

Nottingham Macmillan Lung Cancer CARE Service



Team leader: Andrew Wilcock
Nottingham University Hospitals NHS Trust.

The team's key achievements include:

- developing a pro-active, multidisciplinary, coordinated approach, based on a holistic needs assessment undertaken soon after diagnosis, ensuring that people with [lung cancer](#) had timely access to rehabilitation therapies
- provided about 3,200 face-to-face episodes of care and 2,800 telephone

reviews, with 80% of new and 12% of follow-up assessments taking place in the patient's home

- evaluated specific contributions of individual members of the team, for example, dietetic data (poster presentation at NCRI conference 2011, submitted for publication) and occupational therapy data (formed the basis of an MSc)
- provided teaching and training to a wide range of disciplines locally, regionally, nationally and internationally
- won Oncology Team of the Year in Pfizer "Excellence in Oncology award" 2011; the judges stated that 'Andrew Wilcock's team have created a well thought-out, innovative assessment structure that has resulted in patients benefitting from care based on their holistic needs. It could and should be considered as a standard of care.'

How does this align with strategic aims?

The work of the team was aligned with National and Network priorities of Holistic Needs Assessment and implementation of a county wide End of Life Pathway. Key partners involved included the project steering group members representing key local and regional stakeholders; minutes, reports and other papers are shared with the senior managers within the Trust and Cancer Centre and local commissioners for End of Life Care. Annual Reports are shared widely with stakeholders. Data has been disseminated through conferences, journals and links made with national initiatives including National Cancer Action Team programmes, the Department of Health Lung cancer and Mesothelioma Advisory Group and the UK Lung Cancer Care Coalition.

The team has highlighted the high level of supportive and palliative care need in this group of people, specifically in relation to rehabilitation. User satisfaction surveys showed the team to be held in very high regard. The project has increased the number of people able to die at home (33% to 49%), reduced the number of people dying in hospital (46% to 36%) and the number of hospital days utilised (6,778 to 5,696).

Ongoing funding

Because of the prevailing economic climate, it was not possible to secure ongoing funding for the service in its original format, however in keeping with its wider objectives, the team evolved in order to bring the approach to a wider group of patients and continued to gather supporting data. The team subsequently tendered successfully to continue as a specialist palliative care rehabilitation service, maintaining a strong community focus.

Lessons learned

It's important to engage early with key stakeholders, they are invaluable in supporting and guiding a project, and in ensuring sustainability. A lot of data is generated – a data manager was essential to ensure the basics are collated and analysed, which was invaluable when it came to the tendering process which ensured sustainability. Remember to share your results widely.

If you have any questions about this team's case study please email Macmillan development manager Julia King JKing@macmillan.org.uk.