Volunteers Mike Thorpe and Tom Harrington at MCIP’s outreach stall at North Manchester General Hospital

Manchester has a reputation for providing world-class cancer care and yet more people die younger here from cancer than anywhere else in England. Too many people are diagnosed late and not enough patients with life-limiting conditions are receiving enough care and support.

The Macmillan Cancer Improvement Partnership (MCIP) is tackling these issues and more by re-designing a range of new services in partnership with patients, carers, commissioners and health care professionals.

Inside this newsletter you’ll find articles describing MCIP’s work. A particular focus this quarter is the progress MCIP’s made on improving the support available for people with life-limiting illnesses through The North Manchester Macmillan Palliative Care Support Service.

This community-based palliative and supportive care service provides a single point of contact for patients with any life-limiting illness, so that they can get more support 7 days a week.

While this new service focuses on the north of the city – to address the area’s lack of hospices and its higher than average number of hospital deaths - the model and the lessons learned will be shared across the whole of Manchester.

Sharing information with cancer improvement programmes elsewhere - and listening to and working with patients and carers is key to MCIP’s success.

I am grateful to them and my clinical colleagues and managers across MCIP for their input and focus on this important and wide-ranging improvement programme.

Dr Wendy Makin
MCIP Clinical Advisor
Focus on GP Practices
MCIP’s Locally Commissioned Service

The £502,000 Locally Commissioned Service (LCS) is a huge MCIP success story with 90 per cent of Manchester’s GP practices signed up to improve cancer care.

It was co-designed by people affected by cancer together with Macmillan GPs and health commissioners.

It aims to improve care and support at practices - increasing earlier diagnosis and improving co-ordination of palliative care. It also aims to improve care for people following treatment - whether that is weeks, months or years later.

Its key elements are:
• Practice staff training.
• GP training.

Macmillan Infopoints in every LCS practice

Macmillan Infopoints are being installed in each of the LCS practice waiting rooms and reception areas.

They’re stocked with Macmillan leaflets that answer a broad range of queries about different cancers and support services in Manchester.

You’ll also find copies of a booklet describing MCIP’s work across the city, our newsletter and leaflets about how patients and carers can get involved.
Meet Julie - an MCIP Non-Clinical Cancer Champion

Julie Schofield, a Care Coordinator at Florence House Medical Centre in Higher Openshaw, is one of 160 Cancer Champions who are undergoing specialist training as part of MCIP’s Locally Commissioned Service (LCS).

Julie started out at Florence House as a receptionist two years ago and was soon promoted to take on care coordinator duties.

She’s passionate about getting the best care for patients, so when she heard about the MCIP Cancer Champions roles she jumped at the chance.

“My role as care coordinator reflects the compassion, understanding and empathy needed to embrace the Cancer Champion role.”

Early on she was impressively proactive - instigating measures and procedures that have become an established part of the LCS through the support of its three specially-appointed Facilitators.

“I created our own information point using Macmillan leaflets in a range of languages, whilst waiting for the official one to be delivered.

“I made sure that all patients who are referred on the 2-week rule are given written information and that urgent referrals follow a protocol where the GP informs the secretaries electronically and personally.

“The secretaries track the referral from receiving the confirmation up until the patient attends the appointment to ensure that patients do attend and don’t get lost in the system.

“For newly diagnosed patients I created a checklist for staff to follow, which is then filed for audit purposes.

“I have created a protocol for all non-attenders of bowel and breast cancer checks, and I’ve also signed up to various websites that will alert me to national screening campaigns so I can display literature in the surgery.”

She added: “I found the non-clinical cancer champion meetings very useful and have gained so much more knowledge on cancer and the effects it can have on everyone. I have particularly found it useful to network with other champions.

“I feel lucky to have been chosen to take on this caring and supportive role.”

Cancer Champion training is being taken up by GPs, Practice Nurses, receptionists and administrators across a range of cancer care disciplines.
Talking to people affected by cancer about what MCIP is doing and how you can help us deliver excellent cancer services is a crucial part of our work.

With our volunteers we go into a range of venues, including hospitals, supermarkets and community centres, to try and reach the people who need our services.

Every quarter we hold ‘Cancer and You’ discussions where we throw open the doors of a community building and welcome anybody whose life has been touched by cancer to come and talk to us.

They’re a chance for us to share news of new services and also to get invaluable input from patients and carers.

Former bowel cancer patient Peter Tavernor attended our most recent ‘Cancer and You’ discussion at the Irish World Heritage Centre at Cheetham Hill.

Peter from New Moston had been an early advocate for improved palliative care.

While recovering from surgery at North Manchester General Hospital, he was aware that fellow patients had died in nearby beds and he had witnessed some of their distress.

“It was so encouraging to realise that patients like me are being listened to and that cancer care is changing to reflect what we want.”

Peter told his story in a film that can be viewed here: https://www.youtube.com/watch?v=hPrWiItQjqr0 or by going to MCIP’s Youtube page https://www.youtube.com/channel/UCSBU-LeahPbowyYoOGN4FKw

Our next Cancer and You discussion will be on September 15, 2015 at Friends’ Meeting House, 6 Mount Street, M2 5NS. For details please contact the MCIP office on SMCCG.MCIP@nhs.net
Our Volunteers

MCIP has more than 60 volunteers who are quite simply the most important part of the programme.

Everything we set out to achieve has patients and carers at its heart.

Our volunteers co-design services and materials, sit on our board and workstream committees, talk to other patients and carers at outreach events and take part in films and media opportunities to communicate our work.

Caroline Wilson MCIP User Involvement Facilitator said: “We are incredibly fortunate to have such supportive volunteers. They all know that they can give as much or as little of their time as they wish and that we will do everything we can to support them.

“All of our volunteers are valued for the perspective and qualities that they bring. If you have been affected by cancer in any way and you care about improving cancer care please get in touch with us or pick up one of our pledge cards from Macmillan Infopoints or Information Centres.”

MCIP volunteers are supported through a full induction, training if they wish, a handbook, regular newsletter, a buddy system and informal get-togethers with other volunteers.

Contact details can be found on the back page of this newsletter.

Lung Cancer

Early Diagnosis is Key

Cancer is often diagnosed at a late stage in Manchester. This contributes to Manchester having some of the poorest cancer outcomes in England.

Late diagnosis of lung cancer is the most common cause of death from cancer in Manchester. The earlier that lung cancer is detected, the more likely it is that treatment will be successful.

MCIP is now developing a programme that aims to reduce lung cancer deaths in Manchester through identifying the disease at an earlier stage.

Discussions on how best to communicate MCIP’s work on early diagnosis of lung cancer

Watch our volunteer film here: https://www.youtube.com/watch?v=gymHpBT32AE
MCIP is very proud to have launched a new service in North Manchester specifically to help patients with life-limiting illnesses.

We needed to make it easier for patients, and their carers to reach the people and services they need. The new service brings together professionals and a volunteer co-ordinator into one team, based in the heart of the community of North Manchester.

This provides a bridge between GP practices, hospitals, District Nurses and volunteer agencies to those being cared for at home or in residential care.

The North Manchester Macmillan Palliative Care Support Service provides:

- Round-the-clock telephone advice, as well as visits and care in the home.
- Help with managing troublesome problems such as pain, sickness or feeling breathless.
- Ways for patients to work with the service to fulfil their choices and decisions as far as possible. This may include staying at home rather than having to go into hospital at the end of life.
- Extra help at home when things are difficult, bringing support to carers.
- Dedicated professionals working together with patients and carers – seven days a week.

Excellent progress has also been made in North Manchester to identify people missing off palliative care registers and who, as a result, may have been missing out on vital support.

The lessons learnt in developing the service are being shared with other health care improvement programmes across the city.

If you feel that you or someone you care for might need The North Manchester Macmillan Palliative Care Support Service, please call: Direct line 0161 202 8920 or email pah-tr. Community-Macmillan-Service@nhs.net
Breast and Lung Cancer Pathway Improvements

Improving the processes and speed at which specific cancers are diagnosed and treated is complex, requiring extensive scoping exercises, research and discussion with commissioners, clinicians, patients and carers.

The groundwork has been laid through pinning down specific improvement work designed to have the most impact. We are building the capacity within hospitals and the MCIP team to pick up the work that is to come.

We’ve appointed four Quality Improvement Facilitators based within the Manchester trusts, who will help us implement the work.

In brief we are working on improving early diagnosis; aftercare and support; and treatment pathways for patients with primary and advanced breast and lung cancers. We expect this will speed up diagnosis and treatment, as well as provide better co-ordinated support.

Nina from Levenshulme is undergoing treatment for breast cancer and has been involved from the outset in helping to design the service.

“I understand what people want from their GP practice when they’re worrying about cancer,” said Nina.

“The Macmillan Infopoints are such a simple idea, but they will make a huge difference to patients.

“Training practice staff to understand more about cancer care is another excellent idea. Just knowing that there’s a receptionist or nurse, as well as a GP, who you can talk to about cancer is a huge help.

“I feel very proud to have been involved in something that I know will have an impact on how patients are communicated with and then followed up after treatment.”

The posters are designed to remind patients that they can ask questions about cancer to any of the staff at their practice. They also serve as a mark to distinguish participating practices as being committed to excellence in cancer care.
Community Workforce Training

Care staff who work out in the community have daily contact with people affected by cancer and as such play a crucial part in delivering good cancer care.

A training plan for all community carers is being developed after MCIP funded a comprehensive five-month scoping exercise to discover the type of training that could help staff support cancer patients and carers more effectively.

It transpired that staff had varying knowledge and understanding of cancer patients’ needs which needs addressing so that the standard of care is uniform throughout.

The research also concluded that staff should have some understanding of what cancer patients go through after diagnosis; fears of cancer returning; importance of speaking to others in a similar situation; and understanding the need to record notes sensitively.

Training in communication and general cancer awareness emerged as a priority.

MCIP explained

The Macmillan Cancer Improvement Partnership in Manchester brings together cancer care services and their funders in the city to improve the experience of everybody affected by the disease.

It’s a partnership between Macmillan Cancer Support, the three Manchester clinical commissioning groups, people affected by cancer, GPs, NHS hospital trusts, St Ann’s Hospice and Manchester City Council. Joint working is carried out with other pathway improvement groups such as Manchester Cancer.

Together we are working with cancer patients and carers to understand their needs and expectations to deliver a more effective and compassionate standard of care.

For more information on MCIP please go to:
www.southmanchesterccg.nhs.uk/MCIP and www.macmillan.org.uk
Email: talkinghealthmanchester@nhs.net or SMCCG.
MCIP@nhs.net
Twitter: #MCIPMcr
Pinterest: www.pinterest.com/nhsinmanchester/macmillan-cancer-improvement-partnership
YouTube: https://www.youtube.com/channel/UCSBUtLeaHPbowyVoOGN4FKw