

A black and white portrait of a woman with dark, curly hair, smiling slightly. She is the central focus of the image, with the text overlaid on the left side.

Advice to Support commissioners to achieve improvements in cancer services

Please note this toolkit is a draft version and any comments / recommendations should be emailed to england.operations-south@nhs.net

Health service quality can be define as provision of care that exceeds patient expectations and achieves the highest possible clinical outcomes with the resources available

***Does improving quality save
money***





What can Don Berwick do for the NHS?

By Colin Cooper, 01 March 2013

US healthcare expert Don Berwick has been asked to help enforce the Francis report. Colin Cooper outlines what GPs can expect.

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When the prime minister announced in parliament last month that he had invited Don Berwick to make 'zero harm' a reality in the NHS, he seemed to think everyone would know who he was talking about.

It was just a fleeting mention - apparently Professor Berwick had advised President Obama on the matter - and could easily have been dismissed as a quick PR fix for the Mid Staffordshire report.

But for those GPs who are aware of the Harvard professor's work, that swift name-check may well have brought with it a renewed sense of hope for the future of the NHS.

The son of a GP

In particular, anyone who heard his speech at the RCGP's 2008 conference in Bournemouth will remember colleagues weeping as he spoke about growing up as the son of a rural GP in Connecticut - and, of course, the standing ovation he received afterwards.

Professor Steve Field, then chairman of the college and now deputy medical director at the NHS Commissioning Board, is effusive in his praise: 'Don is a wonderful, wonderful human being. He has a brain the size of a planet and wonderful values and communication skills.'

A promise to learn – a commitment to act

Improving the Safety of Patients in England

National Advisory Group on the
Safety of Patients in England

"The important single change in the NHS in response to this report would be for it to become, more than ever before, a system devoted to continual learning and improvement of patient care, top to bottom and end to end"



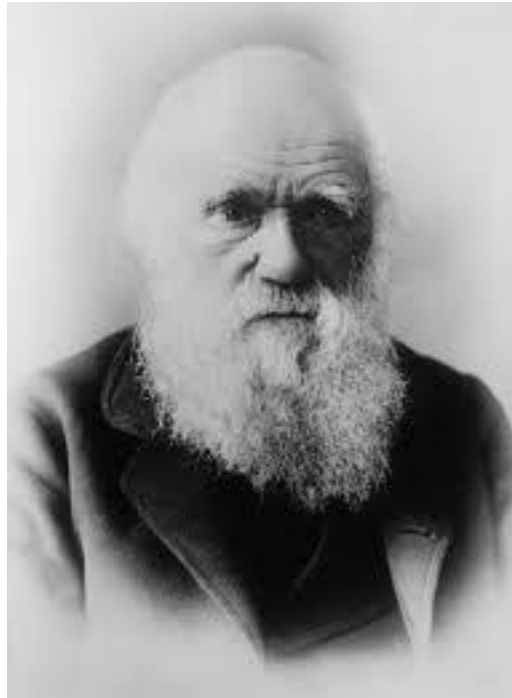
"All leaders concerned with NHS healthcare – political, regulatory, governance, executive, clinical and advocacy – should place quality of care in general, and patient safety in particular, at the top of their priorities for investment, inquiry, improvement, regular reporting, encouragement and support."



Which stakeholders have to adjust their ways in order to make progress on the problem?

There is a tendency to avoid the necessary adaptations and stick to familiar ways - this can be through holding onto past assumptions, blaming authority or denying the problem.
Heifetz





It is not the strongest of the species that survives, nor the most intelligent that survives. It is the one that is most adaptable to change.



A commissioning toolkit for cancer

- This toolkit aims to support CCGs and NHS England with securing improvements in cancer services – ensuring that patients are seen as quickly as possible (compliance with cancer performance standards) and with achieving the best possible outcomes for cancer patients.
- It brings together key pieces of work by members of the cancer task and finish group that was set up by NHS England (South region) during July, August and September 2014. A full list of contributors is set out at the end of the document.
- This toolkit remains a draft document and is subject to revision.



Contents

Commissioning responsibilities

Who is responsible for commissioning cancer and what resources are available to help commission cancer services?

How to access performance information

What performance data is available and where can it be found?

Managing cancer waits

What governance arrangements should be in place and what questions should commissioners ask providers?

Stakeholder map

Which stakeholders should commissioners develop and maintain their relationships with?



Managing cancer waits: resources

<http://www.nhsimas.nhs.uk/what-we-can-offer/intensive-support-team/delivering-cancer-wait-times/>

Focuses on:

Reporting and performance management

Planning demand and capacity

Patient management/tracking

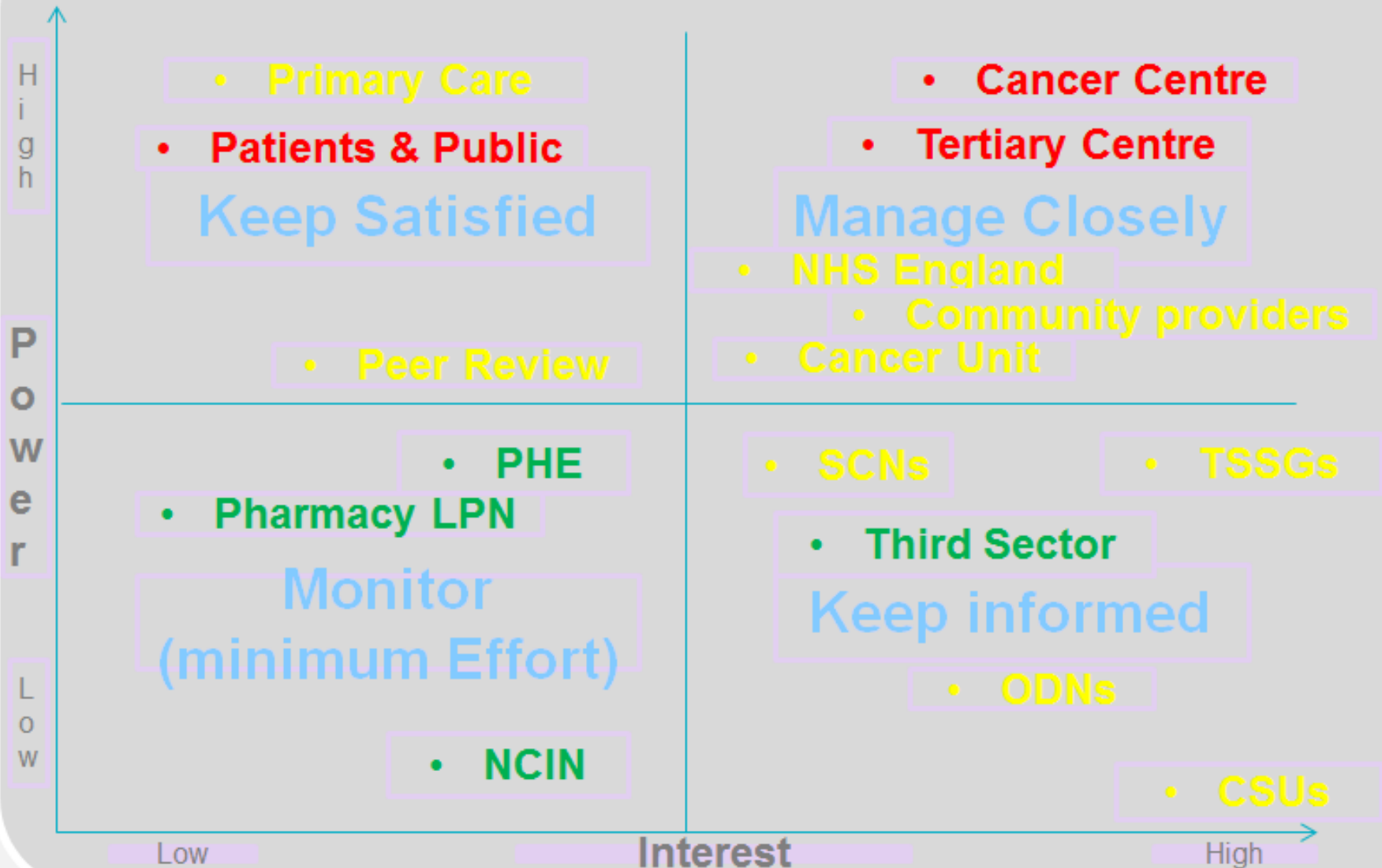
Diagnostics

Further demand and capacity tools are also available through the NHS IMAS website:

<http://www.nhsimas.nhs.uk/intensive-support-team/>



The following stakeholder map has been developed to help commissioners think about their relationships:



Feedback

We would like to ask for feedback on the content of this toolkit and how we could further share experiences and good practice across Area Teams and CCGs to ensure the delivery of high standards across the south. Please send any feedback or contributions you have to england.operations-south@nhs.net



- This toolkit was developed by the Cancer Task and Finish Group. Thanks are given to all members of the group and in particular contributions from:
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