



Cancer Rehabilitation Service Improvement Tool: **Service User version**

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Acknowledgements

TCST would like to thank the Task and Finish Group for their time and effort:

- Georgina Wiley (project lead) – Macmillan Project Facilitator, Transforming Cancer Services Team for London
- Karen Turner - Oncology Therapy Service Lead & Clinical Specialist Physiotherapist, Royal Free London NHS Foundation Trust & Marie Curie Hospice, Hampstead.
- David Jillings - Trustee, the Pelvic Radiation Disease Association
- Mandy Shewbridge - Macmillan Nurse Programme Manager for Living With and Beyond Cancer South East London Accountable Cancer Network, Guys Hospital
- June Davis - National Cancer Rehabilitation Lead, Macmillan Cancer Support
- Vanessa Brown – Senior Macmillan Project Manager - Living with and beyond Cancer, RM Partners.
- Dr Karen Robb – Macmillan Rehabilitation Clinical lead, Transforming Cancer Services Team for London.

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How to use this tool

1. This service user tool is intended to be used alongside the service provider version (available [here](#))
2. We recommend this form is given to a selection of patients (to be decided locally) prior to the team completing the service provider tool, and that feedback is compiled for discussion by the team after completing this tool
3. This tool has been designed with the purpose to regularly take the time to check in on your service. It is recommend that this tool is utilised at least every 6 months and that progress is measured, celebrated and recorded

We would love to hear if you have any questions about the tool, as well as how the tool has been used in your service, any service improvement activities you have undertaken as a result of utilising this tool, and the outcomes of these. Feedback can be provided by completing the service improvement tools evaluation form provided online [here](#), or by downloading the printable version [here](#) and sending to the TCST team on england.tcstlondon@nhs.net.

Background

In 2016 the Transforming Cancer Services Team (TCST) undertook a project to better understand the scope of cancer rehabilitation services in London. Recommendations in the final report included need for a suite of resources to support commissioning of cancer rehabilitation services, including a benchmarking/audit tool.

A task and finish group was formed and project scope was agreed upon. The T&F group felt the tool should provide opportunity for teams to consider potential service improvement opportunities. The group sought to develop a tool that:

- Was applicable to all cancer rehabilitation services (acute, community etc.)
- Included opportunity for services to consider areas for improvement as well as recognition of good practice
- Included aspects important to both users and services
- Was score-able and able to be revisited

Two consultation events were held, one aimed at users and one at providers. Each event sought to understand the essential aspects of service delivery, what themes should be included in the tool and how it should be utilised. The NHS England 'Principles and Expectations of Good Adult Rehabilitation' was also an essential resource during tool development. Following the consultation event it was agreed that two tools were needed; one for service providers to complete and one for service users. Please see <https://www.macmillan.org.uk/assets/cancer-rehabilitation-service-improvement-tool-service-provider.pdf> for the service provider form.

The following key themes were identified as important for cancer rehabilitation services:

- Providing patient centred/outcome focused care
- Accessible and timely service
- Co-ordinated care
- Good communication
- Compassion and understanding in care giving
- Staff providing specialist care
- Adequate resourcing

In addition providers felt the tools gave opportunity to improve patient care and experience, build evidence base for service development as well as time to focus on team objectives.

Results of this process have been reflected within the service improvement tools. The tools have been piloted in London across a range of services. The final products will be included within a suite of resources in upcoming commissioning guidance and it is hoped that they will also be utilised and embedded into practice across London.

Relevant reading:

- NHS England Rehabilitation is everyone's business: Principles and expectations for good adult rehabilitation <https://www.networks.nhs.uk/nhs-networks/clinical-commissioning-community/documents/principles-and-expectations>
- The Macmillan Allied Health Competence Framework for Professionals working with people affected by cancer https://www.macmillan.org.uk/_images/allied-health-professions-framework_tcm9-314735.pdf

Service User Feedback Form

We would be grateful for your feedback to help us to evaluate our service. Please tick the box that you feel best applies to the service you have received. If you do not know, or cannot answer the questions, then please tick 'unsure'. There is space for additional comments at the end of the document.

It is expected that this will take no longer than 5-10 minutes to fill in. If you need any help to fill in the form please let a member of staff know. Please return the form to a member of staff after use.

Please note that if you do not wish to participate, your care will not be affected in any way. All information you provide will be treated confidentially.

	Never	Seldom	Sometimes	Often	Always	Unsure
I feel this service:						
1. Puts patients at the heart of everything they do						
2. Provides care that works for me and can change when my needs change						
3. Considers me as a whole person, including my mental health, physical health, home life and work life						
4. Takes the time to ask me what matters to me						
5. Explains my rehabilitation options clearly						
6. Makes sure I know what is going to happen to me while receiving rehabilitation						
7. Provides me with goals that help me to live my life the way I want to						
8. Makes time for regular check-ins to make sure my treatment is still what I want and need						
9. Involves the people around me in making decisions, if I want them to be involved, knowing that my health affects not only me						
10. Knows what other services are available to me in my area						
11. Was easy for me to find out about (<i>circle as appropriate</i>)	YES	NO				
12. Is there when I need it, or can send me to another service that can help me						
13. Is easy to access (this could include wheelchair access, interpreters for those who don't speak English etc.)						

	Never	Seldom	Sometimes	Often	Always	Unsure
I feel this service:						
14. Is easy to get an appointment at (<i>outpatient only</i>)						
15. Sees me within 10 minutes of my appointment time (<i>outpatient only</i>)						
16. Gives me enough time in our session(s)						
17. Gives me opportunity to feedback						
18. Is supportive and understanding						
19. Makes me feel empowered						
20. Gives me opportunities to meet others who have had the same experience (e.g. at Health and Wellbeing events)						
21. Discusses my needs and care enough with other professionals						
22. Provides me with a contact person (including contact numbers and/or an out-of-hours number for emergencies) (<i>circle as appropriate</i>)	YES	NO				
23. Develops a rehabilitation plan with input from me and all professionals who are involved in my care						
24. Makes sure other services I am receiving treatment from know the care I am receiving						
25. Provides enough updates to my GP						
26. Makes me feel the staff are experts in what they are doing						
Additional Comments						

Thank you for your time