

Delivering Personalised Care Through Collaboration For HPB Cancer Patients

- Steph Gooder HPB Lead Nurse & Hayley Turner Clinical Nurse Specialist

Background and Aims

Having a new cancer diagnosis is a life changing event that results in a variety of social, psychological and symptom issues. Holistic Needs Assessment, self-help and support groups contribute to NHS priorities, such as, the implementation of personalised care by providing improved patient experience, better quality of life and compassionate care. The aim is to deliver on the personalised care agenda by collaborating with local services who themselves provide cancer care and support; alongside early introduction to palliative support services and the hospice environment.

Methods

Results

Range of services accessed:

- Patients more likely to access services after attending HNA clinic at an outside provider .
- Services accessed- OT, Physio, hospice at home, Carer support, Fatigue clinic, counselling, exercise classes, financial advice, social work, complementary therapies and access to specialist family services.
- Early access to hospice setting and palliative services.
- Better symptom management.
- Improved patient experience and quality of life.
- Improved access to Cancer support.

- **HNA Clinics:** the HPB service delivers Holistic Needs Assessment (HNA) clinics in collaboration with St Ann's Hospice, Beechwood Cancer Care Centre and Blythe House Hospice Care.
- **HPB support group:** is a group held at Maggie's Manchester, which enables patients to access peer support and the services provided by the Maggie's team.
- **Specialist Palliative Care team:** we work closely with this team through joint ward visits and SPCT MDT attendance. This improves continuity and support for patients whilst acknowledging that for many patients, a HPB diagnosis is a palliative diagnosis.

Feedback from our Partners

- Patients/partners/carers accessed our services earlier, which helped demystify people's perception of the hospice being a 'place where people only go to die', and has led to the introduction of supportive palliative care/support sooner.
- Often this led to patients and carers accessing a range of services i.e. Complementary Therapies, peer support sessions, Physiotherapy /Occupational Therapy etc.
- Effective communication and sharing of information between HNA clinic and Blythe House Hospice improves the patients experience that ensures continuity of care.
- Collaborative and responsive service which ensures patient's needs are addressed.



"Great way to meet people dealing with diagnosis treatment and their families"

"I was able to meet partners in the same boat, we no longer felt alone in our journey"

Conclusion

It's important to establish a service where patients can access diverse types of support to suit their individual needs.