

## Dr. Jane Winter



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University Hospital Southampton NHS Foundation Trust.

Dr Jane Winter has led the implementation of a Macmillan supported patient triggered follow up (PTFU) for colorectal cancer patients at University Hospital Southampton.

From first concepts advocated by the **National Cancer Survivorship Initiative** she has grasped and developed the vision of PTFU, particularly in articulating to others how this could be used to enhance person-centered care and deliver a range of services at the most appropriate time and place, with the patient at the centre of the planning.

### How was this achieved?

Articulating this vision has meant successfully implementing a whole system revision which has required cultural change and influencing of many different stakeholders both within the team and across organisational boundaries into primary care. Securing this essential buy-in is attributable to Jane's commitment to influencing partners to understand the benefits to patients. This was followed by Jane's leadership in designing the supporting infrastructure e.g. patients and GP information booklets and IT surveillance systems.

Jane has ensured a clear strategic direction for the project through the integration of local and national policy and service redesign. Using the holistic needs assessment has refocused the service delivery through using a risk stratification assessment to tailor care according to patient need. An integral part of this programme has been developing self-management workshops, which are run in partnership with patients and specialist nurses. The programme clearly links with the Information strategy and the Holistic Needs Assessment work (National Cancer Action Team, 2011).

### Sustainability

Achievements will be sustained through the robustness of the supporting framework, the commitment of the wider team and University Hospital Southampton Executive Directors. It is anticipated that the evaluation being undertaken by the University of Southampton will demonstrate the impact of this new approach on patient well-being and result in a reduction of unmet needs as assessed by Health Needs Assessment (HNA), as well as evidence that patients are able to successfully self-manage the transition to life beyond cancer treatment.

This will confirm the PTFU service is both clinically effective and efficient and one which will support a positive experience for patients and staff. In turn this evidence will continue to support the shift in culture from a predominately professionally-led model to a model which fosters patient independence and improved health outcomes. Sustainability will be ensured through reports of positive patient experience as well as enhanced productivity through matching clinic follow up capacity to those who most need it.

If you have any questions about Jane's case study please email Macmillan development manager Fran Williams [FWilliams@macmillan.org.uk](mailto:FWilliams@macmillan.org.uk).