

Cancer Information and Support Clinic (CISC)



Background

- Previous model was site-specific post treatment education events run by multi-professionals
 - Consistent patient feedback - Benefit earlier in pathway
 - Post diagnosis model being successfully delivered in Exeter Hospital
 - New generic CISC at NBT commenced in August 2017
 - Provides information on a range of topics to help patients take more control and participate in care and recovery
 - Aim is for all NBT newly diagnosed patients to attend (carers also welcome)
 - Continuing with breast post-treatment education events
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Process



- Presentation prepared by psychologists, dietitian, physio and other health professionals and patients
 - CNS teams provide weekly list of patients recently informed of their diagnosis (some may have already had / started treatment)
 - Patients sent standard OP style letter - Opt-out rather than op-in with information leaflet
 - Held every Friday in Macmillan Wellbeing Centre
 - Run and coordinated by Cancer Support Workers (CSW)
 - Session lasts for 1 ½ hours with a tea break
 - Tariff of £25 per patient for attendance
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Appointment letter

Dear

CONFIRMATION OF APPOINTMENT

We are pleased to confirm that your next appointment will be with the **Cancer Information and Support Service**. This is a group education and information clinic to support you as you go through treatment and with your recovery. This session is part of your routine holistic care.

This appointment will take place as follows:

Date:

Time: 9.45 am – 12.00 pm

Venue: Cherry Tree Room, NGS Macmillan Wellbeing Centre, Beaufort House

(Please note the Macmillan Wellbeing Centre opening time is 9.30am)

This group clinic is for people who have been diagnosed with a range of different cancers to offer you general advice and information relating to a cancer diagnosis.

The clinic will be run by members of the Macmillan Wellbeing Centre and topics covered will include:

- What to expect and who to contact
- Over view of cancer and treatments
- Support available through treatment
- Fatigue Management
- Physical Activity and Diet
- Work and Finance
- Emotional wellbeing

There will be opportunities to ask questions during the session and there is a wide range of information available specific to your cancer diagnosis.

Tea and coffee will be provided on arrival and during a refreshment break.

We have reserved a place for you. Please can you contact us if:

- If you are unable to attend this session (including if you have another hospital appointment/procedure)
- You would like to bring a relative, partner or carer

On **Tel: 0117 4140513** or at **LivingWell@nbt.nhs.uk**. Please leave a message stating your full name, NHS number and the date of the session you have been invited to.

We will happily answer any queries and return your call or email at your request.

Our service is provided weekly, so we will happily arrange for you to attend a consecutive session instead.

We look forward to seeing you.

Yours sincerely

Topics covered:

Part One


- What is cancer?
- The team looking after you
- What to expect from now onwards
- Potential treatment and side effects
- Work and benefit entitlements
- Practical support and information

Part Two

- Moving on
- Emotional impact of a cancer diagnosis
- Being in control of your options
- Fatigue management
- Eating well and keeping active



Evaluation form 1

Cancer Information and Support Clinic NGS Macmillan Wellbeing Centre		North Bristol  NHS Trust			
Date:					
We are really interested to find out how this group clinic may have helped your understanding of the topics discussed, as it will help us improve the services we offer in the future.					
Please circle a number (1-5) to indicate your knowledge of each topic: 1 = Little to no knowledge in this topic 5 = Very knowledgeable in this topic					
Please complete the sections below in RED BEFORE THE SESSION and in GREEN AFTER THE SESSION					
What cancer is and possible treatments					
Before	1	2	3	4	5
After	1	2	3	4	5
Knowing who the professionals involved are and what to expect					
Before	1	2	3	4	5
After	1	2	3	4	5
How to manage the emotional impact of a cancer diagnosis					
Before	1	2	3	4	5
After	1	2	3	4	5
What fatigue is and how to manage fatigue levels					
Before	1	2	3	4	5
After	1	2	3	4	5
The benefits of exercise in relation to cancer and exercise resources					
Before	1	2	3	4	5
After	1	2	3	4	5
The impact of diet and nutrition					
Before	1	2	3	4	5
After	1	2	3	4	5
How to seek advice about practical information e.g. finances					
Before	1	2	3	4	5
After	1	2	3	4	5
What are your expectations of coming along to this group clinic today?					

PLEASE TURN OVER AFTER THE SESSION					

Evaluation form 2

Were your expectations of this group clinic met? (Please tick a box).

Yes

No

If no, please could you tell us why?

What did you find MOST USEFUL about the session today?

What did you find LEAST USEFUL about the session today?

Is there anything you would like to see included or improved in future sessions?

Do you feel that this session was offered at the right time following your diagnosis? (Please tick a box)

Yes

No

If no, could you please tell us when this session should be offered?

If you have a guest with you what did they find most useful about the session today?

Could you describe 1 or 2 things you may do differently as a result of today's session?

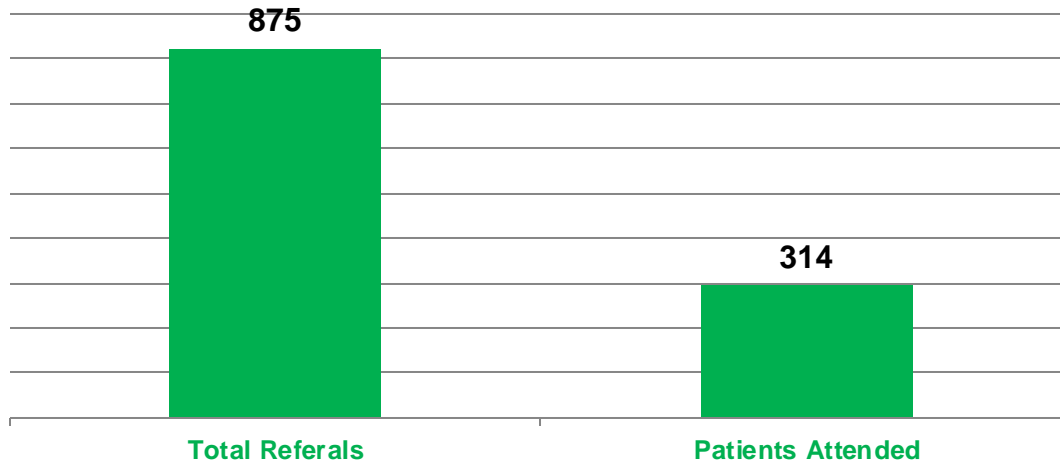
Any further comments?

Attendance

In the first 6 months **875 patients** have been referred and sent a letter

An average of 35 - 40 letters are sent each week

CISC Attendance Up To April 2018



35.8%
average
turnout of
patients

Relatives and carers

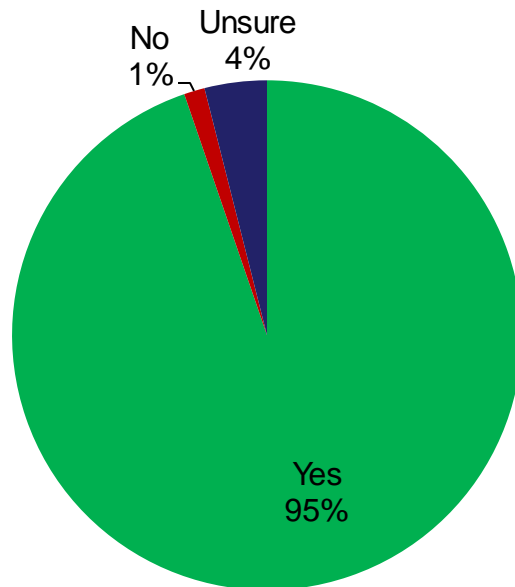
We strongly encourage partners, carers and relatives to attend with each patient that is invited.

$\frac{7}{10}$ patients have utilised this offer and brought someone along with them

As a result, an average of **24 people attend a clinic each week** (14 patients and 10 guests).

Evaluation

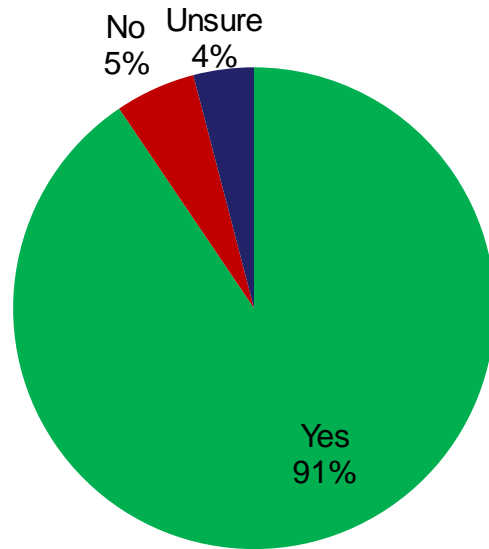
Were your expectations of the session met?



95% of our attendees got from the session what they were expecting

Evaluation

Do you feel this session was offered at the right time of your diagnosis?



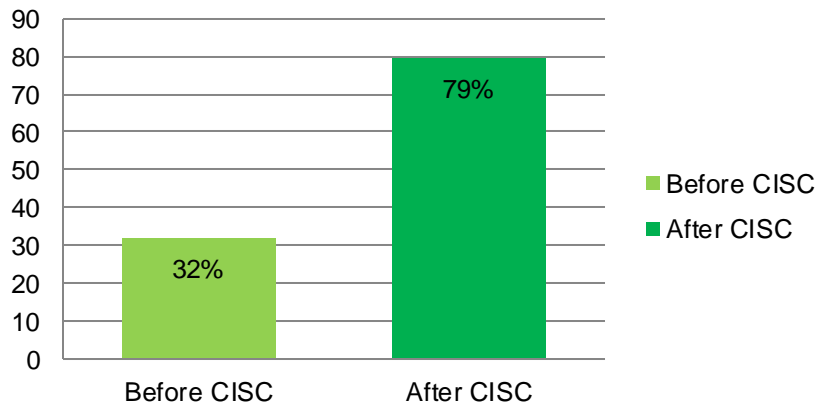
91% of all attendees felt the session was offered at the right time in their pathway

Knowledge after a session

All patients are asked to 'score their knowledge' before and after the session

A **4 or 5 score** indicates they feel confident in their knowledge of the topics discussed in the session

4 or 5 knowledge scores



Only 32% of patients scored a 4 or 5 on arrival to a session

At the end of the session, this percentage increased to **79%**

Feedback and comments

Really enjoyed the session, brilliantly run, with kind and caring people

Thank you for helping me to feel more in control and in charge of my cancer

Having being diagnosed with bladder cancer in 2009 - a course like this would have helped immensely

The explanations were simple and well presented - relaxed and comfortable

Benefits identified



- Improved patient and carer awareness of resources available early in the pathway
 - Introduction to the NGS Macmillan Wellbeing Centre. Patients revisiting after CISC
 - Greater insight into an holistic approach and helpful self-management measures
 - Increase in uptake when seen as part of routine hospital care
 - Involvement of carers as well as patients
 - Increase in dietician referrals and uptake of mindfulness sessions
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Challenges

- Timing of CISC - for some patients is after treatment
 - Treatment commenced soon after diagnosis
 - Diagnosis not confirmed until post surgery
- No current system of recording when patient informed of diagnosis – available on cancer register but not used
- Still a number of patients not being offered attendance
- Attendance still at 36% of those invited
- Not knowing how many will be attending (carers included)
- Staffing turnover and need to train new staff
- Still recognise a need to provide information and support post treatment

Future

- Increase to all patients across all cancer specialties including breast cancer patients
- Run more frequently
- Branch out into community venues (although benefit of being in Wellbeing Centre)
- Identify and address reasons for non attendance and improve take-up rates
- Increase in numbers of Cancer Support Workers as part of the LWBC cancer transformation funding to support the promotion and delivery
- Streamline the process of administration
- Reintroduce post treatment education events (generic)

Any Questions?



Exceptional healthcare, personally delivered