

Improving the Oesophago - Gastric (OG) Cancer Pathway



OG cancer is recognised as one of the most complex pathways. Patients have some of the poorest outcomes and longest intervals between referral and commencement of treatment compared to other cancers (NHS England, 2019). Early intervention by Clinical Nurse Specialists (CNS) ensures people have a more positive experience of care according to Macmillan Cancer Support (2010) and Patient Navigators (PN) were found to facilitate the patient journey (King, 2016)

What We Wanted To Achieve



- Streamline early part of patient pathway
- Improve the patient experience

What We Did



- We recruited an additional CNS and PN
- Provided earlier access to dietitian
- Established an early nurse-led assessment clinic
- Provided a point of patient contact in Endoscopy
- Introduced a follow-up, support and advice telephone clinic
- Completed patient impact statements
- Improved engagement with out of hospital cancer support and wellbeing services
- Closer engagement with cancer services
- Earlier Holistic Needs Assessment (HNA)
- Ensured timely discussion at MDT

"Patients leave our unit knowing exactly what is going to happen next with a contact number" - Endoscopy unit

"The patient impact statement is invaluable. It ensures that we are truly acting as the patients advocate" - Upper GI CNS

90% Found early contact with the dietitian helpful

"I was so anxious waiting to find out if I had cancer or not. The team helped make that wait bearable and kept me informed" - patient feedback to upper GI pathway board

100% felt the support offered was helpful.

How We Did It

- We completed a service review of 40 randomly selected patients
- We compared two cohorts of patients, 20 patients from 2019 with a single CNS and 20 in 2022 with the additional staff
- Information was obtained from a notes review and Somerset cancer database
- A patient satisfaction survey was completed in 2022

Our Conclusions

- The recent recruitment of a second CNS and PN demonstrated an improvement in the cancer pathway and patient experience

What We Found

- In 2019 **20%** of patients had a delayed pathway, in 2022 - **0%**
- In 2019 **30%** of emergency admissions were avoidable, in 2022 - **0%** emergency admissions
- In 2019 **NO** pre diagnosis phone calls were made. In 2022 **78%** of patients were contacted by telephone and had an information leaflet before their first hospital appointment. **40%** of patients were discussed earlier at MDT

References

NHS England (2019) Implementing a timed oesophago-gastric diagnostic pathway. Department of Health. London
Macmillan Cancer Support (2010) Quality in Nursing: Excellence in Cancer Care: The Contribution of the Clinical Nurse Specialist. Department of Health. London
King, G (2016) Patient Navigators NHS England. Department of Health, London

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