



## Cancer Information Prescriptions Implementation Newsletter 17 – November 2011

### Welcome to Newsletter Number 17

Welcome to the seventeenth edition of the monthly Cancer Information Prescriptions Implementation Newsletter from the NCAT Information Prescriptions Implementation Team. We hope that this will provide you with a further update and progress report on key workstreams related to Cancer Information Prescriptions implementation.

### Update by Elaine Wilson

As we move beyond the half way point, with the Wave One Trusts, November has shown that there is a wealth of engagement, which has led to lots of local solutions to improve the implementation of Information Prescriptions.

We have also received lots of feedback about how successful chunked content is, resulting in further chunks being developed by Cancer Research UK and Macmillan Cancer Support.

As the Cancer Information Prescriptions Programme meets its half way point, there is much work in progress for early next year, such as the Outpatient Experience survey of Wave Two Trusts, meeting Wave Two at the next Cohort Event and reviewing the programmes progress.

### Dates for Your Diary

#### Wave Two Cohort Event 05 December 2011

Wave Two of the programme will commence in January 2012 and the Information Prescriptions Programme is holding a Wave Two Cohort Event for Trusts who will be participating in this wave, in Birmingham on 05 December 2011.

The Wave Two Cohort Event is designed to support preparation for implementation of the programme and will include presentations from Wave One Trusts, Cancer Network Colleagues and the NCAT team to share experience, learning and best practice. Wave Two Trusts will also be presented with a copy of the Information Prescriptions Toolkit to aid preparation and implementation.

### New Tumour Sites - Chunked Content Update by Kate Arnold

From summer 2010 the following tumour sites have had chunked content on the Information Prescriptions system: bowel, breast, cervix, lung, prostate, stomach, vagina, vulva and womb.

Cancer Research UK and Macmillan Cancer Support have been developing further chunks to complete the tumour groups above, and in response to feedback from the Information Prescription Facilitators.

Although the chunked content has not been thoroughly evaluated yet, our feeling is that in order to do this the Trusts need more tumour sites and whole pathways covered to give a greater range of specialist nurses a chance to test them out and give a view on what is and isn't working for them.

The following content for the tumour sites has been developed from Cancer Research UK content and were loaded on to the Information Prescription System in November:

- anal
- oesophageal
- pancreatic
- laryngeal

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- primary liver cancer

Content on clinical trials should be available on the Information Prescriptions system before Christmas. Next on the list are the following, all of which should be ready for loading by February 2012:

- testicular
- penile
- thyroid
- mouth & oropharynx cancer

For evaluation of the chunks we will need to follow up on the earlier questionnaire circulated this year, and propose to have an online questionnaire available in April 2012. This will allow time for Trusts to have some experience with the chunks before providing feedback.

#### Update on the Evaluation by Kate Arnold

Since the last update in September, there has been lots of activity in the evaluation workstream. Most notably the production of the report on lessons learnt from the beacons, the approval of our section 251 application for the Cancer Outpatient Information Survey in Wave Two sites, a focus group of Information Centre staff, the planning for patient focus groups and the Wave One lessons learnt report.

The activities that will take place in the next three months are:

#### 1) Cancer Outpatient Information Survey

The survey will cover Trusts who are involved in Wave One and three quarters and Wave Two. The Timelines for the pre and post wave's surveys are:

- **June - Aug 2011:** Period during which patients 'qualify' for inclusion in samples.
- **Nov - Dec 2011/12:** Trusts send data to Quality Health under the S251 authorisation.
- **Jan - March 2012:** Fieldwork – surveys sent to patients.
- **March - April 2012:** Data analysis and reports.
- **June - July 2012:** Period during which patients 'qualify' for inclusion in samples.
- **Sept 2012:** Trusts send data to Quality Health under the S251 authorisation.
- **Oct - Nov 2012:** Surveys sent to patients.
- **Dec 2012 - Feb 2013:** Data analysis and reports.

**How will Trusts in Waves One and three quarters and Two be approached:** All trust CEOs, plus Information Prescription Leads and Information Prescription Facilitators have been sent a letter explaining the timeline and process, plus what's required from them in late November.

**What questions will be asked in the survey:** The Evaluation workstream has signed off the questionnaire which uses a selection of information questions from the Cancer Patient Experience Survey (CPES) 2010.

**What are the governance processes around this survey:** Our request to use patient data has been sanctioned by the NIGB's Ethics and Confidentiality Committee under section 251 approval. So the Trusts concerned have a duty to give the data to Quality Health. This is the same approval that they give CPES data to Quality Health.



## **2. Patient Focus Groups to understand the impact and benefits on patient experiences**

Patients, who have received an Information Prescriptions, are currently being recruited at three beacon sites (Mount Vernon, Sherwood Forest and Colchester). About ten patients per site will be either individually interviewed over the telephone or involved in a focus group. We expect to conduct these interviews/focus groups before the end of December 2011.

This process will be repeated in three Wave One sites early in 2012. Currently the following sites have indicated an interest in hosting a patient focus group: Oxford, Peterborough Norfolk and Norwich, Northampton, Barking, Redbridge and Havering.

## **3. Wave One Lessons Learnt Report**

For the Wave One lessons learnt report Quality Health will be undertaking six focus groups (with a maximum of ten participants per group) of health care professionals from various tumour types, over five days conducting (10-15 interviews) one to one structured interviews. The aim is to undertake these focus groups and interviews early in 2012 and there will be more details shortly of which sites these will take place in.

### **Integrating Information Prescriptions into Nottingham University Hospitals NHS Trust IT Systems by Vicky Malia**

This month has seen a huge leap forward in Information Prescription Implementation at Nottingham University Hospitals NHS Trust (NUH). I have met with some incredibly dedicated teams and with the support of the excellent IT department we have begun to

really embed Information Prescriptions into the Trust.

This month I would like to particularly highlight Adrian Nice from the IT department.

During our monthly steering group meeting the implementation team discussed the best way of sharing Information Prescriptions across all professionals involved in a patients care and the teams felt that attaching the Information Prescription to NOTIS, the programme which uploads key documents relating to a patients care into their individual patient records, would be the ideal way to do this.

The Web Services Manager for the Trust sits on our steering group and was able to take this idea forward and arrange for Adrian, himself and me to meet up to work the idea through. Both were really supportive of the idea to link Information Prescriptions to NOTIS thus encouraging the sharing of information and documenting for all staff what information a patient has received.

Adrian has been able to add a template specifically for Information Prescriptions so that professionals can simply choose the 'save' option at the end of creating an Information Prescription, into Medical Office and then be prompted to upload the Information Prescriptions to the patient record.

This is now viewable by anyone with access to that record therefore strengthening communication between different professionals involved in a patients care. Adrian has even been able to go one step further and write a code which automatically saves not only the whole Information Prescriptions to the record but also a copy of

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the cover note to the record which can be viewed 'at a glance' so that the whole Information Prescriptions doesn't need to be downloaded. This is the first Trust that I've worked in which has been able to create such a strong link into an online record system and I think Adrian deserves a big thank you.

I would also like to mention Ellie Robinson and Stephen Day from the Urology team who have been real champions of the programme and are currently building on our IT advancements. They have created a template letter that will be sent to their patient and a copy emailed or e-posted to their GP covering the consultation which will include among other things, the URL of the Information Prescriptions that has been created for the patient. This means that the GP will be able to click on the URL in the electronic letter and see what information the patient has received from the Urology team. Again I am really impressed with this team as they are really thinking about how Information Prescriptions can support patients through their whole pathway, including primary care.

When IT becomes an integrated solution, it can offer so much more to staff and most importantly patients.

#### **Using an Information Point (IPoint) to implement Information Prescriptions at Hillingdon Hospital by Jenny Freeman**

November has been a busy month at Hillingdon Hospital for the Information Prescriptions team. A key part of the Trusts implementation plan is to ensure that patients have access to good quality cancer related information in the general areas of the hospital, as well as through the specialist support services.

One of the ways in which Lorraine Barton, Lead Nurse envisioned this, was to provide a volunteer led information service to support cancer clinics in the general outpatients department. To this end Jenny Freeman, Information Prescription Facilitator and Avril Van der Loo, NWLCN Network Information Manager, are working closely with the Trust to set up a trial service.

With a simple set-up of a table, laptop and printer, an intrepid group of volunteers kindly gave up their time to support the trial of an Information Point (IPoint) in the urology clinics during November.

The group of volunteers have varied backgrounds and experiences, many of them are already very active within their cancer network and local community or cancer charities. They have all given time to learn and understand the role expected of them and how to use the online tool [www.nhs.uk/IPS](http://www.nhs.uk/IPS) and have been supported in this by the Trust, NCAT and Yiewsley Community Cancer Centre.

The Out-Patient staff and IT staff have all been incredibly supportive as each week we relocate the IPoint to try to identify the best spot.

Early figures are already showing that, having the IPoint available provides the opportunity for patients and their carers to access other information in addition to the point of diagnosis pack, such as information about travel insurance, living with and after cancer, prevention and screening.

The clinical team hold the relevant NCAT Information Prescriptions checklist in clinic and tick off any additional supportive information that the patient may require that

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is not already included in the basic pack. One of the key questions that will be discussed as part of the evaluation of this month's work is how can this be sustained, volunteers are a fantastic resource, but may need support to future development of this service to resolving day to day issues.



We have no doubt though, that having the IPoint in clinic is improving the experience of cancer patients and their carers at what can be a very frightening time in their lives and we are very grateful to our volunteers; Sonja, Maggie, Malcolm, Geoff and Bev for their time and experience.

#### **Wave One in the West Midlands by Elizabeth Saunders**

As I implement Information Prescriptions in Wave One, and the more people I work with, the key to using Information Prescriptions to help support and inform patients is the professional's commitment to improving the experience of those patients and their engagement with this programme.

Staff have become engaged for different reasons, such as a Breast CNS (North Staffordshire) who attended a training

session in the morning, could see this being applied in her daily practice and went straight into clinic on the same day and started delivering Information Prescriptions to a patient.

Another CNS (Wolverhampton), who had personal experience of brain cancer, was determined to give her patients the very best support and information and could see that Information Prescriptions would help her to do this and would be using them from now on with patients.

An Upper GI CNS (N Staffs) who attended a local patient's support group, when the speaker was unable to make the event, used this platform to speak to local patients about information provision and information prescriptions.

A Breast team (Wolverhampton) who could see the relevance of Information Prescriptions, raised funds to buy electronic "tablets", so they could use information prescriptions wherever they were, especially with patients.

As professionals are becoming engaged they are seeing the possibilities of using the Information Prescription resource to make a difference for the patients in their care.

#### **NHS Choices Update by Hannah Cottle**

November 8th saw the release of NHS Choices site-wide upgrade R20. With initial slow down with the access to the system on the day, has seen an increase in speed since the upgrade has embedded itself.

In this months update there were a couple of changes to the Information Prescriptions Systems:

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- A change to the view of the page when you access the old Information Prescriptions. A new link has been added which provides access to 'old' versions of PDFs that have been updated.
- Also there has been an upgrade on one of the NHS Choices servers which has meant that chunks are working correctly and the cover note text is printing out at the standard font size.

If there are any issues with the system please report them to the NHSC Service Desk: [thechoicesteam@nhschoices.nhs.uk](mailto:thechoicesteam@nhschoices.nhs.uk) or 0845 650 4865.

Finally, this is my last update from NHS Choices as I'm going to be moving on to a new job. Thank you to everyone involved in the programme for their patience and good humour in dealing with the NHS Choices Information Prescriptions System. It's been a real pleasure to meet so many people using the system 'on the ground'. I wish you all good luck with the ongoing programme.

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### Comments and Feedback

If you have any comments or suggestions on what you would like included in these newsletters then just drop us a line.

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