

# EVALUATING THE IMPACT OF A CANCER CARE REVIEW TEMPLATE IN PRIMARY CARE

## Introduction

The Macmillan '**Cancer Care in Primary Care: A Quality Toolkit for General Practice**' was offered to GP practices in 2018/2019 as part of a pilot programme in England, with the intention of maintaining or stimulating a focus on the care that GP practices provide for people affected by cancer.

The toolkit enables GP practices to focus on their cancer outcomes and look at processes, procedures and workforce knowledge with the aim of **improving quality of care**.

The toolkit is split into distinct modules, each encourages multi-professional learning using case studies, reflective practice, data collection and analysis.

Module 3 of the toolkit has a section dedicated to the implementation of Cancer Care Reviews. This module was completed by 95% of the 300 GPs who took part in a, who were spread over 6 CCGs. Alongside completing the toolkit, GPs were also asked their views before and after implementation of the Toolkit.

The outcomes related to Cancer Care Reviews are set out below.

## Executive Summary

- The Cancer Care Review template is an electronic template, integrated into the EMIS Web, TPP SystemOne and INPS Vision clinical systems, which facilitates a holistic and natural conversation.
- The template aids with data collection and is accompanied by electronic searches which allow data extraction.
- After completing the toolkit, the number of GPs who reported using the Macmillan Cancer Care Review Template increased from **11.3% to 65.7%**.
- After using the toolkit **more practice nurses** routinely carried out Cancer Care Reviews.
- Our data indicate that the use of the Primary Care Toolkit **increased the quality of the conversations** between people living with cancer and healthcare professionals.
- The increased quality of the conversation is also cited by many GPs in their qualitative feedback.

- GPs often reported that the Macmillan Cancer Care Review Template was **one of the most valuable** things about the Primary Care Toolkit.
- A significant proportion of GPs stated that the Macmillan Cancer Care Review Template was the element of the Toolkit that they would **take forward into the future**.
- A significant proportion of GPs reported that the Macmillan Cancer Care Review Template has **led to different ways of working in their practice**.

## The Cancer Care Review Template

Macmillan worked collaboratively with a group of frontline GPs in Nottinghamshire to develop a comprehensive electronic Cancer Care Review template, which is now integrated into the EMIS Web, TPP SystemOne and INPS Vision clinical systems.

The template has been designed to be practical and intuitive, providing a structure, with prompts to facilitate a holistic and person-centred conversation. The template also aids data collection by including the relevant READ or SNOMED codes within the consultation documentation and the template is accompanied by electronic searches to allow extraction of data.

## Uptake of the Macmillan Cancer Care Review template

Before using the Toolkit **11.3%** of the practices used the Macmillan Cancer Care Review template. After completing the Toolkit this increased to **65.7%** of the practices.

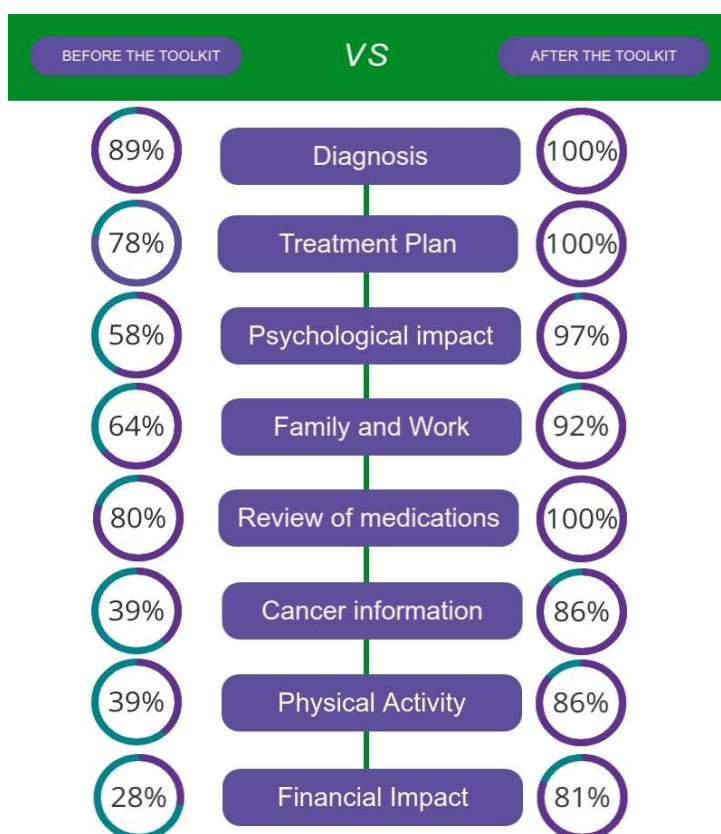
Use of the Toolkit was also associated with an increased number of practice nurses routinely carrying out Cancer Care Reviews. The proportion increased from **22.8% to 51.4%**. Although not explicitly asked, our qualitative data suggests, that use of the Macmillan Cancer Care Review template empowered nursing staff to be able to have these conversations through providing a structure that could be followed to aid the conversation.

After using the Toolkit **97%** of GPs practices **felt better equipped to support people** as they go through treatment and are recovering from cancer (87% to a moderate or large extent).

## Quality of the review before and after the Toolkit

The Macmillan Cancer Care Review template can be used by staff, during a consultation, and can act a prompt to ensure that important topics are covered.

The table below sets out which topics are covered by staff in a Cancer Care Review before and after the toolkit was implemented. It shows that the Macmillan Cancer Care Review template helped professionals to have a conversation which covered a wider selection of relevant topics.



The toolkit contained several searches which the GPs completed at the beginning and end of the process. The GPs were asked to reflect on their practice's use of the Macmillan Cancer Care Review template after 6 months. Below is a selection of their comments:

“We are all now using the new Macmillan Cancer Review template.....Use of the template has made the cancer review more holistic, more structured and allows better identification of the patients main problems and needs.”

“After using the toolkit, there is a significant improvement in the number of patients receiving advice about benefits and counselling available to them.” The toolkit prompts helped to cover all aspects of cancer care reviews and improve the quality of care received by patients living with cancer”

“We are using the Macmillan Care Template ... for all our cancer care reviews...coding has improved as has the systematic offering of psychological support and benefit support. This is often something we often failed to do; this has become much easier when working with the Macmillan Care Template...”

“There has been improvement on use of the cancer care review template, which has made a difference in the coding in the patient records.”

“we can (sic) noticed significant improvement in all domains, this has been successfully achieved with the use of the macmillan cancer care review which reminds clinicians all relevant questions related to the support , treatment...”

“Cancer care review template is now the template of choice....”

“... all the above areas have improved”

“use of the Macmillan cancer care review template has supported clinicians to improve the reviews significantly.”

## Impact of the Macmillan Cancer Care Review template on future practice

After using the toolkit GPs were asked to reflect on which aspects had been most valuable to them, which component they could see their practice using in the future, and to also give examples of how the toolkit had led to different ways of working within their practice in the future. The Macmillan Cancer Care Review template featured frequently in the answers to these questions. Below is a selection of the free-text comments to these questions.

1. What were the **3 most valuable aspects** from undertaking the Macmillan Toolkit (e.g. benefits for you, your patients, other health professionals, GP practice, CCG)?

“Structured review with clearly guided template to help coding”

“More information given to patients”

“Enabled higher quality CCR”

“Nurse to start CCR”

“More standardised way of doing reviews in the practice”

“Use of templates ie cancer care...plan to take forward”

“Improving quality of cancer care reviews through Macmillan template”

“Inviting patients for their cancer review...”

“Use of necessary templates”

“Available tools to support cancer care”

“Awareness and use of Macmillan cancer review template”

“Discussion around improving cancer care reviews”

2. Which element of the Toolkit could you see your **practice using in the future?**

“[The Macmillan] Template”

“Thorough CCR”

“Information on treatment and support for patients, financial guidance and emotional support”

“...the quality of CCR”

“Ideal contents of a comprehensive cancer care review”

“Cancer care review template...”

“.....and patient CCR”

“...the use of the cancer review template”

“Reviewing cancer care reviews”

3. Please give examples of how the Macmillan toolkit has led to **different ways of working within your practice?**

“We now perform more comprehensive CCR in a timely fashion”

“[Macmillan] Template guided the nurses who were initially quite concerned [about performing CCR]...this [Macmillan template] gave them the confidence to discuss sometimes difficult subjects...”

“Cancer care reviews by PN”

“Hollistic (sic) approach as financial, physical etc. is involved in the template”

“Better cancer care reviews and improved knowledge of the support available locally...”