

IMPROVING CARE FOR OUR CANCER PATIENTS

Dr Sherif Raouf
Cancer & Clinical Support



INTRODUCTION

- One of the busiest oncology departments in the country
- We are constantly focused on:
 - looking for new ways to improve our patients' care, experiences and outcomes
 - improving efficiencies across the service
 - a holistic approach to caring for patients both during and after their treatment (Cancer Plan)
- We must ensure we can meet the increasing demand now and into the future
- We believe we can best achieve this by:
 - creating a centre of excellence for cancer treatment at Queen's Hospital
 - creating a 'Living with and beyond cancer' hub



A LOT TO BE PROUD OF...

- Met the national 62 day cancer standard for 17 months in a row
 - Only trust in London to have achieved this
- Member of the UCLH Cancer Collaborative
- Part of the BHR Cancer Collaborative Committee
- Enhanced Supportive Care team shortlisted for national Nursing Times award
- EMPOWER programme shortlisted for Nursing Times and Health Service Journal awards



STATE OF THE ART RADIOTHERAPY...

- State of the art radiotherapy centre at Queen's Hospital
- Three brand new machines – Halcyon (x2) and the Edge
- First in world to have two Halcyon machines on one site
 - halves treatment times; more accurate; more comfortable
- The Edge – can treat much more complex cases



WHY THE CHANGE?

- Need to change how we deliver healthcare nationally
 - best use of resources (people, estate and finance)
 - deliver services in a way that meets changing demands of our population
- We serve more than 1 million people from our three boroughs and across the whole of Essex (referred through our regional Neurosciences Centre)
- 6% increase year on year in patients requiring chemotherapy due to:
 - Population increase
 - Improvements in early diagnosis
 - State of the art treatments means people live longer
- Increases the need for services to be able to meet demand
- Increase in complexity of cases



SHORT TERM CHALLENGES

- Safety (patients' and staff)
- Staffing shortfall



LIVING WITH AND BEYOND CANCER HUB

- Good progress made
- Centre being well used
- New group room opened
- HOPE courses now rehoused, along with EMPOWER
- Positive patient feedback



A Make Up Masterclass in action



MANAGING THE TRANSITION

- Patients successfully transferred to Sunflower Suite for their treatment
- Supporting patients with transport
- Currently, offering chemotherapy 6 days per week, planned to extend to 7 days per week soon
- Generally positive feedback, some isolated issues/complaints
- Staffing situation much improved



COMMUNICATIONS AND ENGAGEMENT

- Close engagement with cancer patients through nursing team and 1-1 to reassure and support and via dedicated email address
- Continued broader involvement and engagement with patients, public, partners and stakeholders particularly including Healthwatch
- Messaging through range of channels eg website, stakeholder and GP newsletters, leaflets etc.
- Dedicated patient partner
- Continue to listen to patient feedback

healthwatch

