

The Future Holistic Needs Assessment (HNA): A Blueprint For Transformation

What could the future HNA/ personalised care and support planning process look like?

This is a blueprint for a personalised care and support process that is person-centred, meaningful, and co-produced. The process would support people to manage the impact of their cancer and lead to improved experience of care, enhanced quality of life, and reduced service use.

Immediate Actions



Offer the HNA to every patient – no exceptions.

Routinely provide flexible personalised delivery—online, phone, paper, or in-person, at a time and place that works for patients.



Create and integrate patient stories—videos sharing personal experiences of cancer and showcasing real-life benefits.

Co-develop a personalised care and support plan with all patients who choose to take-up the HNA offer.

Improve the personalised care and support plan structure to make it person-centred and meaningful. Embed goal setting to help patients track progress and stay motivated.



Use a patient-centred model of care such as the Adversity-Restoration-Compatibility (ARC) conceptual framework to shape personalised conversations. (Baseline template available at the DOI: doi.org/10.1136/bmjqa-2023-002322).

Mid-Term Innovations

Videos offering cancer information and support are embedded in digital version.



The focus of metrics is on the HNA offer. The local 31-day metric is dropped.

Promote ways to offer peer-to-peer support and to share experiences e.g., integrate the HNA into existing group-based health and wellbeing events.

Launch a targeted awareness campaign.

Implement an 8-week follow-up to ensure sustained support (opt-out available).

Identify specific times to offer or re-offer the HNA (eg. at times of transition).



The HNA is available and integrated across all care settings (plus post-treatment) including primary care & voluntary sector and embedded into local patient portals and the NHS App.

Train both staff and patients on HNA/personalised care best practices (a conversation, not a checklist, tailored to individual preferences).



Future Vision

Make HNAs open access—ongoing, available anytime, anywhere – patient-led and able to update as situation/needs/concerns change. Develop tumour-specific versions.



Hi there, how can I help?



Introduce AI-powered support bots in the digital HNA tool, for instant support/signposting.

Establish a dedicated Well-being Workforce—Cancer Care Coordinators in every region.



HNA to inform the development of a triage tool/PROM.

Develop recovery colleges for cancer, a peer-led initiative that supports well-being and self-management.

How do we make this vision a reality?

Find out about our research. Contact: Dr Clair Le Boutillier clair.le_boutillier@kcl.ac.uk



This blueprint reimagines the future of the HNA. It has been co-designed with patients and staff from Guy's & St Thomas' NHS Foundation Trust, Northern Care Alliance NHS Foundation Trust, Imperial College Healthcare NHS Trust and Macmillan Cancer Support as a part of the improving personalised care and support study. Artwork prepared in partnership with Nifty Fox Creative. © 2026 King's College London

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