

Nurse-led telephone faster diagnosis clinic

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NHS Foundation Trust

Why we chose this project:

Patients on a cancer pathway that have a negative cancer diagnosis are not being informed as quickly as they should be as ENT outpatient clinic slots are prioritised for positive diagnosis cancer patients which then reduced availability for non-cancer patients to be seen:

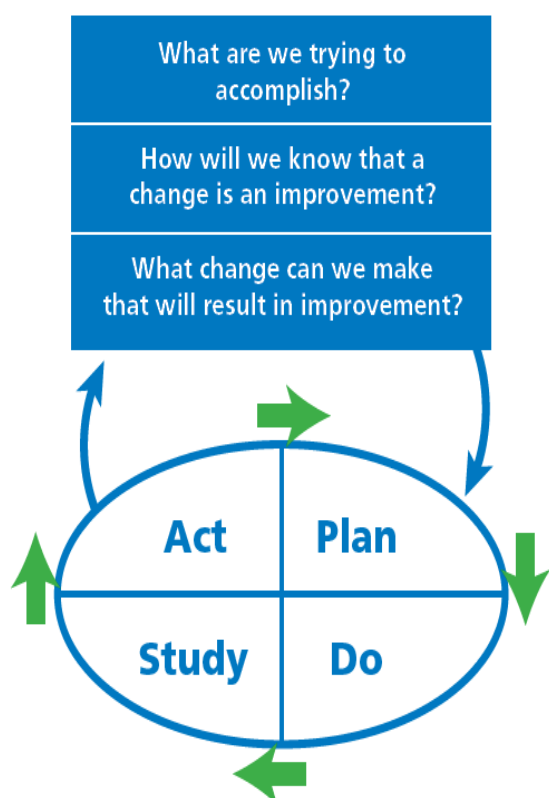
- Patients are affected as they are left anxious and not informed/reassured that they do not have cancer
- The trust is affected as cancer targets are not always being met (non-cancer diagnosis <28 days of referral)
- Staff morale is affected

Our idea for improvement:

Establish a nurse-led telephone faster diagnosis clinic for non-cancer head and neck patients to:

- Improve patient experience
- Achieve and maintain the faster diagnosis compliance rates (from referral to diagnosis <28 days)
- Increase overall head and neck clinic capacity

Model for Improvement



What we did – using the PDSA cycle

- Understand current data
- Identify and engaged with stakeholders (consultants, clinic staff, booking team)
- Set up a weekly clinic template for nurse-led telephone clinic
- Outline criteria for suitable non-cancer head and neck patients
- Outline the process to identify and trigger nurse-led follow up
- Identify roles and responsibilities
- Provided training for staff
- Ensure appropriate resources available
- Measurement strategy to assess outcomes

Anticipated outcomes:

Initial clinic due to start April 2024

- Length of time head and neck patients with non-cancer waiting for diagnosis will decrease
- Patient anxiety will reduce, therefore enhancing patient experience
- Faster diagnosis compliance rates will increase
- Financial efficiency, nurse-led compare with doctor led
- The process will take a few runs to work as intended - use of PDSA cycles to ensure it is tested and refined
- Enhanced staff experience- direct impact on service improvement – delivering an enhanced service for their patients

Next steps

- Do - First clinic will start April 2024
- Study – measurement strategy – outcomes of the clinic
- Act – based on findings review and continue to refine the clinic through multiple PDSAs
- Share and celebrate – the process of setting up the clinic and outcomes with wider trust and wider GM Cancer Network for further patient and network benefit

Contact us

For more information or to network and share ideas, please email: Kerenza.graves@boltoft.nhs.uk



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