

Introduction

Cancer prevalence is increasing year on year and there are around 2.5 million people living with and beyond cancer. The impact of cancer doesn't end when treatment does and traditional models of follow up are not sustainable. Cancer is one of the nine 'must do's' outlined in the 2017-2019 NHS Operational Planning and Contracting document "...stratified follow up pathways for breast cancer patients are rolled out..." Stratified follow-up is an agreement between the patient and clinician on the best follow-up pathway to address the patients specific needs. The overall aim is to improve patient experience and outcomes, quality of care and embedding supported self-management within the cancer pathway.



In North East Hampshire and Farnham breast cancer incidence is increasing 1.6% per year compared to England overall which is 0.9%. The re-design of the pathway could lead to improved aftercare services for those living with and beyond cancer and to be able to sustain breast cancer (and other cancer) services into the future. It is imperative that patients are involved in the re-design of these services.

Project Goals

- ◆ To obtain the skills to influence providers to ensure patient/public voice is part of the re-design of cancer pathways
- ◆ To understand the tools of patient/public engagement to enable them to inform changes to services
- ◆ To include patient feedback into the development of key performance indicators (KPIs) within the service specification/contract

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Project Description

This project is focussing on how to involve patients in the re-design of the breast cancer follow up pathway.



They key areas are:

- Undertake research on stratified follow up pathways including examples of patient engagement
- Develop a patient questionnaire which has been co-designed by patients
- Gather views from breast cancer patients locally on what support they would require to be on a self-managed follow up pathway
- Influence the provider to incorporate patient engagement in the re-design of the breast cancer follow up pathway
- Gather and incorporate views of patients in the development of the key performance indicators (KPIs) for the service specification

Evaluation Strategy

This element is still in development however would anticipate seeing an improvement in the national Cancer Patient Experience Survey and the implementation of locally collated patient feedback.

References

- ◆ Innovation to implementation: Stratified pathways of care for people living with or beyond cancer A 'how to guide', NHS Improvement cancer
- ◆ London Cancer: Early Breast Cancer Stratified Follow-up Implementation Resource Pack

Key Findings

The Empowering Engagement in North East Hampshire and Farnham programme has provided the skills and understanding to continue to ensure patient/public engagement is key to commissioning. The key findings for this project are:

- Clarity is required on the roles and remits for each individual involved in the process
- Be upfront on what can be changed or included following the patient involvement
- Ensure any patient/public communications are NHS jargon free and sense checked before circulating more widely
- Good patient/public engagement takes longer than anticipated
- Doesn't need to be on a large scale—small one to one conversations can be just as informative as big events
- Undertake research to see if other organisations/people have done similar things—build on the results if appropriate

Conclusions

- ◆ To continue to ensure that patient/public engagement is at the heart of what we do going forward.
- ◆ Sharing with colleagues and providers that ensuring patient/public engagement improves services
- ◆ By ensuring that patients have the ability to feed into this pathway re-design will ensure that the pathway works for them
- ◆ Initial patient feedback is that this is a great idea
- ◆ Patient engagement and co-production is key to ensuring we have appropriate services in place.



Credits

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