Macmillan Cancer Improvement Partnership (MCIP)

An introduction
What is MCIP?

The Macmillan Cancer Improvement Partnership in Manchester brings together the city’s cancer care services and their funders to improve the experience of everybody affected by cancer. We want to deliver a more effective and compassionate standard of care.

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. (A full list of MCIP’s partners can be found on the back of this booklet.)

Our vision is that Manchester people will be able to say that they had the best support and treatment from an expert team who made them feel cared for and in control.

How does MCIP know what needs improving?

MCIP works closely with cancer patients and carers to understand their needs and expectations. Patients and carers sit on our working groups and on the MCIP Board. Everything we do is created by and for the people who are affected most by cancer.

Breast cancer patient Ruth Flanagan helps shape MCIP’s work on improving cancer care

We also work with doctors, nurses, social workers and all the healthcare professionals responsible for cancer care to discover what is working well and what needs to be changed and how.

We’ve carried out extensive scoping exercises across major areas of cancer
care so that we can understand what is already in place and how it works. It also helps us to understand what might be missing and how we can create new services and systems to improve patients’ and carers’ experiences.

Why is MCIP doing this?

MCIP is a bold ambitious programme. Manchester already has some of the greatest cancer care and treatment in the world, but we will not shy away from the fact that our city has one of the poorest records on cancer care in England.

The Royle Family’s Caroline Aherne shares a joke at MCIP’s launch in June 2014
Manchester has the highest rates of cancer in England. North Manchester’s cancer incidence is the highest and Central Manchester’s rate the second highest, while South Manchester is the 6th highest.

Rates of premature mortality (before age 75) from cancer in Manchester are the second highest in England.

Almost a third of Manchester’s cancer premature mortality rate is accounted for by lung cancer.

North Manchester has the highest incidence of lung cancer in England and South Manchester has the second highest.

The proportion of newly identified tumours first presenting as an emergency is also higher in Manchester than in England as a whole.

The Macmillan nine outcomes underpin MCIP’s work. By 2030 we want all people affected by cancer to experience these

- I was diagnosed early
- I understand so I make good decisions
- I get the treatment and care which are best for my cancer and my life
- Those around me are well supported
- I am treated with dignity and respect
- I know what I can do to help myself and who else can help me
- I can enjoy life
- I feel part of a community and I’m inspired to give something back
- I want to die well
How is MCIP funded and what guides it?

Macmillan Cancer Support has committed upwards of £3.45 million to MCIP. The first £2.35 million was to pay for improvements in primary, palliative and community cancer care. The remainder is being spent on lung and breast cancer pathway redesign.

Macmillan’s nine outcomes lie at the heart of everything MCIP wants to achieve.

The programme is also aligned to the NHS’s national cancer improvement areas and we work closely with other local change programmes including Manchester Cancer and Manchester City Council’s Living Longer Living Better initiative.

What is MCIP doing?

A lot has happened since MCIP’s official launch in June 2014. Read on to learn about the range of new services and developments in cancer care across the city.

Infopoints are in all Manchester GP practices which signed up to MCIP’s Locally Commissioned Service
Working with GP practices

We are delighted that 90 per cent of Manchester’s GP practices signed up to the MCIP Locally Commissioned Service (LCS).

We have:

- Recruited Cancer Champions from among GPs and practice staff at each practice.
- Provided those Cancer Champions with training courses on diagnosis, communication, symptom awareness, living with cancer, and treatment pathways.
- Appointed three Cancer and Palliative Care Facilitators to help practices identify patients who should be receiving specialist care and follow-up; as well as help staff use IT more efficiently to ensure robust reporting and care reviews.
- Installed Macmillan Infopoints in each practice, providing leaflets across a range of cancer care.
- Improved the use of cancer and palliative care registers.
- Improved screening uptake and 2 week wait referrals.
- Ensured cancer care reviews are undertaken.
- Helped GPs comply with their professional standards requirements eg Gold Standards Framework.
Improving palliative and supportive care in North Manchester

North Manchester CCG has committed over £1m of NHS funding to re-design palliative care in North Manchester, while MCIP has allocated a further £585,000.

MCIP is focusing specifically on North Manchester because it has a higher number of hospital deaths than the England average; it has no hospice in the area; and it has the highest incidence of cancer rates.

The North Manchester Macmillan Palliative Care Support Service will function as a Consultant-led ‘hub’ through which all supportive and palliative care services will be co-ordinated. This service is for all patients with life-limiting illnesses.

It will be used as the model for reorganising palliative and supportive care throughout Manchester.

The service brings together professionals and trained volunteers within one team, based in the heart of the community.
The main elements are:

- Round-the-clock telephone advice, as well as visits and care in the home.
- Dedicated professionals working together with patients and carers – seven days a week.
- Help with managing troublesome problems such as pain, sickness or feeling breathless.
- Ways for people to talk about what is important to them in their care. We want to work with them to fulfil those choices and decisions as far as we can. 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.

To contact the service: Telephone 0161 202 8920 or email pah-tr.Community-Macmillan-Service@nhs.net
Improving support for carers of people with palliative needs

Many carers of people with palliative care needs are unpaid for a range of reasons - and as a result do not always access carers’ support services. MCIP has identified this group of carers who are not familiar with or aware of the support available – often because they will have only recently found themselves in a carer’s role.

We are developing a tool, which will take the form of a questionnaire to help carers identify what help, training or benefits they might be able to access.
This project ties in with MCIP’s ambition to enable people to die in a place of their choice through supporting carers to support patients who may not wish to receive palliative care in hospital or a hospice.

Cancer training for community care workers

Community workers are the people who go into some cancer patients’ and carers’ homes – helping with day-to-day tasks and basic care. They are often needed by older people who may have other illnesses or disabilities.

We realise that community workers are the people on the ground who see people affected by cancer every day during their work.

They are a key piece in Manchester’s cancer care jigsaw and need training and support to help them support patients and carers.

MCIP needed to understand what community workers felt they knew already and where they would benefit from training.

We also needed to find out about the kind of training that would suit them best.

Through The University of Manchester we carried out a full Health and Social Care workforce training analysis across Manchester and we are now in the process of creating and delivering bespoke training packages.

The training will be carried out over the next five years and will cover the following five key areas: Early Diagnosis, Acute Oncology, Living with and beyond Cancer, Communication, and Palliative & End Of Life Care.

Lung and breast cancer care pathway redesigns

More than 180 patients, clinicians, commissioners and cancer managers from across Manchester have been involved in creating the plans for redesigning cancer care for lung and breast patients.

We are ambitious and determined to make changes that will have a direct impact on how patients feel supported and cared for throughout their cancer journey.

We have appointed four Quality Improvement Facilitators to work on reducing delays during diagnostic testing and to help simplify the process for patients, who often have to go to different venues for a range of tests and scans.
The lung and breast cancer pathway redesigns will:

- Introduce Holistic Needs Assessments and Written Care Plans for all patients as early as possible, so that their physical and emotional needs are met throughout treatment and beyond.
- Improve communication between hospitals and GPs after the patient finishes hospital treatment.
- Ensure that every lung and breast patient will get access to key support services at the right time and irrespective of which part of Manchester they live in.
- Save lives through an early diagnosis project for high-risk lung cancer patients.
- Improve monitoring and aftercare for all breast cancer patients.
- Improve the quality of life for people living with advanced breast cancer.
- Improve palliative care for people with lung cancer
- Reduce delays in diagnostic tests and treatment for lung cancer patients by streamlining the pathway.
- Improve post-treatment care in the three key areas of lymphoedema, psycho-oncology and symptom management e.g. supporting patients to manage breathlessness.

Affected by cancer? We need you!

Patients and carers are at the heart of MCIP’s work.

People affected by cancer sit on our workstream groups, the MCIP Board, and shape and help deliver everything that we do.

We are staging a series of ‘Cancer and You’ events at locations throughout Manchester. Please come along to one near you.

To find out more or if you are interested in learning about the many ways in which you can help MCIP please email a member of our friendly team at SMCCG.MCIP@nhs.net.

Patients, carers and community groups help co-create the breast and lung cancer care re-designs
Macmillan Cancer Improvement Partnership
Who we are

The Macmillan Cancer Improvement Partnership is a partnership of the following organisations and people.

People Affected by Cancer
Macmillan Cancer Support
North, Central and South Manchester Clinical Commissioning Groups
Manchester City Council (Public Health & Adults Social Care)
St Ann’s Hospice
Central Manchester University Hospitals NHS Foundation Trust
University Hospital of South Manchester NHS Foundation Trust
The Christie NHS Foundation Trust
The Pennine Acute Hospitals NHS Trust

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-