

A black silhouette of a city skyline, including various buildings and spires, set against a light blue semi-circular background that resembles a rising sun.

Humber, Coast and Vale

Cancer Care Review

**A resource pack to support
GPs in undertaking high
quality Cancer Care Reviews**

Keep this file in a safe place

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Introduction to the Cancer Care Review pack

Humber Coast and Vale Cancer Alliance, as part of the transformation bid funding; have the following four work streams:

- 1. Awareness and Early Diagnosis**
- 2. Diagnostics**
- 3. Treatment and Pathway.**
- 4. Living With and Beyond Cancer (LWBC) – Macmillan Recovery Package and Stratified Risk follow-up**

The LWBC Programme delivery board had set up a number of task and finish groups, one of which is the Cancer Care Review Group (CCR)

The Task & Finish group are aware of pockets of good practice across the Alliance with regards to Cancer Care Reviews. We know that CCRs are being undertaken in Primary Care; however we cannot be assured of the quality of some of these reviews.

The CCR Task & Finish group would like to share with you a pack for your practice to consider using to improve the quality and consistency of cancer care reviews. Please complete and return the brief questionnaire page 2 within the pack, so that we know that you have received the pack.

We would like to thank Springhead Medical Centre, Hull, for the sharing of their practice leaflet for cancer patients. Please feel free to tailor the information in the pack to your own practice. The Springhead leaflet template and an easy read version (included in this pack) will be sent to you electronically, to amend as required.

The Macmillan CCR template is available on EMIS web but not on SystemOne, so a copy is provided in this pack for SystemOne users to refer to.



Brief Questionnaire

Practice name:

Date received:

1. Do you currently use a cancer care review template?

Yes No

2. Do you have a leaflet to give out to cancer patients about what your practice can offer the patient?

Yes No

3. Do you have an invitation letter for cancer care reviews?

Yes No

4. Do you give out pre review questions or information?

Yes No

If so, what resources do you use?

.....

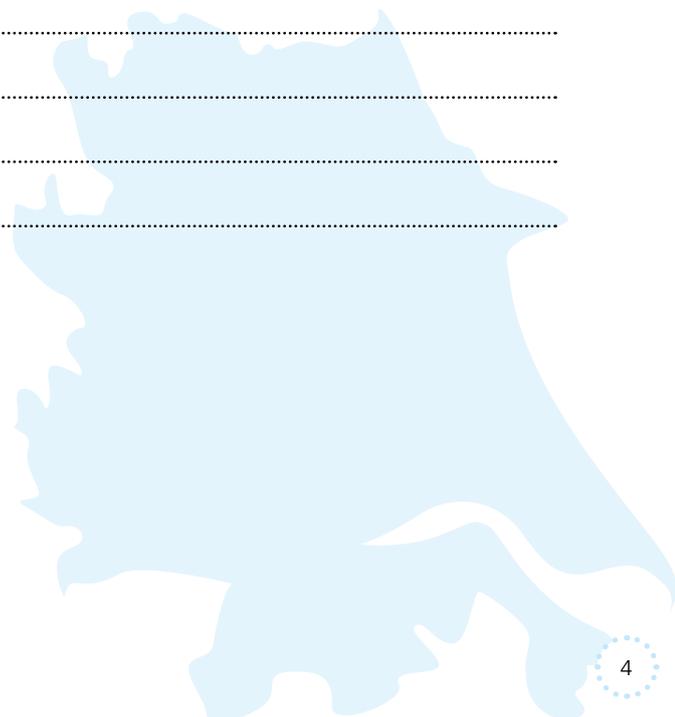
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Please return to:
Charlotte Pennington
Cancer Alliance
Health House
Willerby
HU10 6DT
charlotte.pennington@nhs.net



CARRYING OUT AN EFFECTIVE CANCER CARE REVIEW

**WE ARE
MACMILLAN.
CANCER SUPPORT**

1. Carry out the cancer care review face-to-face

While patients derive enormous benefit from any contact from the practice after a cancer diagnosis, it is often more beneficial for both GP and patient to undertake a Cancer Care Review (CCR) face-to-face rather than on the phone. With increasing numbers of people surviving their cancer diagnosis, cancer follow up in primary care is likely to start to resemble that of other chronic diseases like COPD or Diabetes. You should therefore consider involving your practice nurses in the CCR process at the earliest opportunity.

2. Use a dedicated appointment slot

A good CCR needs its own consultation. Ideally a double appointment, but if not, an initial appointment with a follow up. Setting aside an appointment in this way and inviting the patient to attend sends a powerful message that primary care has a useful role for those affected by cancer.

3. Invite patients to bring a family member, carer or close friend

Having a close friend or family member at the cancer care review may make your patient feel more supported, able to raise important issues, and help them to recall more of the conversation later. You will also get a much clearer idea of the impact the diagnosis has had on the wider family group.

4. Help patients to prepare by sending them information in advance

Patients may be unsure about what the purpose of the review is and whether to bring up particular issues with you e.g. sexual problems or finances. It is often useful to send the patient, either with the invitation or in the days before the appointment, a clear idea of what the purpose of the appointment is, and some examples of topics which they might find useful to discuss. Even better is to consider sending them a

paper version of the Holistic Needs Assessment to complete prior to the appointment – this will help better identify the issues that are important for the patient.

5. Check patients understanding of their treatment and possible late consequences

Ask about and record current or planned treatment with chemotherapy or radiotherapy, include what has been given and in the case of radiotherapy, where it has been given. This is a useful opportunity to check the patients understanding of the purpose of any treatment. The type and location of treatments can have profound implications for the development of treatment consequences in the months and years after treatment ends.

6. Choose a review template that suits your consultation style

A basic suggested structure is:

- Review medication - Discuss diagnosis, treatment and potential consequences (physical, emotional, social)
- Discuss any financial implications, and provide further information or signpost to further advice and guidance
- Find out about the patients support network and signpost to other sources of support as appropriate
- Agree a date for the next review, or agree that another will happen at points of transition
- Give the patient the opportunity to raise anything else they wish to discuss

7. Find out what advice and support is available for you and your patients

There may be concerns expressed within the CCR which aren't strictly medical such as financial difficulties, or ones which you feel are outside your area of expertise such as sexual problems or how

to discuss the diagnosis with dependents. There is a wealth of comprehensive information produced by Macmillan on different cancer types, treatments, consequences and financial matters. These are available to order online at be.macmillan.org.uk

Additionally there are a range of local and national services set up to address these issues, such as the Macmillan Support Line. Get to know what services your patients can access locally and what the routes to access are.

8. Use the review as an opportunity for health promotion

After a cancer diagnosis patients may be more receptive to high impact health promotion. There is increasing evidence that physical activity can have a significant impact on both physical and psychological health after a cancer diagnosis, as well as reducing the risk or recurrence and the impact of any treatment consequences.

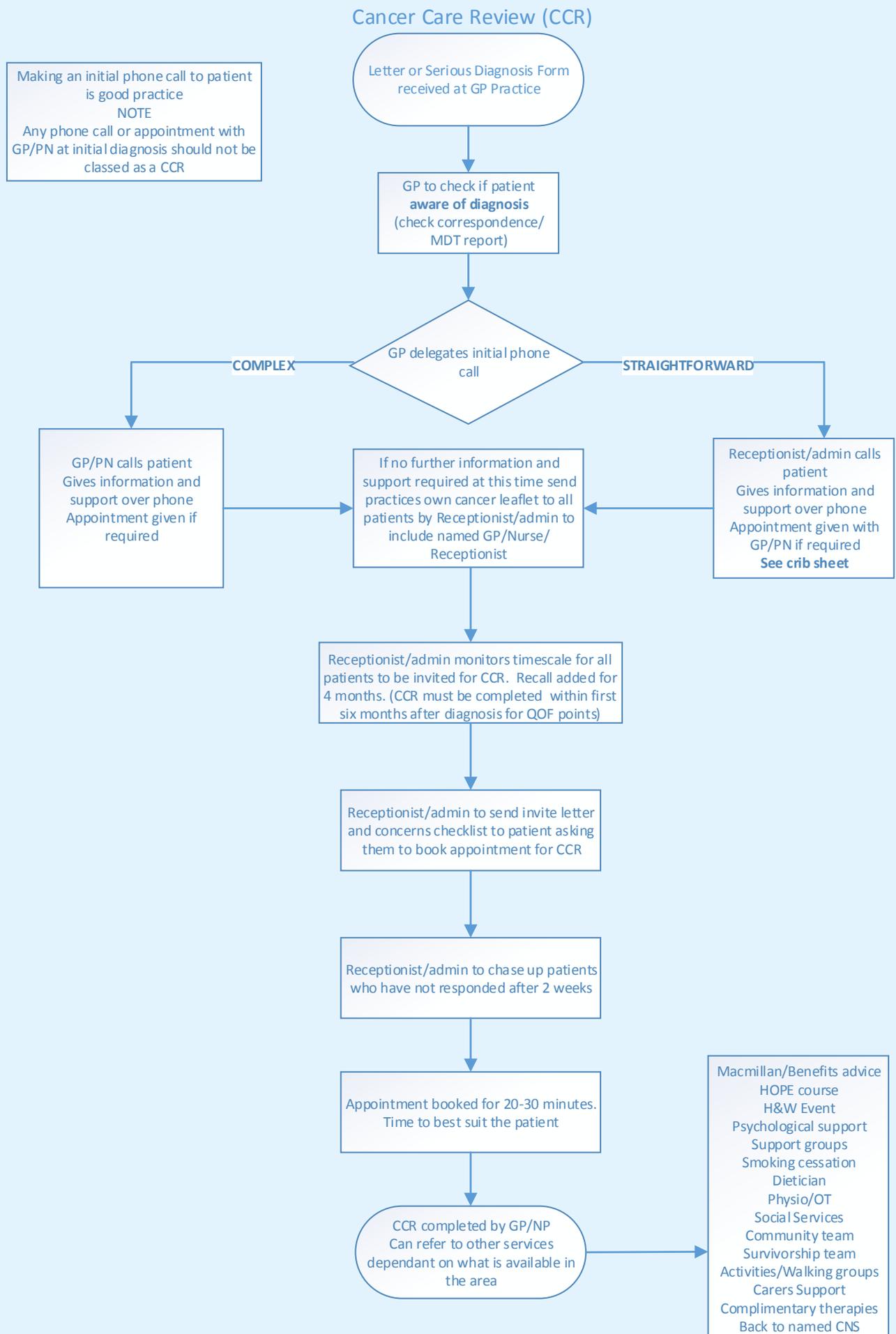
9. Complete the electronic template in the patients' notes

Macmillan GPs have worked with the main General Practice IT systems including EMIS and Vision (INPS) to produce CCR templates. These can be used as an aide memoir when carrying out a CCR and also provide a helpful record of topics discussed.

10. Consider sharing a copy of the review with the patient's cancer care team

When you have completed the CCR, consider updating the oncologist or CNS to link in with the Holistic Needs Assessment and to demonstrate positive working between primary and secondary care to ensure the best experience for the patient.

Cancer Care Review - Process Map



Concerns Checklist – identifying your concerns

Patient's name or label

Key worker: _____

Date: _____

Contact number: _____

This self assessment is optional, however it will help us understand the concerns and feelings you have. It will also help us identify any information and support you may need.

If any of the problems listed have caused you concern recently and you wish to discuss them with a key worker, please score the concern from 1 to 10, with 10 being the highest. Leave the box blank if it doesn't apply to you or you don't want to discuss it now.

Physical concerns

- Breathing difficulties
- Passing urine
- Constipation
- Diarrhoea
- Eating, appetite or taste
- Indigestion
- Swallowing
- Cough
- Sore or dry mouth or ulcers
- Nausea or vomiting
- Tired, exhausted or fatigued
- Swelling
- High temperature or fever
- Moving around (walking)
- Tingling in hands or feet
- Pain or discomfort
- Hot flushes or sweating
- Dry, itchy or sore skin
- Changes in weight
- Wound care
- Memory or concentration
- Sight or hearing
- Speech or voice problems
- My appearance
- Sleep problems

I have questions about my diagnosis, treatments or effects

- Sex, intimacy or fertility
- Other medical conditions

Practical concerns

- Taking care of others
- Work or education
- Money or finance
- Travel
- Housing
- Transport or parking
- Talking or being understood
- Laundry or housework
- Grocery shopping
- Washing and dressing
- Preparing meals or drinks
- Pets
- Difficulty making plans
- Smoking cessation
- Problems with alcohol or drugs
- My medication

Emotional concerns

- Uncertainty
- Loss of interest in activities
- Unable to express feelings
- Thinking about the future
- Regret about the past
- Anger or frustration

- Loneliness or isolation
- Sadness or depression
- Hopelessness
- Guilt
- Worry, fear or anxiety
- Independence

Family or relationship concerns

- Partner
- Children
- Other relatives or friends
- Person who looks after me
- Person who I look after

Spiritual concerns

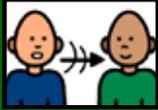
- Faith or spirituality
- Meaning or purpose of life
- Feeling at odds with my culture, beliefs or values

Information or support

- Exercise and activity
- Diet and nutrition
- Complementary therapies
- Planning for my future priorities
- Making a will or legal advice
- Health and wellbeing
- Patient or carer's support group
- Managing my symptoms

Key worker to complete Copy given to patient Copy to be sent to GP





Letting us know your concerns



Name:

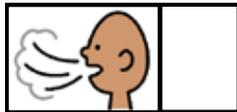


Date:



Tick if you have had the concern **in the past week** and would like to speak to a healthcare professional about it.

1. Concerns about your body ...



Breathing problems



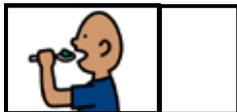
Problems weeing



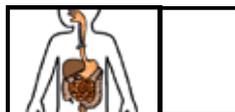
Hard to poo



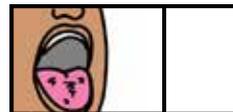
Diarrhoea



Eating /appetite



Indigestion



Sore/dry mouth



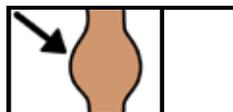
Feeling/being sick



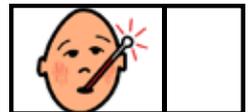
Sleep problems



Tiredness



Swollen tummy/arm/leg



High temperature



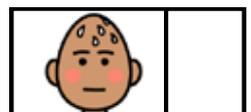
Walking/getting about



Tingling hands/feet



Pain



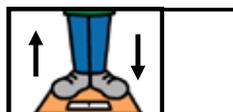
Hot flushes/sweaty



Dry, itchy or sore skin



Wound care



Weight changes



Memory or concentration



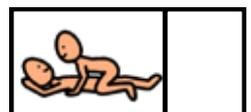
Taste/Eyes/Hearing



Speech problems



What I look like



My sex life

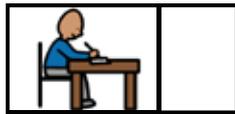


I have some questions about my diagnosis or treatment.

2. Concerns about everyday life ...



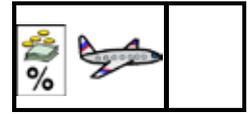
Caring responsibilities



Work / college



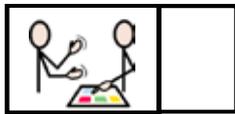
My home



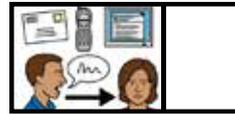
Insurance or travel



Transport or parking



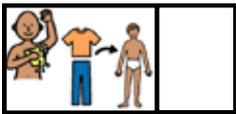
Communication



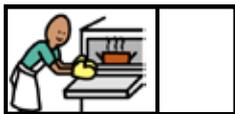
Contacting NHS staff



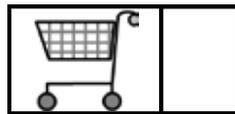
Laundry / housework



Washing and dressing



Making meals/drinks

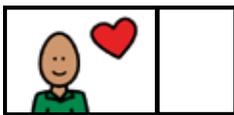


Shopping

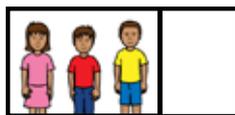


Money

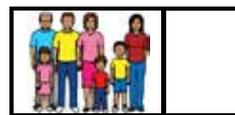
3. Concerns about family / relationship ...



Partner



Children



Other family

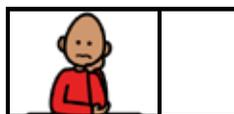


Friends

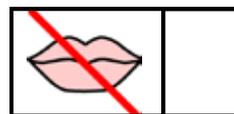
4. Concerns about your feelings ...



Hard to make plans.



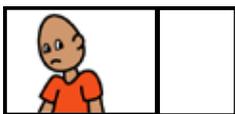
Loss of interest.



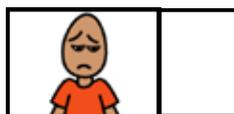
Can't say how I feel.



Angry or frustrated.



Guilt.



Feel hopeless.



Lonely / isolated.



Sad / depressed.



Worried / frightened.

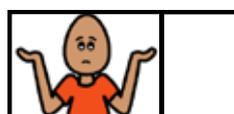
5. Spiritual or religious concerns ...



Loss of faith.



Other spiritual concerns.



Loss of meaning and purpose in life.



Not at peace with the past.

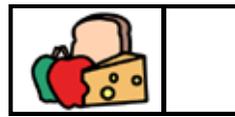
6. Other concerns and needs ...



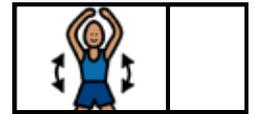
Support groups.



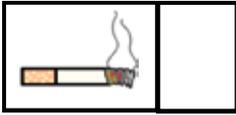
Other therapies.



Eating.



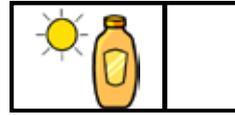
Exercise and activity.



Smoking.



Alcohol or drugs.



Sun protection.



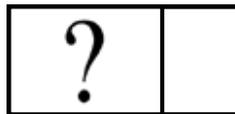
Hobbies.



Stay in work / college.



Making a will.



Other.

7. How do you feel right now?



0



1-3



4-6



7-9



10

Macmillan Cancer Care Review Template

Cancer Care Review

- Cancer Care Review done (8BAV - Cancer Care Review)
- Cancer Care Review next due (8BAV - Cancer Care Review)

Cancer diagnosis discussed

- Cancer diagnosis discussed (8CLO - Cancer diagnosis discussed)

Cancer Therapy

Select which cancer therapy the patient is on:

- 7M371 - Radiotherapy NEC
- 8BAD0 - Cancer chemotherapy
- 7Q0J0 - Cancer hormonal treatment drugs Band 1

- Discussion about treatment (8CP - Discussion about treatment)
- Discussion about complication of treatment with patient (8CP3 - Discussion about complication of treatment with patient)

Medication review done

- Medication review done (8B3V - Medication review done)

Cancer Care plan

- Cancer care plan discussed with patient (8CP0 - Cancer care plan discussed with patient)

Health & Wellbeing

-
- Psychological counselling (6779 - Psychological counselling)
- Lifestyle advice regarding diet (67H7 - Lifestyle advice regarding diet)

Smoking status:

- 1371 - Never smoked tobacco
- 137S - Ex smoker
- 137R - Current smoker

- Smoking cessation advice given (8CAL - Smoking cessation advice)
- Alcohol consumption (136 - Alcohol consumption)
- Lifestyle advice regarding alcohol (67H0 - Lifestyle advice regarding alcohol)
- Lifestyle advice regarding exercise (67H2 - Lifestyle advice regarding exercise)

Cancer information offered

- Cancer information offered (677H - Cancer information offered)

Social

- Benefits counselling (6743 - Benefits counselling)

Prescription payment exemption

- 9DD - Prescription payment exemption
- 9DD1 - Has free prescriptions -autom.
- 9DD2 - Has free prescriptions-low inc
- 9DD3 - Has free prescriptions-unspec.
- ... and 4 more
- _____

Carer's details noted

- Carer's details (9180 - Carer's details)

Information

Macmillan Information for Patients - <http://www.macmillan.org.uk/assets/macmillan-services-and-support-information.pdf>

Entitlement to medical exemption from prescription charges - http://www.nhsbsa.nhs.uk/Documents/HealthCosts/Guidance_issued_to_GPs_and_oncology_departments_regarding_cancer.pdf

Macmillan Support home page - <https://www.macmillan.org.uk/?gclid=CJqo5bGT6tECFS6T7QodJbQM3g>

Our Ref: *****

Name of Practice

Your Ref: *****

XXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXX
XXXXXXXXXX

Date: **/**/****

NAME OF ADDRESSEE
ADDRESS LINE 1
ADDRESS LINE 2

Tel:

Email:

Re: Your recent diagnosis of cancer

Dear

We would like to invite you to attend the practice for a Cancer Care Review. This is a review designed to be undertaken for people who have had a diagnosis of cancer within 6 months

The appointment should last 20-30 minutes.

This is an opportunity for us to discuss any on-going treatment you may have, any side effects you could have from your treatment as well as talking through any concerns and fears that you or those that are close to you may have and identifying what support can be provided.

You should already have been given information about the cancer that you have and the treatment from your Consultant and/or Clinical Nurse Specialist. The hospital where you are being treated will keep us informed of your care and you will have the opportunity to receive copies of these letters if you wish.

Please find enclosed a copy of the concerns checklist to complete and bring with you to your appointment. You are encouraged to bring a friend or family member with you to your appointment if you wish.

Please do not hesitate to contact this practice if you have any concerns or if you do not wish to take this appointment

Yours sincerely

Useful websites and contact numbers

If you do not have access to the internet at home your local library will often provide internet access.

www.dipex.org this talks about patient experience with the diagnosis

www.macmillan.org.uk comprehensive website dealing with all aspects of cancer.

This website also directs you to individual websites for information on specific cancers

tel. 0808 8082020

www.goingfora.com gives information about investigations that radiologists might do, what machines will look like and staff you may meet.

www.cancerhelp.org.uk

www.cancerbacup

www.breastcancercare.org.uk

www.prostate-cancer.org.uk

We want to help you learn to live with your diagnosis and support you through your treatment.

Words Doctors use

Biopsy— taking a sample

Histology— looking at the cells to see what type of cancer it is.

MDT meeting— multidisciplinary team meeting, a group of different specialists who meet together to discuss the best treatment (a doctor think tank)

You need not feel alone.

Sometimes it helps to talk to somebody outside your family about how you are feeling and coping.

Do not at any time feel that you are being a trouble. It is our job to offer support and we want to do it well.

This support is open to you and your family/friends.

If we can't help we will try and find somebody who can.

Springhead Medical Centre

Cancer Care Service We want to help you learn to live with your diagnosis

Cancer support team at
Springhead



Carol & Christine Tel. 335224

Springhead Cancer Care

At Springhead we try to provide the best treatment for our patients.

When people have received a diagnosis of cancer it can be a challenging and confusing time.

Hospital specialists will inform you of the diagnosis and treatment choices.

It can be a period of tests, investigations, uncertainty and having to wait for results before starting treatment. Support services are available from hospital with specialist nurses, psychological counseling and the Macmillan nursing team. There is also a wealth of information available on the internet with some very good dedicated web sites. During the initial assessment and treatment period people often have frequent hospital attendances.

Please Note: We have no control over hospital appointments and treatment.

Our role as your GP

Throughout this time the hospital is leading your care. As your GP, we aim to provide the continuing care and support that you want. Communication from the hospital is variable.

We have thought about how we might improve patients experience during this time. We would like to prioritise your care to enable you to

- Book appointments in advance with your GP
- Book a longer appointment for discussion with your GP
- Talk to your GP on the telephone
- Book a visit from your GP
- Understand what the tablets you have been prescribed are for.
- Get help when you need it.

To enable us to prioritise your care Carol Lambert and Christine Walker will act as contact points. They can be contacted Mon—Fri 9am-1pm

01482 335224 (answerphone available)

Cancer Support Team

Carol and Christine have knowledge of the support services available.

- ◆ We can lend you some books on cancer and how a diagnosis of cancer can affect you and your family, which you may find helpful
- ◆ We can direct you to support lines and resources for your particular diagnosis
- ◆ We can provide information regarding help for the cost of transport to and from hospital and where to seek financial advice for your individual situation
- ◆ We can contact you regularly over the next few months, or you can contact us as and when you need to.
- ◆ If you would like us to phone you or arrange for the doctor to phone you regularly please phone Carol or Christine