



Personalised Care

Golden Thread

Integrating digital solutions

Clare Doney

Lead Cancer Nurse and Personalised Care Clinical Lead

Jo Meynell

Personalised Care Project Manager

What is Personalised Care?

- “Personalised cancer care means providing patients with access to care and support that meets their individual needs – **from the moment they receive their cancer diagnosis** – so that they can live as full, healthy and active a life as possible.”

NHS England (2020).



Collaborating to improve cancer care



Northern
Cancer Alliance

Our Workstreams

	HAWB	HNA's	Treatment Summaries	SFU	PAM's & frailty	Cancer Care Reviews	Prehab/ rehab				
Referral								Patient experience and engagement	Communication	Covid rescue and recovery	Digital solutions
Diagnostics											
MDT											
NP clinic											
Surgery											
SACT											
Radiotherapy											
FU clinic											
Support services											
EOL team											
Primary care											
Patient experience and engagement											
Communication and engagement											
Covid rescue and recovery – capacity, workforce, challenges & opportunities											
Digital solutions											



Collaborating to improve cancer care



Northern
Cancer Alliance

Health and Wellbeing Information and Support (HWBIS)

By 2021, where appropriate every person diagnosed with cancer will have access to personalised care, including needs assessment, a care plan and health and wellbeing information and support.

NHS Long Term Plan (2019)



Collaborating to improve cancer care

Prehabilitation/Pre-treatment Interventions

- Having the HWBIS conversation sooner, signposting, empowering and improving outcomes
- No specific national target
- Making full use of a teachable moment to make healthier lifestyle choices when faced with a possible or actual cancer diagnosis...
...and repeat the message as often as possible



Personalised Stratified Follow Up?

“After treatment, patients will move to a follow-up pathway that suits their needs, and ensures they can get rapid access to clinical support where they are worried that their cancer may have recurred”

NHS Long Term Plan (2019)



Collaborating to improve cancer care

National Deliverables

- Tumour specific roll out programme:
 - **Breast** (2020) National target
 - **Colorectal** (2022) National target deferred from 2021 due to COVID
 - **Prostate** (2022) National target deferred from 2021 due to COVID

National requirement in 2021 for a further 3 tumour groups to be identified at Alliance level. Their protocols must be written and agreed by March 2022 with 1 being implemented in each trust by March 2022

- Agreed by the Northern Cancer Alliance:
 - **Gynae** (Chosen by each trust for implementation by 2022)
 - **Haematology** (Protocol to be signed off by 2022)
 - **Thyroid** (Protocol to be signed off by 2022)



Collaborating to improve cancer care

Digital Remote Monitoring (DRM)

- To be implemented by April 2022 (extended from April 2021 due to COVID)
- 3 key components to meet the national requirements:
 - **DRM1a** Patient level safety netting eg. Digital clinic
 - **DRM1b** System level safety netting and measurement for audit purposes eg. Digital dashboard, Somerset/Infoflex solution
 - **DRM2** Patient facing portal eg. My Health Space app



Digital implementation in practice

CDDFT Case Study



Collaborating to improve cancer care

Implementation in CDDFT

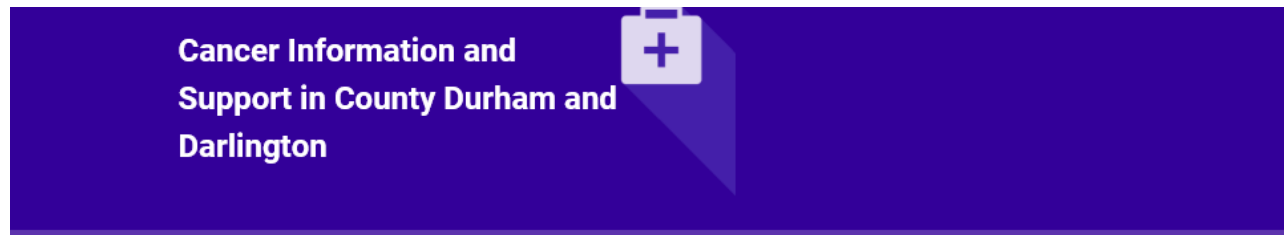
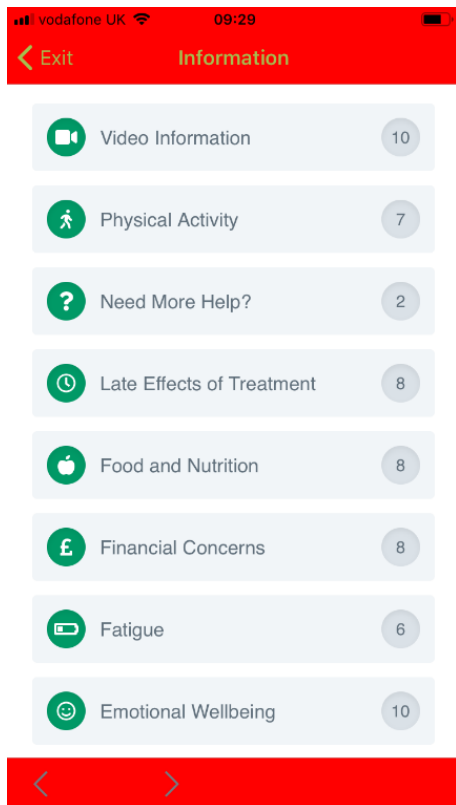
Health and Wellbeing Events / Information and Support

- NCA funding for innovative health and wellbeing event
- Scope to deliver event content in a virtual format
- Multi disciplinary working group including patient representatives shaped the format and content of the digital event
- Content reflects patient needs
- My Wellbeing Space developed using the Health Call platform
- Pool of credible resources available from CDDFT's 'Cancer Information and Support' web pages.



Collaborating to improve cancer care

My Wellbeing Space



- My Wellbeing Space App
- Cancer Charities UK Directory
- Cancer Nursing and Care Teams
- Covid-19 Information for Cancer Patients
- Health and Wellbeing
- Holistic Needs Assessment
- Macmillan Information Centres
- Patient Transport
- Useful Links
- Your Data Matters
- My Wellbeing Coach Planner

Cancer Services in County Durham and Darlington

- ### Related Links
- James Cook University Hospital
 - Leeds Cancer Centre
 - Macmillan Cancer Support
 - Northern Centre for Cancer Care (Freeman Hospital)
 - Queen Elizabeth Hospital Gateshead
 - Sunderland Royal Hospital
- ### Related Publications
- Cancer Information and Support in County Durham and Darlington
 - Covid-19 and Cancer Surgery
 - Covid-19 Shielding Update for



Collaborating to improve cancer care



Northern
Cancer Alliance

Pending Implementation

Digital Remote Monitoring

- Colorectal pathway to adopt DRM for cancer patients in CDDFT
- Multi disciplinary approach essential; health informatics team, digital developers, clinical teams, booking team, cancer managers
- Creation of digital shadow clinics/clinic codes
- Worked with patients to develop digital correspondence issued through EPR system e.g. appointment reminders and results letters
- Mapping of clinical activities, EPR actions and digital interfaces with patient portal 'My Health Space' by Health Call
- In development – System level safety netting, tracking and reporting dashboard – collaboration with Health Call

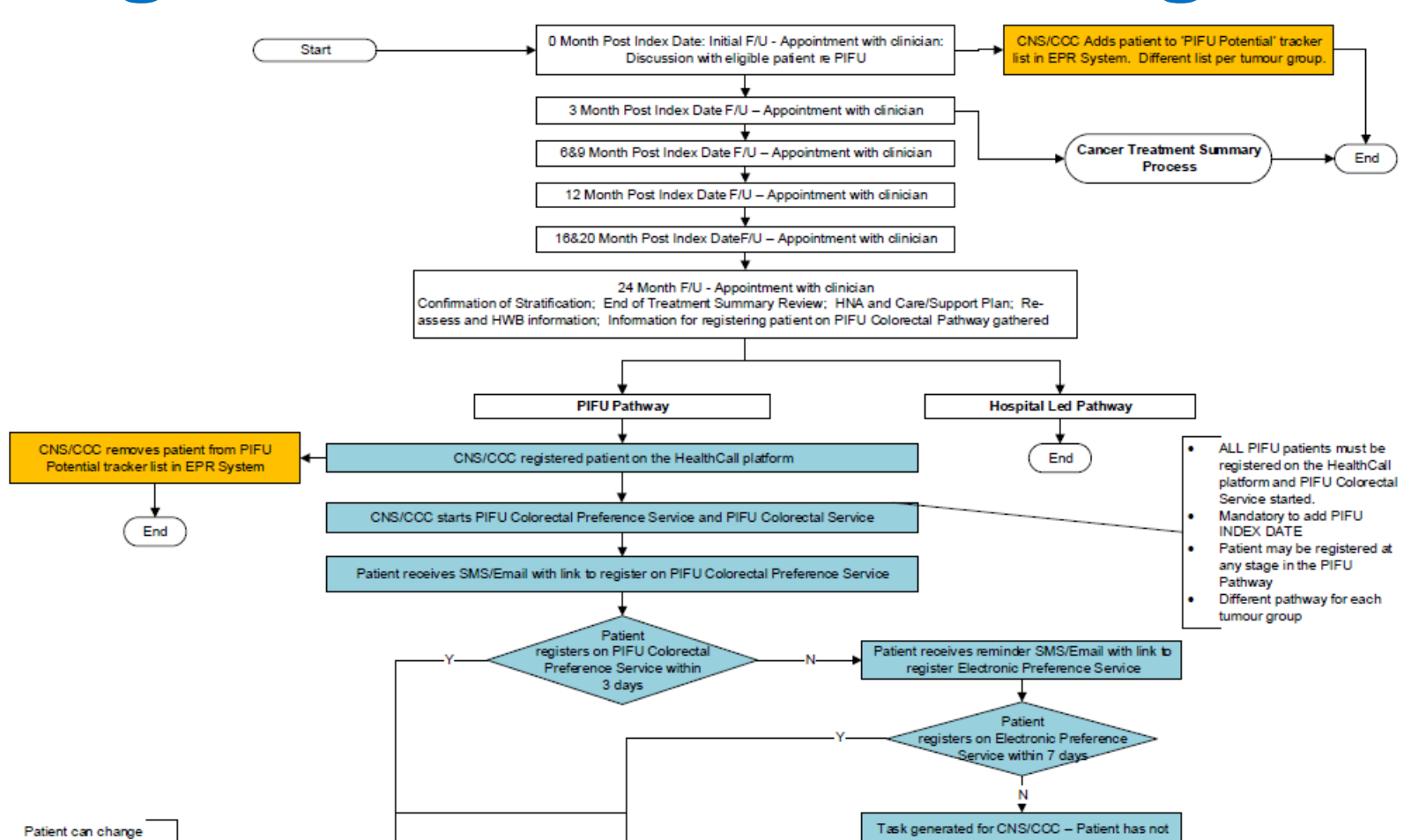


Collaborating to improve cancer care



Northern
Cancer Alliance

Digital work flow and integration



Collaborating to improve cancer care

Successes

- Patients are willing to engage with digital resources
- Web pages rank highest in google searches for ‘cancer Darlington’ and ‘cancer County Durham’
- The involvement of patients in all of our digital work streams – they offer fantastic insight, provide valuable feedback and keep us grounded
- Collaborative working – sharing of ideas, knowledge and experience
- Structured support from the Health Informatics team at all stages of our digital development activities



Lessons Learnt

- Digital resources need to be easy to access and simple to use
- Patients more likely to use digital resources when signposted/supported to so by Health Care Professionals
- Not all patients able or willing to access digital services or information – an equal offer needs to be available in a more traditional format
- Digital development is an iterative process requiring structured and frequent review.



Golden Threads

	HAWB	HNA's	Treatment Summaries	SFU	PAM's & frailty	Cancer Care Reviews	Prehab/ rehab				
Referral								Patient experience and engagement	Communication	Covid rescue and recovery	Digital solutions
Diagnostics											
MDT											
NP clinic											
Surgery											
SACT											
Radiotherapy											
FU clinic											
Support services											
EOL team											
Primary care											
Patient experience and engagement											
Communication and engagement											
<u>Covid</u> rescue and recovery – capacity, workforce, challenges & opportunities											
Digital solutions											



Collaborating to improve cancer care



Northern
Cancer Alliance

Contact details

Clare.doney@nhs.net

Jo.meynell@nhs.net

Please get in touch for any additional details about our presentation



Collaborating to improve cancer care