

Macmillan Professionals Excellence Awards

Integration Excellence completed nomination example

This category rewards someone who has developed integrated services to improve the experience and outcomes of people affected by cancer. This will have resulted in improved coordination of services for people affected by cancer. For example, they may have improved the way people work together or the way services are designed across sectors. They will have worked in partnership with a range of Stakeholder groups, including other organisations and people affected by cancer.

Possible evidence may include service integration:

- across acute/community/primary care
- across health and social care
- involving people affected by cancer
- involving other sectors, e.g. academic, business or voluntary
- at local, regional and national level
- with other long term conditions.

Questions and example answers

For questions 1 and 2 – 7 the maximum number of characters with spacing is 1900 and 1600, respectively.

1. Outline the specific contribution, initiative or achievement the nominee has made to develop integrated services for people affected by cancer, making sure you address the specific criteria for this award.

This nominee came in to post with the aim of improving services for patients and integrating the role of Allied Health Professionals, demonstrating their positive impact on the cancer treatment and survivorship pathways. She has influenced services nationally, regionally and locally. She has done this by attending the local Cancer Board as the Allied Health Professionals representative, developing partnership with the local cancer nurse specialist group, helping to broaden their agenda and approach. This has resulted in the development of better integrated care pathways for patients, and ensured that AHPs are seen as a core part of the multi-disciplinary team approach. She has carried out literature reviews and research on cancer rehabilitation, which has led to the development of better holistic service provision across acute and community services. She is a powerful patient advocate and has kept their needs at the core of her approach, establishing a patient reference group to ensure their voice is heard and influences service provision and development.

2. We expect all Macmillan professionals to deliver excellent practice for people affected by cancer. Please explain how the nominee has gone over and beyond what would normally be expected in their role as a Macmillan professional to achieve this.

The nominee has attended the Cancer Board and has taken the lead in educating doctors about the role of AHPs and the importance of rehabilitation. She has successfully influenced how they work and has challenged reports and pathways that have not included contributions from other professions who can make a difference to cancer care outcomes. This year she contributed to the development of the cancer strategy, which had previously not included the contribution of AHPs and the document was re-written. She has taken on the challenge of chairing the Cancer Network Rehabilitation Group in order to ensure that the impact of good nutrition was recognised and supported. The result of this has been the development of a better integrated approach to rehabilitation. She supports the wider work of Macmillan in this area too. She volunteered to do the analysis for the Macmillan head and neck recipe book and is part of the Macmillan chat room on diet and cancer.

3. Provide evidence of how the nominee has influenced / engaged / collaborated with key stakeholders and worked across boundaries to ensure success. Please name the key stakeholders. Examples of boundaries include:

Across acute / community / primary care

Across health and social care

Involving other sectors e.g. academic, business or voluntary

The key stakeholders locally are the members of the cancer board. The nominee has worked hard to raise the profile of AHPs with the board, and has achieved this through determination and by providing excellent case studies of the impact AHP roles can have on the cancer pathway and the experience and outcomes of people living with cancer. By providing dietetic services of the highest quality, she has been an exemplar of best practice, and has been an inspiration to others, showing what can be achieved. She has ensured the local cancer nurse specialist group has engaged with the AHP agenda, for the benefit of patients and has changed the professional and organisational culture to widen the treatment options to patients. By carrying out several audits of dieticians work across all cancer sites to demonstrate the impact of these services, she has influenced the planning and provision nutritional care for patients.

4. Please list the specific outputs that have been achieved. Identify the main beneficiaries and reach of the service. N.B. Outputs are the products, services or facilities that result from the activities of the nominee.

The nominee's key influence on services has been through the Rehab Group, where she has used her chairmanship and her audit to change cancer pathways. Locally she has influenced the services for all patients, including cancer patients, by her work on the Nutrition Steering Committee. She has achieved the following key outputs: The role of AHPs has been integrated into cancer pathways, where previously absent; patient's needs are assessed more holistically; the profile of rehabilitation has been increased and more effective rehabilitation services are being provided to patients who require this support. In relation to nutrition specifically, patients now routinely receive advice and support on the effects of good nutrition on rehabilitation, and are supported to change their diet if required, and patients who require gastrostomy feeding have a feeding device at the appropriate stage of the pathway.

5. Provide evidence of the specific outcomes that have been achieved and the impact the nominee has had on services for people affected by cancer. Ensure you link the outcomes to at least 3 of Macmillan's 9 outcomes. The evidence should also demonstrate the highest quality of patient experience and customer service has been achieved.

N.B. Outcomes are the changes, benefits, learning or other effects that happen as a result of the activities of the nominee. You can refer to each outcome by their number.

She has played a key role in influencing the organisation strategy via the Cancer Board. This work clearly supports the National Cancer Action Team strategy: 'Cancer Rehabilitation - Making Excellent Cancer Care Possible'. The Head and Neck Pathway had weaknesses in the way it was commissioned and patients were left without nutritional care at key points. By raising these issues she has successfully improved the pathway and ensured excellent care and the provision of a fully integrated service for cancer patients. Clinically, she is a powerful advocate and ensures that patients have nutrition support in a way that is compatible with their circumstance. This particularly supports the following Macmillan outcomes: 'I get the treatment and care which are best for my cancer and my life': 80% of patients who needed to either lose or gain weight have done so, and have been able to maintain this benefit. 'I know what I can do to help myself, and who else can help me': 72% of patients are now able to manage effectively without having to see their GP. 'I understand so I make good decisions': A patient audit has shown that 88% feel able to manage their lives more effectively. She established the One-Stop clinic for patients, which brings nurses, speech and language therapists and dieticians together so patients have the best support to make the most of their life. A typical example of feedback received from patients is:

"I have been so well cared for, I feel safe and so much more confident in managing on my own, knowing the service is a phone call away."

6. Provide evidence of how the nominee has demonstrated this impact e.g. through audits and evaluation. Include evidence of effective and efficient use of resources.

The nominee has used audits of cancer patients, especially focussed on nutrition, to demonstrate the impact of timely and appropriate nutrition interventions. These have shown that well supported cancer patients have greater success in weight control and in maintaining the benefits of this. She has also evaluated the impact of changes to the cancer pathways made with staff, and has evidence to show that over 80% agree that the changes have been beneficial for patients as well as for them. She has produced a report to demonstrate how the financial investment in her own role has been turned into a truly effective and efficient instrument for change for the better for patients with cancer, more than could simply have been achieved by doing her own clinical work.

7. Provide evidence of how the nominee has ensured that achievements are sustainable. N.B. Sustainability does not just mean funding and should show how the achievements have been integrated into existing services.

Her sustainable achievements have been seen in the change in the pathways that she has influenced and in the policy decisions around early feeding intervention and in the One-Stop Clinic. Her work on the development and implementation of nutrition screening tools in outpatients has shown that identifying malnutrition early, results in better case management and more sustainable outcomes for patients. Work is currently being done to consider whether this will result in fewer readmissions to hospital.