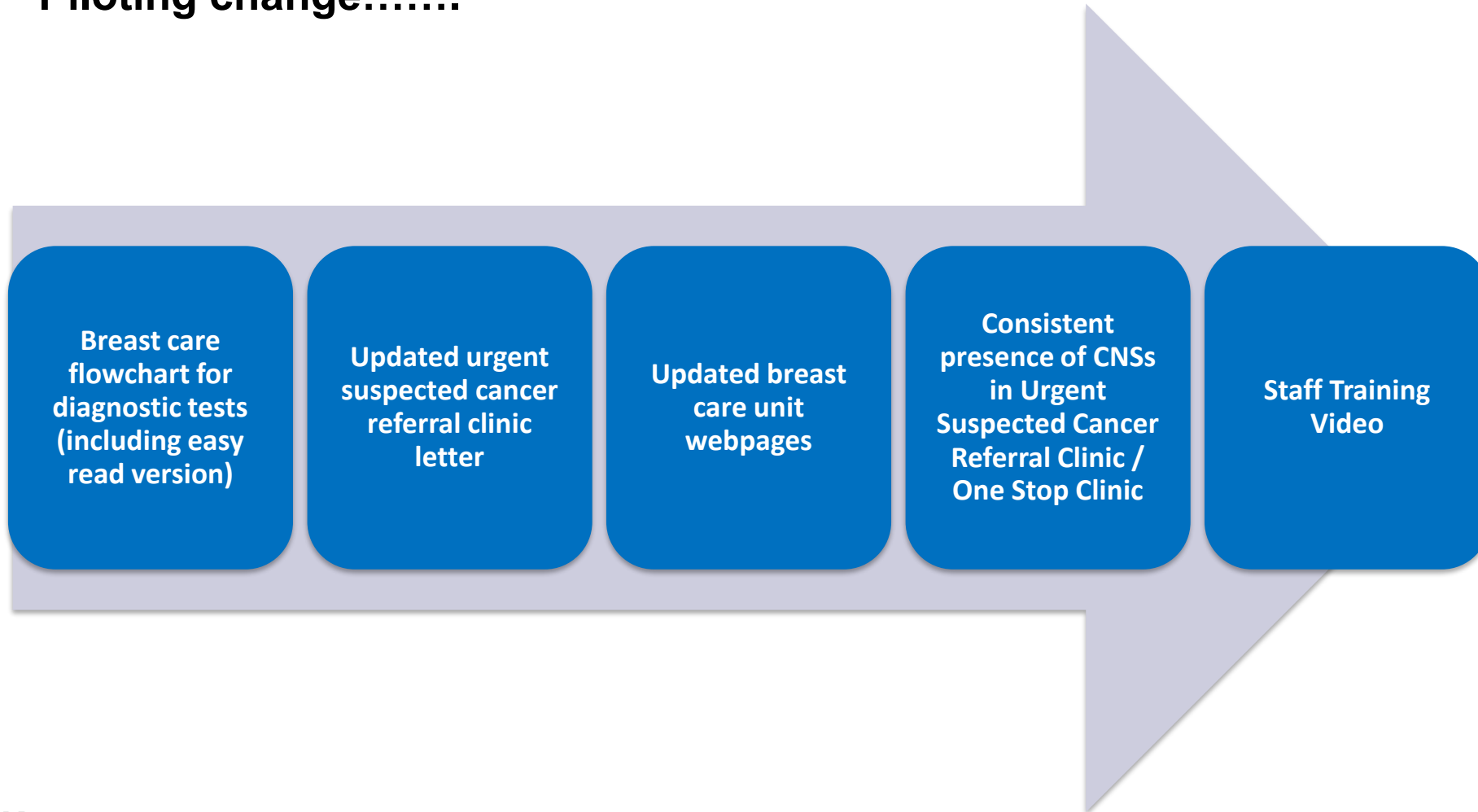
## Wider Experience of Care

- Difficult to talk about one aspect of patient care in isolation, i.e. separating experience of care from support received

## Communication and Information

- Consistency of information provided
- Communication and access to information is a 'golden thread' running through the patient experience programme of work
- Ongoing support and access to CNS and Support Workers

## Piloting change.....



### Key

 Change fully rolled out

Breast Tumor only												
	2015		2016		2017		2018		2019		2022	
	Score	N	Score	N	Score	N	Score	N	Score	N	Score	N
White	80%	100	86.70%	120	83.70%	86	78.40%	97	71%	74	75.20%	258
BME	77.30%	22	76.00%	25	69.20%	26	61.40%	44	55.20%	29		
Asian											61.10%	18
Black											71.40%	35

All Tumor groups												
	2015		2016		2017		2018		2019		2022	
	Score	N	Score	N	Score	N	Score	N	Score	N	Score	N
White	76.7%	443	80.0%	531	79.2%	462	75.5%	368	78.1%	237	73.6%	284
BME	76.3%	76	62.1%	87	60.9%	69	63.4%	93	58.7%	46		
Asian											20	75%
Black											43	76.7%

2022 NPCES scores has seen a significant increase in the experience of care for our Black and Asian breast cancer population at King's following implementation of the changes



## Sustainability

- The project team presented change ideas and our evaluation to the breast multi-disciplinary teams at our main hospital sites and at their SELCA breast tumor groups to ensure changes are understood and embedded in practice
- Rollout of multi-media communication to support patients around their diagnosis. For example, the team are working our digital transformation colleagues to pilot the sharing of urgent referral letter on a digital platform
- Continued use of the National Cancer Patient Experience Survey (NCPES) and the trust's own Real Time Feedback Survey (RTF) to monitor the impact of improvements and respond to changing needs
- Continuing quality improvement project aimed at ensuring presence of CNSs in all breaking bad news (BBN) clinics
- Inclusion of the training video on the trusts on learning and development platform as part of communication training offer for all staff

## Spread

- The project team have been instrumental in influencing changes to the language and content of the urgent referral letters (beyond breast care) to better reflect patient's views
- The team have shared their learnings with South East London Cancer Alliance (SELCA), to other breast teams, and more widely to other tumour groups multi-disciplinary teams including head and neck, lung and colorectal, with many more meetings being arranged. These colleagues have expressed interest in how they too can change practice to ensure the experience of patients from ethnic backgrounds can be improved at point of referral and throughout their pathway
- Influenced the design of the breast care webpages to highlight the visibility of translation options
- The project has also been presented at a national recognition event and launch event, hosted by NHS England / Improvement. Further presentations have also been made to the Pan London Lead Cancer Nurses groups
- The video will be shared across the NHS and other health partners, including Macmillan, to share learning and opportunities for staff training
- The team have liaised with the learning disability charities and networks to co-design the easy read patient flowcharts

89% of our breast cancer patients from ethnically diverse backgrounds fed back to us that they were treated with dignity, care and compassion at the time of their one stop clinic referral to reach diagnosis

11% said that we could make every intervention matter more

King's in partnership with Afta Thought Training Consultants have developed a film to bring to life the lived experience of the 11% of women patients whose voices we need to hear, whose experiences we need to change

[King's Patient Stories - 3 Minute Version for Presentation - YouTube](#)

The kings staff training video can be obtained by contacting [kch-tr.macmillan1@nhs.net](mailto:kch-tr.macmillan1@nhs.net)