## Personalised Care

Andrea Webber Personalised Care Manager – Core Interventions

22<sup>nd</sup> September 2023
Live Well With Cancer
Tameside Steering Group Mapping Event
gmcancer.org.uk



## **Core Interventions**

What are they and what are all the acronyms!

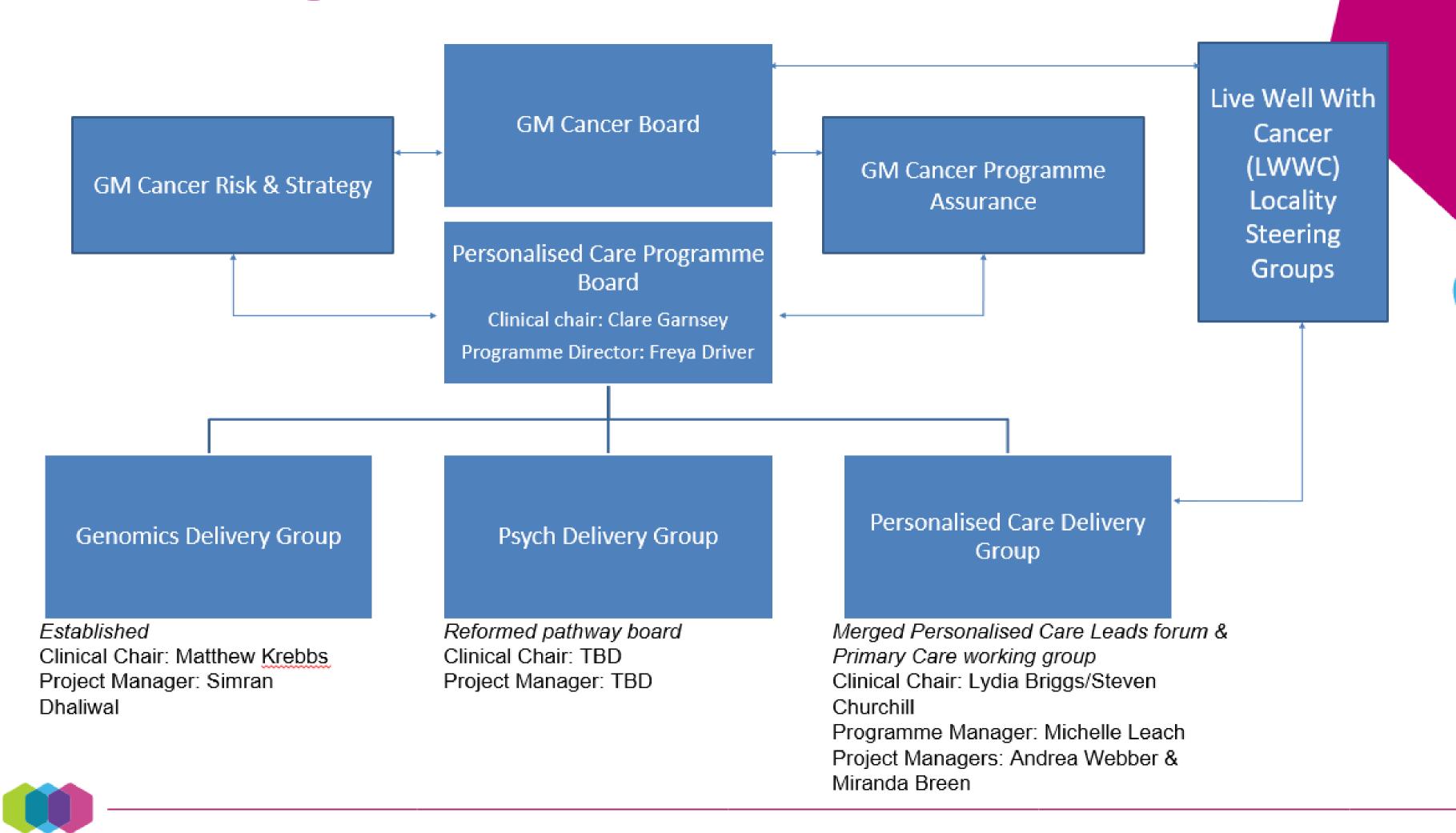
HNA PCSP

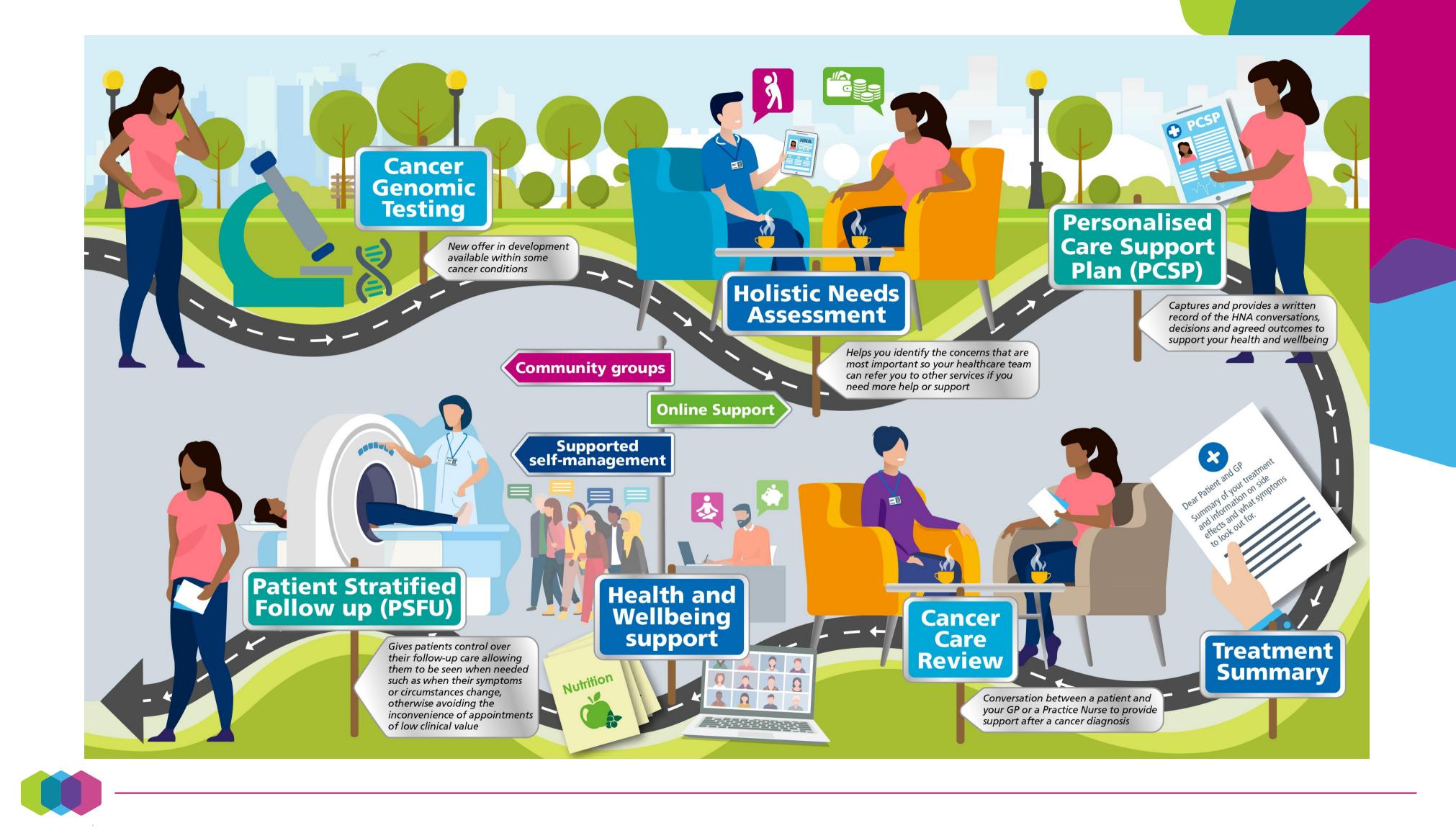
TS COSD CPES

EoTS CCC QIP



### **Governance Arrangements**





# Holistic Needs Assessment and Personalised Care and Support Plans

#### 01 PERSON CENTRED

People are central in developing and agreeing their personalised care and support plan including deciding who is involved in the process

#### **02 WHAT MATTERS**

People have proactive, personalised conversations which focus on what matters to them, paying attention to their needs & wider health wellbeing

#### PERSONALISED CARE & SUPPORT PLANNING

#### 05 REVIEW

People have the opportunity to formally and informally review their care plan.

Personalised Care and Support
Planning is a series of facilitated
conversations in which the
person, or those who know them
well, actively participates to
explore the management of their
health and well-being within the
context of their whole life and
family situation.

#### 03 OUTCOMES

People agree the health and wellbeing outcomes they want to achieve, in partnership with the relevant professionals

#### 04 SHARABLE PLAN

Each person has a sharable personalised care and support plan which records what matters to them, their outcomes and how they will be achieved



# Holistic Needs Assessment and Personalised Care and Support Plans

						KPI 3	KPI 4
						% of offered	% of HNAs
	HNA total	HNA	HNA		PCSP	HNAs	resulting in a
Trust	(offered)	completed	undecided	<b>HNA</b> declined	completed	accepted	PCSP
Bolton	131	47	70	14	11	36%	23%
Christie	no data	no data	no data	no data	no data	no data	no data
MFT	595	477	0	49	447	80%	94%
NCA	228	118	44	60	85	52%	72%
Stockport	106	54	45	7	30	51%	56%
Tameside	0	0	0	0	0	C	0
WWL	364	316	45	3	52	87%	16%

- Cancer Outcomes and Services Dataset (COSD)
- % Key performance indicators and 2 quality improvement plans



# How do we ensure everyone receives the same quality?

User involvement

- Co-develop patient facing communications and documents
- Inform service delivery to ensure it is fit for purpose

Education

- Support healthcare professionals to have the confidence & skills to deliver each intervention
- Inform patients and public on what they are entitled to & how to support their own health

Comms &Engagement

- Promote personalised care and its benefits
- Increase awareness of what support and services are available

Digital Enablement

- Increase efficiency and clinical safety
- Support access to services quicker



## Personalised Stratified Follow up

There is currently little evidence that routine follow-up identifies disease recurrence yet it is costly and time consuming.

Therefore national guidance encourages stratification of patients onto follow up pathways based on risk.



### **Treatment Summaries**

- All treatment summaries to be agreed by the pathway board
- Every Trust uses the same treatment sumamry
- Currently reviewing all letters, identifying any gaps and developing these letters with patient groups and clinical input
- Need to enhance the accessibility of these letters, make them easier to understand
- Work with primary and acute care to ensure that they are reaching GPs



### Our team – Personalised care



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## Questions?

