

Cancer Care Coordinator Training & Development Programme

Manchester University Foundation Trust



Manchester University
NHS Foundation Trust

Background

Manchester University NHS Foundation Trust serves a population of 750,000 across 10 hospital sites.

Our team of 24 Cancer Care Coordinators work within a variety of management structures with differing expectations and training and delivery models across the organisation.

The quality and patient experience of Holistic Needs Assessments (HNAs) and Personalised Care & Support Plans (PCSPs) were different across sites and individual cancer teams.

Feedback

'Really enjoyed the day, I learnt a lot about safeguarding which was really interesting'

Aims

To develop a training and development programme for the Cancer Care Coordinators.

Improve knowledge & communication skills to provide high quality care to patients.

Introduce quality assurance measures to ensure Holistic Needs Assessments and Personalised Care & Support Plans are of a high-quality standard and reduce potential inequalities across the trusts footprint.

Methods to identify training required

- Semi structured interviews with the cancer care co-ordinators to obtain qualitative data.

- Data analysis of Personalised Care & Support Plans

- Use of National Cancer Patient Experience Survey data.

- Review of previous training undertaken.

- Patient Feedback



Feedback

'The most Professional Development I have been offered in any job'

Solutions

- Standardised induction programme aligned to Ascend
- Quarterly face to face training days
- Fortnightly online bitesize training
- Supervision
- Personalised Development Plans
- Cancer Care Coordinator Champions e.g. dementia, learning disabilities, LGBTQ+

Gaps Identified

- Knowledge of cancer specific concerns.
- Methods to support emotional distress.
 - Communication Skills
- Knowledge of local support services.
- Development of Standard Operating Procedures for HNAs and PCSPs.
 - Quality Assurance Process.

Face to face training days

Managing difficult conversations

Sexuality & cancer

Safeguarding

Suicidal ideation

Inequalities in cancer

Health literacy

Long term effects

Prehab & rehab

Supporting palliative patients

Bereavement support

Bitesize Sessions

Social prescribing

Macmillan will service

NHS befrienders

Local cancer charities

Conclusion

The Cancer Care Co-Ordinator teams have received enhanced training to deliver high quality, effective person-centred care. There is a standardised approach to HNAs and PCSPs whilst remaining personalised to the individual.

This has reduced inequalities and seen an increase in compliance of 90.67% in comparison to the previous year.

Through the training programme the teams have the necessary knowledge & skills to confidently signpost patients to relevant national and local support & information providers.