

IMPROVING THE CANCER JOURNEY GLASGOW

Joined up care and support for people with cancer

A Snowden¹, J Young¹, J Mabelis², S McDermott³

1. Edinburgh Napier University, 2. Macmillan Cancer Support, 3. Glasgow City Council

Background

Improving the Cancer Journey (ICJ) Glasgow is a multi-agency approach to care to improve the outcomes of people living with cancer. Since February 2014, everyone with a new cancer diagnosis in Glasgow, is offered a holistic needs assessment (HNA) with a link officer to establish any physical, emotional, social, financial, family, spiritual or practical needs. The link officer then puts together a care plan to address the most significant needs and where applicable, signposts or refers the person on to the most appropriate service or source of information.

This proactive service is the first of its kind in the UK. It is led by Glasgow City Council and supported by Macmillan Cancer Support, NHS Scotland and a range of partners operating within the health and social care sector across the city. Taking a one city approach to successfully addressing the holistic needs of the individual, requires the involvement and cooperation of up to 220 referral agencies.

Methods

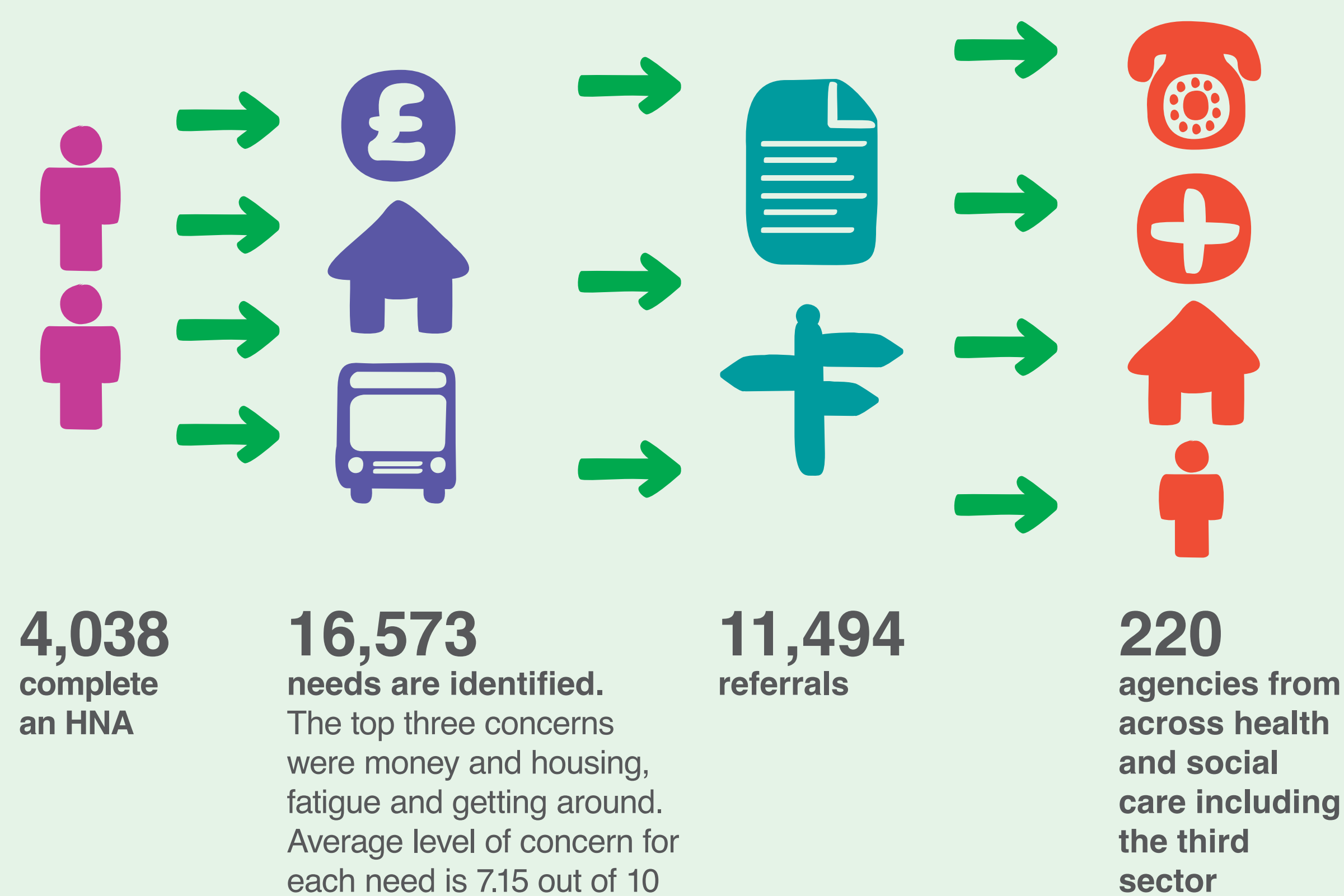
Edinburgh Napier University is carrying out an evaluation of ICJ to identify the impact of the service at (i) the individual level (ii) service level and (iii) the wider cultural level. The evaluation draws on a wide range of data including (up until present) analysis of routine ICJ service data, 20 semi-structured interviews with ICJ service users; questionnaires with users and non-users of ICJ; shadowing the link officers and semi-structured interviews with key stakeholders in organisations across health and social care.

Conclusions

Overall, stakeholders see ICJ as a model service, a working example of Scottish Government aspirations to operationalise person-centred care through closer joint working across services. At the same time, ICJ service users are benefiting from this joined up-care. The evaluation will investigate in more detail the impact ICJ is having on ICJ service users, referral agencies and the wider health and social care system including health care usage and clinical teams.

Results

Since ICJ started in February 2014, it has seen 4,038 service users identifying 16,573 needs. This has resulted in 11,494 referrals (including self-management) to 220 agencies.



Success of partnership working

A significant amount of work has gone in to build up these links with other partners and agencies. The evaluation has shown that factors associated with this success include:



Views from stakeholders

Semi-structured interviews with stakeholders provide further insight in to how ICJ has developed and worked. Stakeholders reported that ICJ has assisted partnership integration by providing a common aim for organisations to work towards. It has required a change in culture and approach but ICJ has provided this focus. The early success of the programme has also led to greater enthusiasm amongst partners and a stronger commitment to improve the service. Stakeholders believe that joint working has enabled a more appropriate and efficient use of staff resource and ultimately improved coordinated care and greater access to services for the individual.

“I think we’ve put down barriers and worked to a common cause. We’re all slightly working differently and being different with each other as organisations and this is providing focus. It’s a change to the way organisations generally have historically worked.”
(ICJ stakeholder)

The experience of service users

The joined-up service that ICJ offers has been positively received by service users. They are reporting a drop in their level of concern between the first visit and review from 7.15 (out of 10) to 3.85. In addition, semi-structured interviews with service users show that they value being able to deal with all of their needs in ‘one person, one place’. That is, one person who is able to assist them to navigate the system at a time of need. The link officer is skilled at finding them the most relevant and appropriate support at the right time.

“At the time, I was struggling and everyone came out here. They filled out all the forms, they arranged everything, dealt with everything.”
(ICJ service user)

“You’ve never been in that situation so you don’t know what’s available so it’s good to have someone to guide you.”
(ICJ service user)

Acknowledgements

ICJ is funded by Macmillan Cancer Support and run by Glasgow City Council. This poster draws on results from the evaluation reports by Prof Austyn Snowden and Jenny Young at Edinburgh Napier University.

Website details

The two interim evaluation reports are available at: <https://www.macmillan.org.uk/about-us/what-we-do/evidence/research-publications/research-and-evaluation-reports.html#283506>