

Audit Findings from Cancer Care Reviews Completed in 2022

Introduction

The Quality Outcomes Framework (QOF) is designed to remunerate general practices for providing good quality care to their patients and helps to fund work to further improve care.

QOF Indicators

CAN001 – Practice establishes and maintains a register of all cancer patients

CAN004 – 50-90% of patients with cancer who have had a structured Cancer Care Review (CCR) recorded within 12 months of diagnosis

CAN005 – 70-90% of patients with cancer who have been informed of the support available from primary care and an opportunity for discussion, within 3 months of a diagnosis

In response, the [REDACTED] employed a Cancer Care Nurse, who started completing CCRs from July 2021, using the Arden's Cancer Template on EMIS. Following a full calendar year of completing CCRs, the Cancer Care Nurse wanted to see what patients thought of the review and so Patient Reported Experience Measures were used to design a questionnaire

Methodology

56 CCRs were completed between January and December 2022. All 56 patients were sent a link to a questionnaire by text. 17 people completed the questionnaire – 30% return rate.

Questions asked in the questionnaire were as follows:

1. Was the purpose of the CCR clear to you before you attended the appointment?
2. If you completed the Concerns Checklist in advance of your CCR, how helpful was it identifying your concerns?
3. At your CCR, how good was the nurse giving you enough time?
4. At your CCR, how good was the nurse at listening to you?
5. At your CCR, how good was the nurse at explaining tests and treatments?
6. At your CCR, how good was the nurse at involving you in decision-making?
7. At your CCR, how good was the nurse at treating you with care and concern?
8. Did you have trust and confidence in the nurse you saw/spoke to?
9. If you received a Cancer Care and Support Plan (CCSP), how confident do you feel to self-manage?
10. Overall, how would you describe your experience of the CCR?
11. Is there anything that you feel would improve the CCR experience?
12. Is there anything that you feel would improve the CCSP?

Each question was scored on a Likert Scale, where 1 was lowest score, demonstrating the CCR was not clear/helpful/not good or not confident and 10 was highest score, demonstrating the CCR was very clear/very helpful/very good/very confident.

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Results

The analysis of the data focuses on the results from the seventeen participants who completed the questionnaire.

Chart 1 - Was the purpose of the CCR clear?

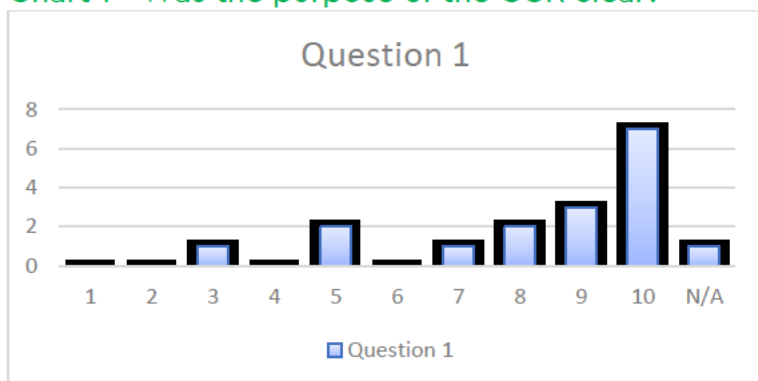


Chart 2 - Was the Concerns Checklist helpful to identify your concerns?

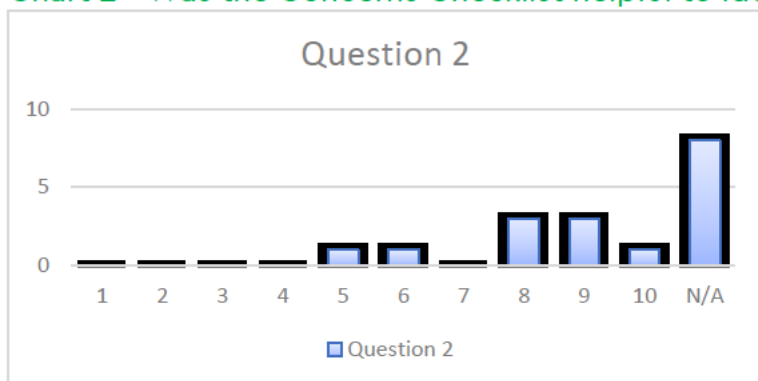
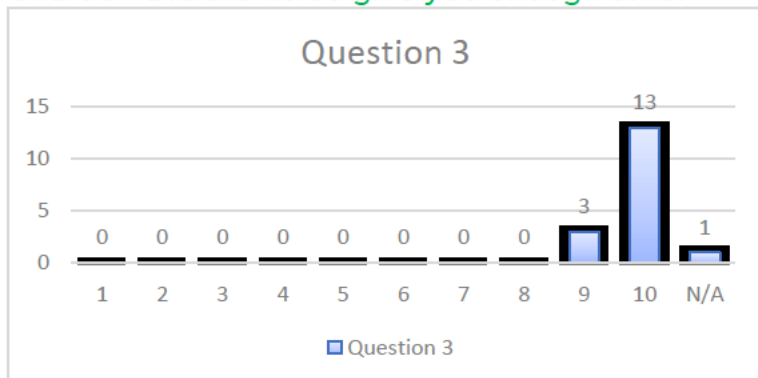


Chart 3 - Did the nurse give you enough time?



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Chart 4 – Did the nurse listen to you?

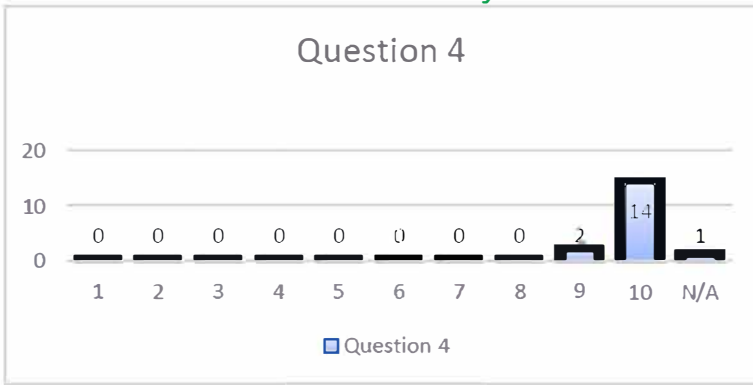


Chart 5 – Did the nurse explain tests and treatment?

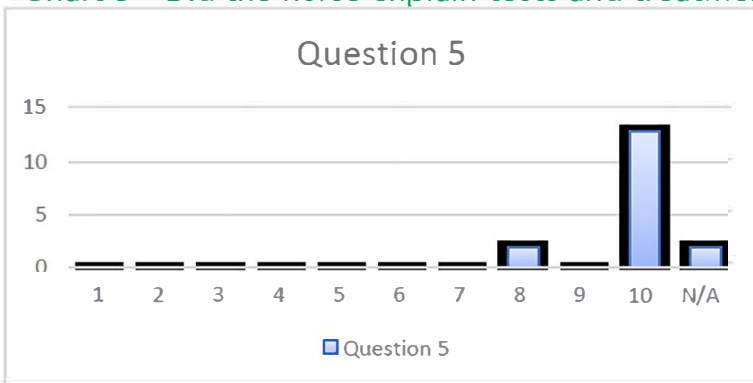


Chart 6 – Did the nurse involve you in Decision-Making?

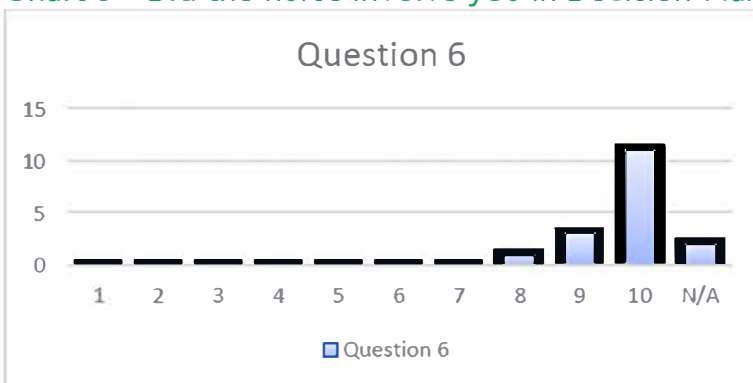
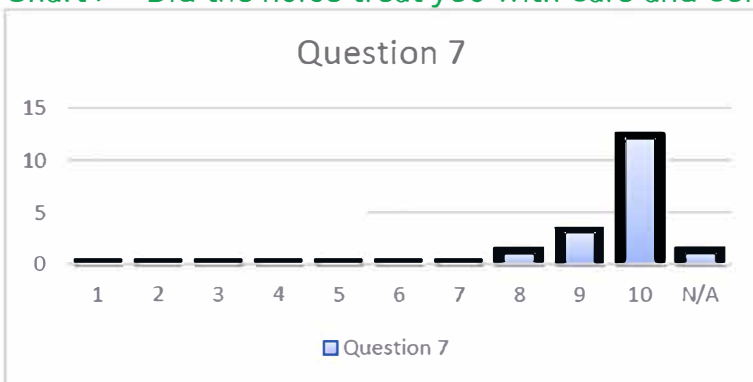


Chart 7 – Did the nurse treat you with care and concern?



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Chart 8 – Did you have confidence and trust in the nurse you saw?

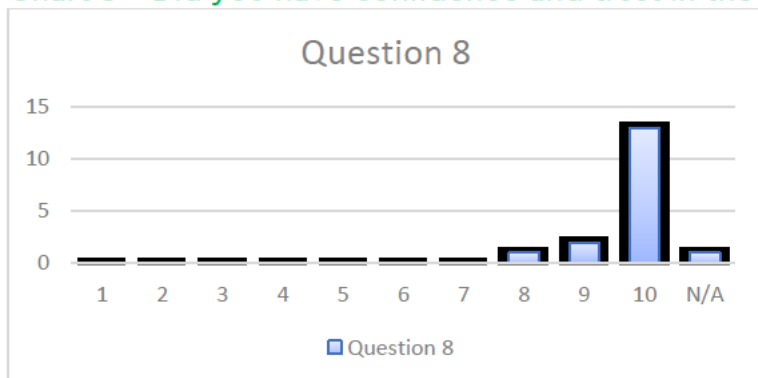
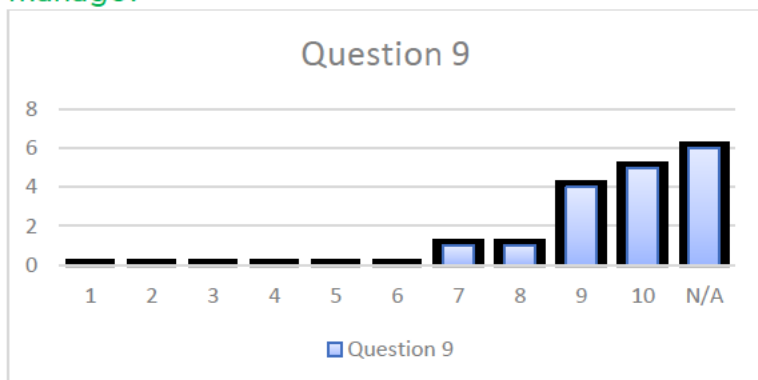


Chart 9 – If you received a Cancer Care and Support Plan, how confident do you feel to self-manage?



Question 10 – Describe your experience of your CCR?

- ██████ was very reassuring and caring. I am not aware of the CAP.
- Excellent, supportive & very helpful
- Very helpful and caring nurse with great listening skills in a safe environment
- Good but not complete
- Never had one or an invite
- Excellent
- Good
- No CAP was necessary as no further treatment required. ██████ was very kind and understanding and said I can contact her at any time if required
- I feel review was satisfactory although perhaps it could have taken place earlier, perhaps 3 months after treatment when feeling most vulnerable
- OK

- Invaluable service, [REDACTED] has extensive knowledge and experience and was able to answer my questions. It was reassuring that I can contact [REDACTED] at any time and when I do see her, I don't feel rushed for time and that I am listened to
- Good
- Excellent
- OK
- Helpful
- Fairly good
- Very good

Question 11 – How could we improve the CCR experience?

- Not given a CAP
- No
- No
- I think a column for Surgery, Chemotherapy and Radiotherapy is necessary
- An actual review
- Nothing
- Received it too late, I needed support sooner
- N/A
- I have filled out the questionnaire for [REDACTED] and [REDACTED] and feel the one to one was the most beneficial
- No
- No
- No
- No
- Being contacted earlier and I think I only had two appointments
- No
- It was OK but lacked any REAL communication early. It all came too late
- No, I was very happy and reassured that help was available if needed

Question 12 – How could we improve the CCSP

1. Don't know what a CAP is
2. Perhaps an acknowledgement that the [REDACTED] Haematology are the primary architects of my care plan

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3. No
4. Not for the moment it is good
5. Communication with the cancer nurse
6. Nothing
7. No
8. N/A
9. No
10. Would be good to be able to talk to someone every so often
11. No
12. No
13. No
14. Haven't had a CAP
15. No
16. Much earlier input. There was no surgery/nurse input until it was all over
17. No

Analysis of results

This is a very small sample of people and therefore it's hard to make any real conclusions. However, it appears that most of those people who completed the questionnaire, had a good experience of their CCR, demonstrated by most scores being on the upper end of the Likert Scale and the free text comments.

However, it's given food for thought on whether people still need to better understand the purpose of a CCR, given the wider spread of scores. It also highlighted that the Concerns Checklist was not helpful to every participant, given the wider spread of scores.

Some people commented that they had not had a cancer care and support plan, but this was usually true for those people who were managing well and there was no further information or support they required. A few comments said that the CCR came too late and would have liked it much earlier in their journey. One person commented that they hadn't had or been offered a CCR, which we think was because it was completed by their GP, so were not aware that they had had a CCR, in the way most others did.

Recommendations

1. **Simplify our webpage about the purpose of cancer care reviews to:**

A cancer care review is a conversation between a patient and their GP or Nurse about their cancer journey.

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A cancer care review can help patients to:

- Talk about their cancer experiences and concerns
 - Understand what support is available in their community
 - Receive information they need to begin to self-manage
2. **Use the Macmillan electronic holistic needs assessment (e-HNA)** platform to improve the patient experience of the pre-CCR process and improve the cancer care and support planning process.
 3. **Include an offer to speak to the Cancer Care Nurse** in the text sent out within 3 months of a diagnosis (CAN005)

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