



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Aneurin Bevan
Aneurin Bevan
University Health Board

Enhanced Psychological Wellbeing Project

Initiated by a patient story

Anne May

Strategic Lead Cancer Nurse

Anne Johnson

Consultant Clinical Psychologist

Cancer Experience of Care Award 2024

Where it started

“ Impact of cancer diagnosis and treatment is awful at any time... Physical needs were addressed in haste, however **my mental health needs were left undetected for far too long.** ”

Quote from a 2021 patient story



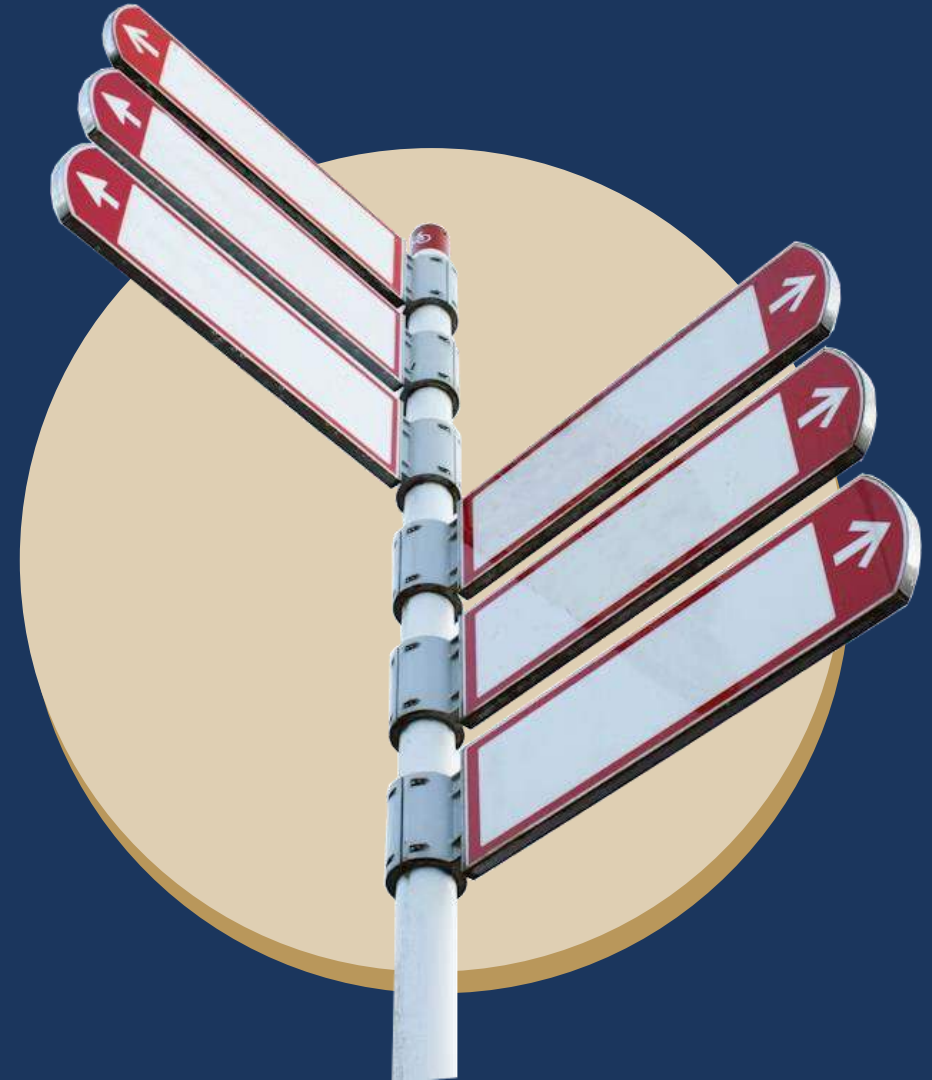


The context

- The COVID pandemic presented barriers to accessing the support mechanisms needed for emotional wellbeing.
- Virtual medicine post-pandemic also reduced access.
- However, this gave us **the opportunity to explore new approaches and embrace innovative ways of working.**

Identifying opportunities

- Met with doctors, nurses, patients, carers, and third sector organisations.
- Analysed data from Welsh Cancer Patient Experience Survey 2020/2021 and other literature.
- Identified what we were doing well, where there were gaps, and what was possible to implement.



What we identified

There was a lack of communication, connection and community:



Information could be provided in a more timely or accessible manner.



Patients could be taught the skills to navigate the emotional impact of their cancer treatment.



Patients could be given a greater voice in the development and running of services.



We could reduce inequalities of access for patients with sensory loss and for LGBTQI+ and minority communities.

Developing a plan

Developing a plan



Access to
information



Staff training &
support



Patient
workshops



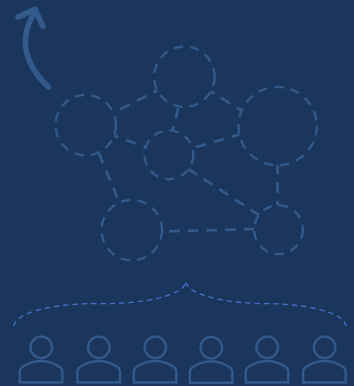
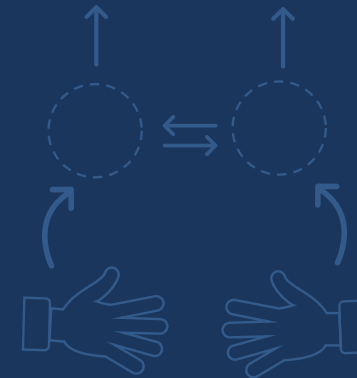
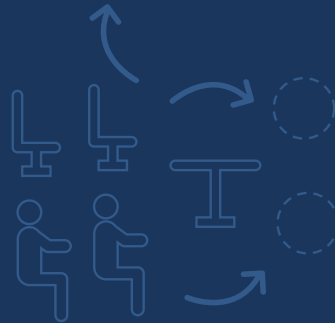
Volunteers in
cancer



Third sector
collaboration



Patient & staff
engagement



Funding the project



THE
CAPTAIN TOM
FOUNDATION

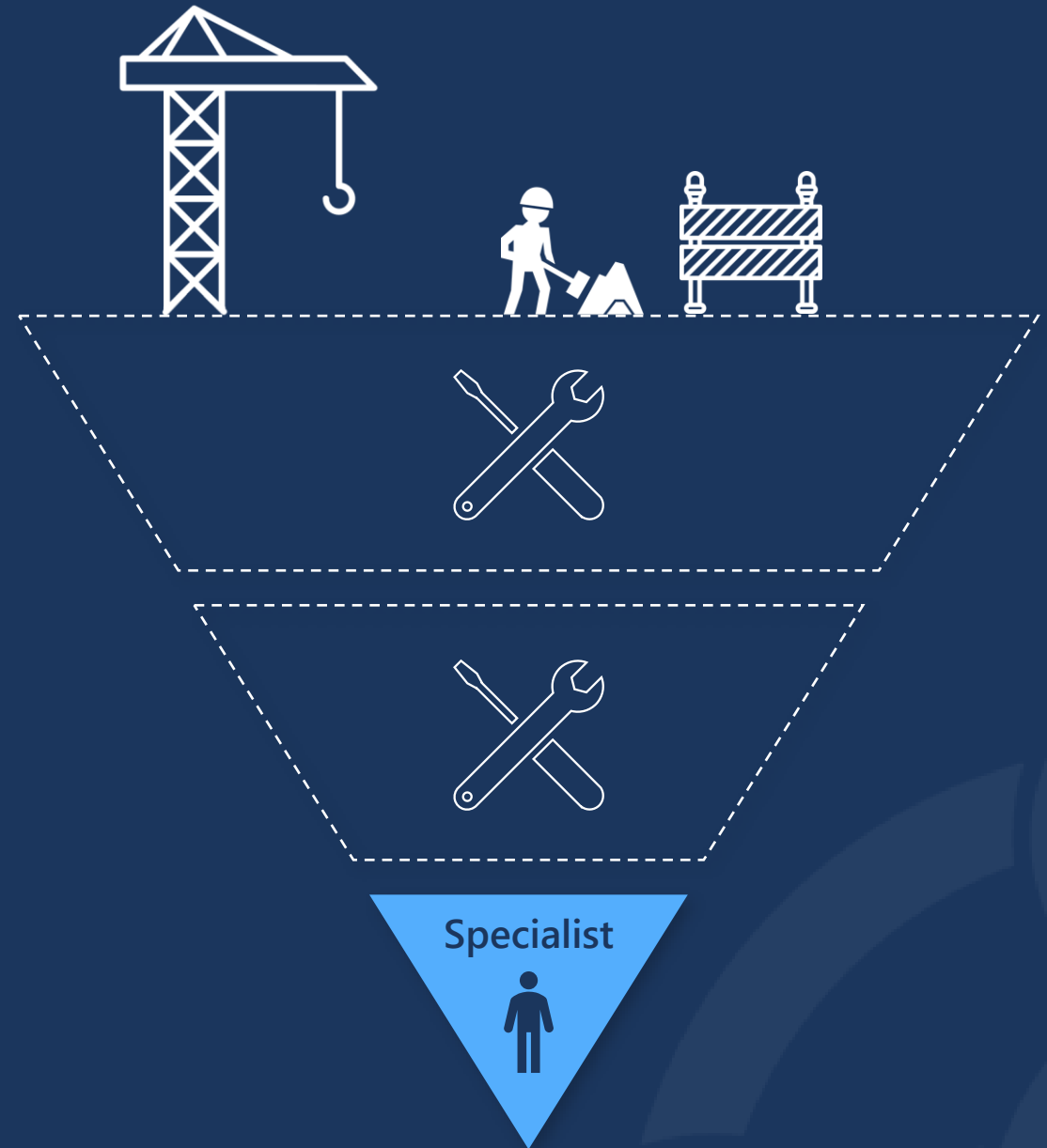
MANIC
STREET
PREACHERS

Building the service

Specialist support already existed, but it wasn't connected to any universal or targeted offerings.

So, we had to build them.

We focused first on the universal offering to **deliver the most change to most people** and to **ensure that it was sustainable**.



Universal services

During the first stage of development, we focussed on establishing:



Patient & staff engagement

- Patient experience panel
- Co-design events
- Qualitative and quantitative tool audits
- Listening events



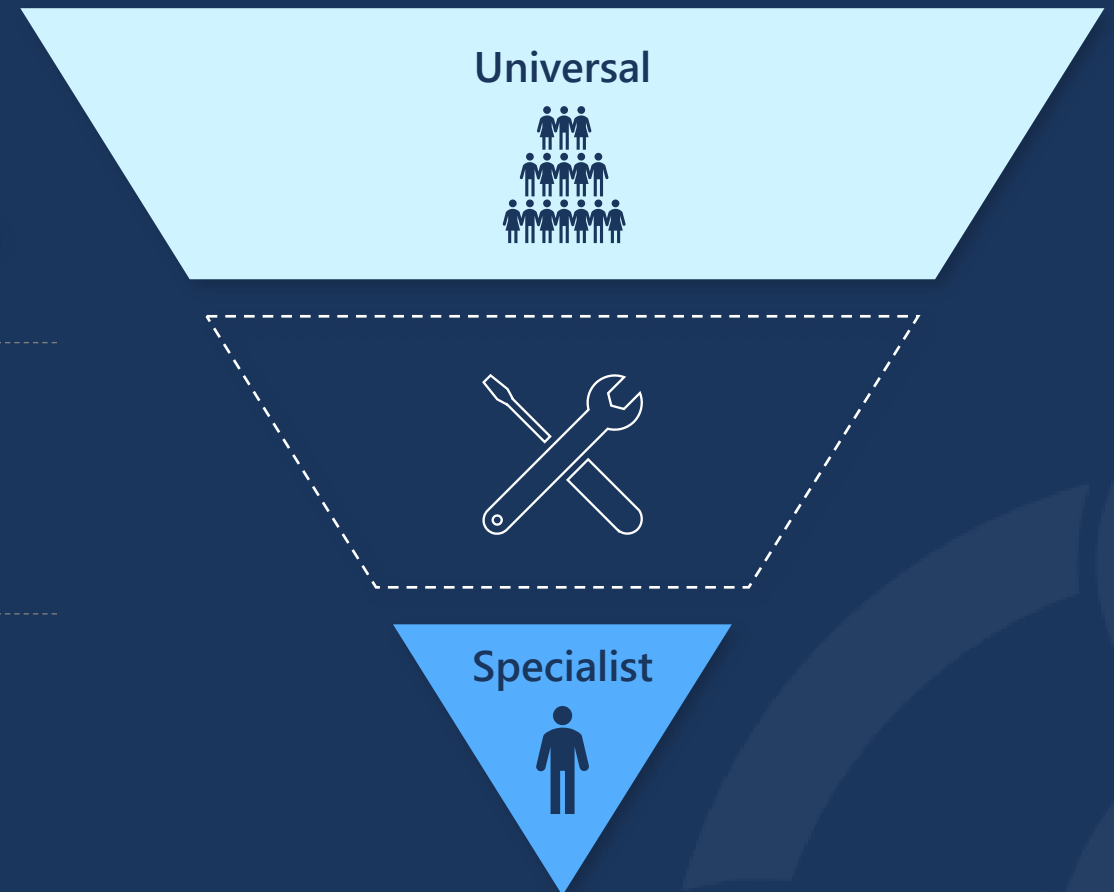
Third sector collaboration

- Third sector engagement group
- Macmillan counselling
- Tenovus support



Access to information

- Digital inclusion officer
- Website resource
- Tablet loan scheme
- Online sign language tool
- BSL counsellor



Universal services

The development of our universal offerings continued with:



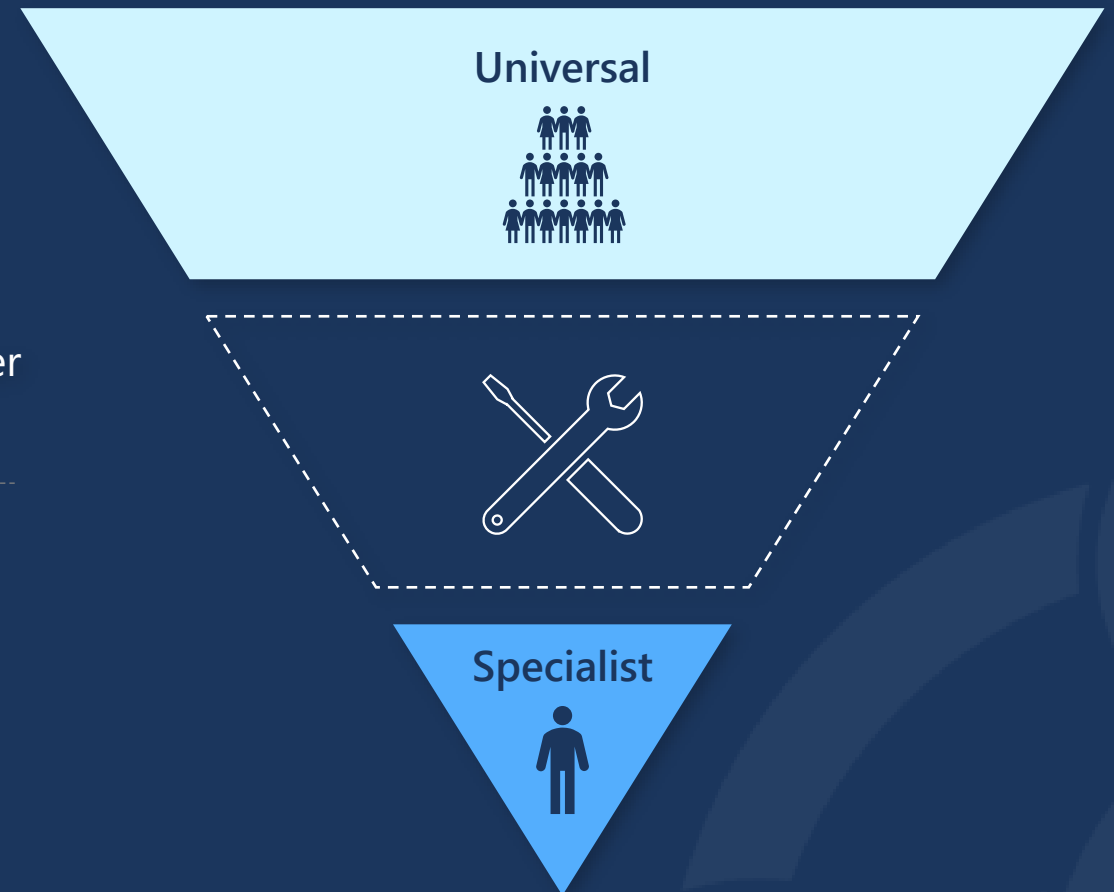
*Staff training
& support*

- Distress and uncertainty
- LGBTQI+ and cancer
- Diversity in cancer
- Parenting and cancer
- Sexual & intimacy consequences of cancer
- Clinical supervision



*Volunteers in
cancer*

- Cancer Buddies
- Telephone befrienders
- Cancer Cafes
- Meet and Greet roles
- Gynae virtual support group
- Volunteer Training



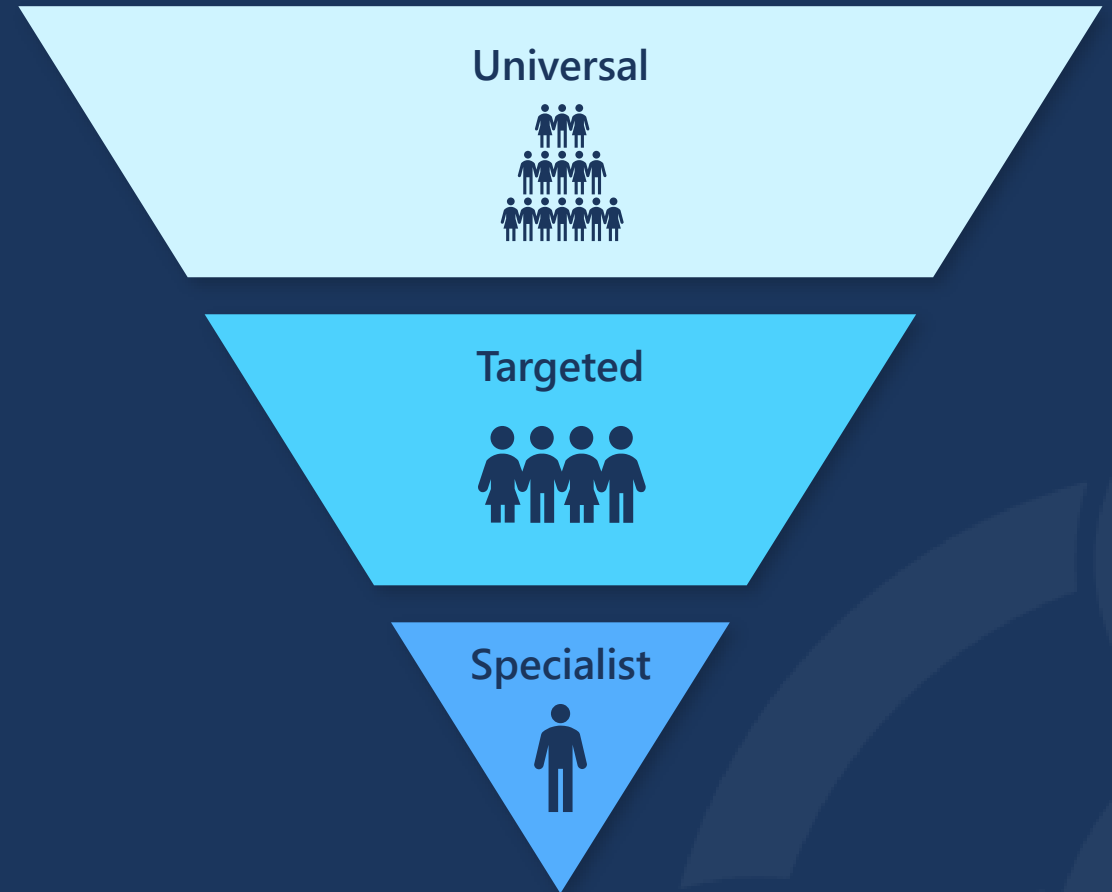
Targeted services

The next stage was to develop our targeted provision for patients:



*Patient
workshops*

- Managing uncertainty group
- Mindfulness group
- Sexual Intimacy group
- Managing Fatigue workshop



Sustainability

- Universal and targeted interventions are now integrated into person-centred care for cancer.
- Implemented a strategy for collecting, measuring and responding to patient experience of cancer.
- Agreement to extend project for a further 12 months. Executive have agreed that permanent funding option can be explored.



Feedback

"I cannot understate how much I valued my time on the course."

"Brilliant resource for patients!"

"These cafes really are a great resource for those of us trying to move on. It is really does help such a lot to speak to other people & realise we are all dealing with the same things"

"I now feel so much better equipped to do my job."

"It felt like we [cancer survivors] were the professionals because ABUHB staff were all willing to listen and learn from our experiences."

"The fact that I could sign: was therapeutically magical, such a powerful session."

Showing that we listened



The project was taken back to the public board and the patient was invited.

She was **blown away by the work** we had done and **happy that her voice was heard** and acted upon.



Continuing to listen,
learn and act