

# Evidence for new approach to cancer care at Stobhill



TRANSFORMING  
YOUR  
CANCER CARE

WE ARE  
MACMILLAN.  
CANCER SUPPORT

NHS  
Greater Glasgow  
and Clyde

## Improving cancer care and support

A new approach to supporting people after cancer treatment has led to significant improvements in patient experience, as well as a 50% reduction in demand for consultant appointments.

The Transforming Care After Treatment pilot project, at **Stobhill Hospital in Glasgow**, offered women who'd finished treatment for breast cancer, medical follow-ups and emotional and practical support. This was captured in a care plan, based on a detailed assessment of their individual needs.

This approach to care after treatment exemplifies the vision for cancer care set out in the Scottish Government's cancer strategy, **Beating Cancer: Ambition and Action**, published in Spring 2016.

Decision-makers across the NHS are being urged to look at the project and consider how its lessons can be used to improve care after treatment across Scotland.

## How the Stobhill pilot project worked

Traditional aftercare involves women attending hospital for a yearly mammogram and a short appointment with a consultant. Women in the pilot still attended their annual mammogram, but also completed a Holistic Needs Assessment (HNA), a questionnaire which asked about their physical, emotional and practical concerns.



A clinical nurse specialist (CNS) reviewed every completed HNA and then called each woman to discuss their responses and the kind of support they might need. Women were then referred onto the most appropriate support services, to help with a range of concerns from emotional support to money advice. If required they were referred on to NHS Clinics for help managing treatment side effects or to see a consultant.



The project ran between **October 2015 and July 2016**



**150 women who'd finished breast cancer treatment agreed to take part in the pilot**

## How did the new approach improve cancer care for patients?

### Support



**Women were happier with the care and support they received after treatment.**



There was a **44%** increase in the number of people giving their overall care after treatment the top score. 15% (5) gave it the top score of 10 before the pilot compared with 59% (27) after the pilot.

### Consultant appointments



**600 hours** of consultant appointments to be freed each year. This would allow consultants to spend more time with patients with more complex needs.



The number of consultant appointments needed by the women was **reduced by 50%**. Appointments were given based on an assessment of each woman's individual needs and preferences, rather than automatically.

## Meeting needs and increasing confidence

More women reported **feeling more confident** in managing their condition by themselves.



## Needs

Before the pilot After the pilot



**66%** (29/44) of patients said their needs were completely met when **managing the side effects/consequences of treatment**, compared to **24%** (8/34) before the pilot began.

## Referral



**80%** of patients were referred to additional support services. There was a 33% increase in referrals to the Breast Cancer Care Moving Forward course, which helps women adjust to life after treatment.



**65%** (31/48) of patients said their needs were completely met in **knowing where to seek help** if they needed it, compared to **32%** (11/34) before the pilot began.

## Where did the responses come from?



The responses come from two surveys of women who'd finished breast cancer treatment at Stobhill. **46** women who received aftercare as part of the TCAT pilot completed the survey along with **34** who received aftercare before the pilot began.

## Why is a new approach to care after treatment needed?

While many people feel very supported during their hospital treatment, there is growing evidence the current system isn't effective at helping people get the care and support they need after treatment ends.

The Scottish Government, NHS Scotland and local authorities across Scotland know the cancer care system needs to change. Together with Macmillan Cancer Support, they have created the **Transforming Care After Treatment** programme. It tests and spreads new models of care and support built around what a cancer patient needs to help them recover as fully as possible.

**'My concerns were recognised, discussed and action taken. It showed an understanding of what you were going through.'**

Patient on the new model of follow-up care

**'I thought the staff at the mammogram clinic were very supportive and straight to the point explaining symptoms.'**

Patient on the new model of follow-up care

## What next?

Offering people aftercare built around an individual assessment of what they need results in both a better patient experience and better use of NHS resources.

This model of care is now being rolled out to all those who've finished treatment for breast cancer in Stobhill and embedded into everyday practice.

The statistics in this report are from a self evaluation carried out by the project staff.

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