

Greater Manchester **Cancer**

Oesophago-gastric Pathway Board

Nursing Guidelines

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Approved by: OG Pathway Board (date)

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Key Worker allocation

- All patients with a suspicion or actual diagnosis of cancer will be allocated a Key Worker.
- At diagnosis the key worker should be a core member of the UGI Multidisciplinary Team (MDT).
- The key worker will be a Health Care Professional who takes a key role in coordinating and promoting continuity of patient care, in most cases it will be the Clinical Nurse Specialist
- The Key Worker details should be documented in the patient case notes.
- The patient will be provided with their Key Worker name and contact details

The role of Key Worker role will encompass the following:

- To ensure that assessments are carried out to identify patients' needs.
- To ensure that care plans have been agreed with patients (and where relevant carers).
- To ensure that all patients have the full cancer Care package including:
Holistic Needs Assessment
Cancer Treatment Summary
Referral to Health and Well Being Event
Cancer Care Review
- To ensure that findings from assessments and care plans are communicated to others involved in a patients' care.
- To ensure that patients know who to contact when help or advice is needed, whether the 'key worker' or other appropriate personnel.
- To manage transitions of care between care settings and ensure information transfer.
- The allocation of the key worker should be reviewed by the MDT at transition points in the care pathway. Changes in the most appropriate person to be the key worker for an individual patient will be discussed with and agreed by the patient.
- Local arrangements should be put in place to provide cover during any absence of the single named Key Worker.
- The role of the key worker will be written into the local MDT operational policy ensuring that any specific key worker responsibilities from relevant Improving Outcomes Guidance (IOG) are included to comply with quality surveillance.

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- The role of the key worker and its effectiveness should be a continuing component of the Sector MDT's patient survey.