

## Workforce and Education Programme

Developing a model for providing integrated and seamless personalised care to patients with long term conditions

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### Project Summary

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- The increasing number of cancer survivors has led to an increase in the number of people requiring follow-up care, monitoring and management.
- The Cancer Care Coordinator (CCC) role has been well established in secondary care with significant positive outcomes, although patient feedback suggests there is often a disconnect between primary and secondary care, feeling like they enter a 'blackhole' when transitioning between the two.
- To support the delivery of the NHS Long Term Plan ambition of personalised care for all cancer patients, Greater Manchester (GM) Cancer Alliance secured funding to pilot nine Cancer Care Coordinators in nine Primary Care Networks across GM.
- This was an 18-month project initiated in April 2022 which aimed to pilot a boundary spanning CCCs role between primary, community and secondary care to provide seamless personalised care for cancer patients, support staff through tailoring the role to PCN's needs and embed the CCC role as a single point of contact for people affected by cancer.

### Methodology



#### Aims:

- Recruit nine CCCs across nine Greater Manchester Primary Care Networks.
- Support the delivery of seamless personalised care and the Comprehensive Model of Personalised Care.
- Provide a safety netting role for patients.
- Meeting targets set out in the NHS Long Term plan / Quality and Outcomes Framework.

#### Pilot Support:

- Training and education packages developed to support CCC induction.
- Dedicated Primary Care Network Leads Steering Group established to provide project governance.
- CCC forum initiated to provide peer-to-peer support and networking opportunities.
- Patient feedback surveys co-produced with patient representatives to gain patient insight.
- Bi-monthly Cancer Support Worker (CSW) Forum initiated for all CSWs to come together as a community of practice to support one another and share best practice.

### Outcomes



1. Increased number of Cancer Care Reviews completed.

**1423** Cancer Care Reviews completed, an overall, **17%** increase in the number of Cancer Care Reviews achieved since Cancer Care Coordinators in post.

2. Reduced variation in the quality of Cancer Care Reviews.

**279** Cancer Care Reviews audited, **90% (n=251)** were booked as a standalone appointment and **98% (n=278)** were conducted using a Macmillan structured template.

3. Increased referrals to Social Prescriber Link Workers.

**210** Social Prescriber Link Worker referrals were made throughout the pilot.

4. Increased workforce satisfaction.

Primary Care Workforce Survey demonstrated an improvement in workforce satisfaction. **81% (n=35)** confirmed having a Cancer Care Coordinator reduced their workload.

5. Increased patient satisfaction.

**241** patients completed the Patient Feedback Survey. **93% (n=224)** patients felt 'very satisfied' with the care they had received from their Cancer Care Coordinator.

6. Increased confidence for patients with self-managing their own conditions.

1:1 Interviews with patients highlighted the CCC supported them and increased their confidence to self-manage their care after a diagnosis.

### Next Steps



- CCC roles sustained in Bury, Tameside, Salford, Stockport, and Oldham through the Additional Roles Reimbursement Scheme.
- Other localities including Wigan, Oldham South and other Alliances Nationally are now recruiting CCC roles into their PCNs following request for guidance and support from this pilot.
- Opportunity to upskill Care Coordinators in PCNs to support cancer workload including delivering Cancer Care Reviews. Training package to be developed in collaboration with GM Cancer Academy and GM Cancer Personalised Care team to support the workforce in PCNs.
- Further work is needed to ensure seamless provision of care and patient information flows seamlessly across the two sectors.

### Highlights



#### GM Macmillan Cancer Support Workforce Event

The Greater Manchester Macmillan Cancer Support Workforce Event 2023 took place on Thursday 19th October. The event aimed to build communication bridges between CSWs in primary and secondary care across GM.



Figure 1.0 GM Macmillan Cancer Support Workforce Event

#### Macmillan Professional Excellence Awards

The Cancer Support Worker Pilot won the Macmillan Professionals Quality Improvement Excellence award, recognising the hard work and achievements of the Cancer Care Coordinators and the project team.



Figure 2.0 Macmillan Professional Excellence Awards

### Recommendations

Read more about the Cancer Support Worker Pilot by scanning the QR Code:

