

Practice Nurse-Led Cancer Care Reviews



TRANSFORMING
YOUR
CANCER CARE

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MACMILLAN.
CANCER SUPPORT

NHS
Lanarkshire

A Lanarkshire project, with the aim of generating evidence to show the acceptability and feasibility of practice nurses carrying out Cancer Care Reviews (CCR).

The aims were:

- Increase the confidence of 10 practice nurses to deliver Cancer Care Reviews (CCR)
- Provide evidence of the effectiveness of practice nurse led holistic cancer care reviews
- Empower patients and carers to improve their quality of life
- Improve the quality of the patient experience by offering a person-centred cancer care review
- Report potential reduction in unnecessary GP appointments

The project is part of the Transforming Care After Treatment (TCAT) programme, which is testing and spreading new ways of supporting people with cancer. Health and social care leaders are being urged to look closely at the learning from this project and look at how similar support services can be offered across Scotland.

How it worked



1. Pre-project focus groups for people with cancer were formed within the area. They showed that many people didn't recall that they had received a CCR from their GP despite feeling lost and confused about where to turn to when treatment was finished.



3. Between January 2016 and June 2017; 390 people who were cancer patients were invited to a CCR. Patients were sent a copy of the concerns checklist prior to their appointment to allow them time to consider what was important to them.



2. From nine practices across Lanarkshire, 14 practice nurses attended a 5 day Macmillan 'Cancer as a long-term condition' course and £400 backfill was provided to each practice.



4. Edinburgh Napier University supplied evaluation support to help analyse core data, processes and actions, concerns raised, patient feedback questionnaire and focus groups.

The results (patients)

- **248** people attended a cancer care review (63.5% up take of those that were invited)
- **20%** had a review over a telephone call to allow for flexibility
- A potential **4960 GP minutes** were saved due to a practice nurse carrying out the CCR which amounts to 496 GP appointments freed up.
- Across all practices; **fatigue, pain** and **worry** were the top three concerns raised during a CCR.
- **99%** of people had not received what they perceived as a holistic needs assessment from any other cancer specialists prior to speaking to their practice nurse
- **85%** of patients who responded to a survey rated the support they received from their CCR as an 8/10 or above.
- Of those that responded an overwhelming majority of people rated that they had been highly involved in decisions about their care and that the CCR had helped them to get to other services and **help put everything together.**

Feedback from/about Practice Nurses

>> Feedback from practice nurse focus groups depicted the increased confidence and competence of the practice nurses through delivering CCRs and following training.

'The Macmillan course is enhanced continual professional development for practice nurses; it came at the right time where the practice nurse was looking for some additional learning/challenge.'

Quote from a GP

'I think it is very patient led...you're saying to them what do you think would help? You know whereas (before) you'd have said to them, well I think you need x, but now you're saying to them what do you think? What do you think would help?'

Quote from a practice nurse

'Before it was kind of like oh no...they're coming in, they've got cancer, hope they don't ask me something I don't know. But now I am quite happy now to say, well I don't know that but get in contact with x,y,z and they'll be able to help you'

Quote from a practice nurse

Conclusion

The project has successfully generated evidence to demonstrate an improvement in the:

- **Quality** of the cancer care review
- **Satisfaction** for both the person with cancer and also the practice
- **GP capacity** through a shift in work load
- **Operational guidance** for primary care to share and spread learning

Next steps

This project was shortlisted for the Health & Social Care Alliance self-management project of the year and Changemaker awards. The project has received funding to support the spread of learning locally for another year with the following aims:

- Promoting and recruiting 15 additional practice nurses to attend the Macmillan Cancer as a long term condition 5 day course starting January 2018.
- Co-ordinating the hosting of a Lanarkshire practice nurse cancer care course in 2018.
- Disseminating the "Practice Nurse led Cancer Reviews" operational guidance.
- Offering support to Cluster groups who select cancer as a quality improvement topic area and to those practices who are working on the Macmillan Quality Modules.
- Establishing an awareness of the programme of work with the Transforming Primary Care Work group for redesigning primary care services.