

# Holistic Needs Assessments Ensuring Consistent Compliance via a Departmental Approach



The Christie  
NHS Foundation Trust

## The Christie at Oldham

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### Introduction

The holistic needs assessment allows us to understand the physical, emotional, and practical needs of each patient, enabling us to provide personalised care that addresses all aspects of their well-being.

By working together as a team, we can ensure that all patients receive the best possible care and support throughout their radiotherapy treatment.

This comprehensive approach ensures that all patients receiving radiotherapy at The Christie at Oldham have their holistic needs assessed and addressed. The collaboration between Radiographers, Support workers, the Medical team and the Cancer Care Co-Ordinator ensures that all new patients are automatically scheduled a HNA appointment as part of their radiotherapy appointments and that each individual receives the support and care they need during their treatment and afterwards.

This integrated approach not only benefits the patients but also enables the department to provide more effective and efficient care, leading to better outcomes and overall patient satisfaction. By working together and coordinating our efforts, we can ensure that every patient at The Christie at Oldham receives the care they need during their cancer treatment journey.

### Aim

Collaborating as a team ensures that all aspects of a patient's care are considered and addressed, leading to a more cohesive and coordinated approach to their treatment. By working together, we can also identify any gaps in services or support that may exist, providing a more seamless and effective patient experience and to continue to deliver high quality care.

The process involves;

**Scheduling:** Support workers

- Ensures all patients have an appointment for a HNA.

**Checking system:** Radiographers

- Identify missed HNA appointments during the planning checks.

**Informed patients:** Radiographers

- Provide patients with the information and materials in advance of the appointment to ensure patients awareness, also identify via Rockwood any frailty needs.

**Assessment:** Cancer Care Coordinators

- conducts the assessments.

**Support and care plans:** Cancer care co-ordinator

- provides support and completes personalised care plans based on the assessment.
- Informs medical team if any additional medical needs are identified

The Aim is to ensure all patients attending for radiotherapy receive an appointment for a HNA and are encouraged to attend.

### Methodology

A report on Mosaiq the radiotherapy patient management system was generated, this reported the number of new patients starting Radiotherapy at Oldham between September 1st, 2023 and March 1st, 2024.

The system also generated a report over the same time period as to how many of these patients were scheduled HNA consultation.

Recent data was then compared with data gathered in 2020, to ensure the approach adopted ensured consistency in the compliance for uptake of the HNA service.

### Results

Data gathered in 2020 indicated an uptake of HNA appointments at 98.9%. With only 2 patients declining an appointment.

Data gathered in 2024 reveals that of the 792 new patients 99.7% of patients were offered a Holistic Needs Assessment appointment. 94.5% of the patients attended for the HNA appointment, with only 0.8% of patients refusing. 4.3% of patients were offered a Holistic Needs Assessment but could not be completed due to no response on the scheduled appointment or the patient being admitted to another hospital at the time.

Total Patients	HNA's offered	HNA'S completed	HNA'S patient declined	HNA'S unable to contact patient
792	790 99.7%	749 94.5%	7 0.8%	34 4.3%

### Conclusion

A team approach in the HNA pathway ensures all patients receive holistic needs assessments, personalised and effective care, ultimately improving patient outcomes and satisfaction.

By ensuring a departmental approach and involvement from all disciplines, the uptake of HNA appointments remains extremely high and is consistently high over the years.



### Patient Outcomes

The HNA process offers personalised and effective patient care.

Support services patients received through this pathway included;

- Occupational therapy, GP and CNS referrals
- Financial Support
- Help obtaining mobility aids
- Counselling & local support groups
- Help with breathlessness
- Diet and Exercise information
- Carers support
- Points of contact provided such as CNS, palliative care team and community support.

A number of patients who were already receiving the correct support voiced they are thankful for contact, allowing them to feel they are cared for and not forgotten.

### Learning Points

Collaboration and multi-disciplinary approaches to patient care ensure the best outcomes.

A systematic approach ensures high uptake of the HNA and maintains the quality of care over prolonged periods of time

