

Shortlist: Better Patient Experience Award

This award will recognise an individual or team that has focussed on maintaining or improving cancer patient experience as services have had to adapt – such as (but not limited to) in response to infection control measures, growing needs, or adoption of new technologies.

1. Macmillan welfare benefits advice team (Velindre)	
Who	Summary of nomination
<p>Nominees: Michele Pengelly – supportive care lead nurse Louisa Vitolo – Macmillan lead welfare benefits advisor Debra Perry – Macmillan Welfare benefits advisor Helen Mills – Macmillan Welfare benefits advisor Marylin Porph – Macmillan Welfare benefits advisor</p> <p>Nominated by: Kate Williams, Macmillan Partnership Manager</p> <p>Organisation: Macmillan team based at Velindre</p>	<p>The Velindre Macmillan Welfare benefits advice demonstrate outstanding commitment to achieve the best outcomes for patients and their families attending VCC. They are a dedicated, compassionate and knowledgeable group of experienced advisors and support worker delivering a patient-centred service. They:</p> <ul style="list-style-type: none"> • Deliver patient-centred pathways fully integrated into healthcare • Are the only welfare rights advice service that currently utilizes Canisc and a case-management system • Have excellent links with the DWP and use their influence to prioritize those in need • 83% of all casework provided to patients and their families is at the more complex level of advice <p>They have achieved excellent outcomes, developed innovative service improvements for patients and have contributed valuable evidence to key reports:</p> <ul style="list-style-type: none"> • In 2020 and 2021, they accessed an incredible £6,917,195.65 in benefits and grants for almost 2,000 VCC patients and families • They ensured that there was an advisor on site at the hospital throughout the pandemic • They have been awarded a prestigious Advice Quality Standard (AQS) for excellence (assessed in July 2021)

2. Multi-disciplinary prehabilitation – Cwm Taf Morgannwg University Health Board

Who	Summary of nomination
<p>Nominee: Rhidian Jones – Consultant Anaesthetist – CTMUHB Daniel Trowbridge – Exercise referral instructor – National Exercise Referral Scheme Christopher Jones – Exercise referral instructor – National Exercise Referral Scheme Stuart Mitchel – Senior exercise referral instructor– National Exercise Referral Scheme Catherine Walters – Prehab co-ordinator – CTMUHB Hannah – Tai Chi instructor National Exercise Referral Scheme</p> <p>Nominated by: Self nomination</p> <p>Organisation: Cwm Taf Morgannwg</p>	<p>Many patients diagnosed with bowel/oesophageal cancer are lacking in physical fitness and are extremely anxious in anticipation of their surgery, both of which can lead to poor outcomes after surgery. The pandemic has amplified these problems. In November 2021 this team set up a multi-disciplinary prehabilitation service for the patients of Cwm Taff health board in preparation for their major cancer operations.</p> <p>The programme consists of supervised exercise sessions, Tai Chi, expert education sessions and support from Macmillan and Tenovus. Patients attend for at least 2 weeks or longer depending on their needs. Following their surgery, they come back on the program for 2 weeks for some rehab with the aim of them transitioning to exercise classes in the community. This has been implemented for under £10,000 a year.</p> <p>The program has had a high attendance and excellent patient feedback (on average 9/10 on feedback surveys.) Early results after 20 patients already include fewer postoperative complications and a trend towards shorter stays in hospital.</p>

3. Ten Top Tips team – Wales cancer network, Public Health Wales, Swansea Bay University Health Board

Who	Summary of nomination
<p>Nominees: Elise Lang – lead of Macmillan prognostic Terminology Team Gemma Eccles–Swansea Bay clinical lead for cancer Juliet Norwood – Macmillan primary care nurse Sue Llewellyn – Retired Macmillan lead primary care nurse Sarah Macaulay – Research and evaluation officer</p> <p>Nominated by: Dr Elise Lang GP, Wales Cancer Network (self-nomination)</p> <p>Organisation: Wales Cancer Network, Public Health Wales, Swansea Bay UHB</p> <p>AND</p> <p>Nominees: Dr Elise Lang – Macmillan Primary care clinical lead/GP Dr Gemma Eccles – Macmillan GP lead, SBUHB Susan Llewelyn – retired</p> <p>Nominated by: Susan Davies – Programme Manager Welsh Cancer Network</p> <p>Organisation: Swansea Bay UHB</p>	<p>Prognostic information is essential, to enable, people living with cancer to make informed decisions about their condition and treatment (Cartwright et al. 2014). The Wales Cancer Patient Experience Survey (2017) highlighted that some patients felt their cancer diagnosis was not well communicated to them, specifically when discussing treatment option and the impact the treatments could have on their health both now and in the future.</p> <p>Despite the pandemic, this multi-disciplinary team committed to regular workshops to consider communication around cancer prognosis. Listening to patients, it soon became apparent that people affected by cancer were less concerned about the <i>language</i> used but placed great importance on <i>how that information was communicated</i>. This has been especially pertinent at a time where remote consulting has become more commonplace.</p> <p>The work was reorientated to address this issue and focussed even more on co-production with people affected by cancer. The Macmillan Top Ten Tips for sharing cancer prognosis was created directly from these patient experiences, resulting in papers and videos (in both Welsh and English).</p> <p>The top ten tips have been received with great excitement – across Health Boards and clinical communities in Wales, and at two UK wide conferences. The top ten tips will be embedded in patient centred care workstreams across Wales and have given people affected by cancer a voice to improve the way difficult news is delivered.</p>

4. Primary care led cancer health optimisation – Cardiff & Vale & Swansea Bay University Health Board

Who	Summary of nomination
<p>Nominees: Rachael Barlow – Clinical lead Prehab2rehab – CVUHB/SBUHB Marian Jones – Prehab Pharmacist – CVUHB Rachel Lee – GP Lead Woodlands surgery</p> <p>Nominated by: Self nomination</p> <p>Organisation: Cardiff & Vale UHB & Swansea Bay UHB</p>	<p>This team has developed and implemented health optimisation or 'prehab' to suspected cancer patients, in primary care. The aim is to harness the "teachable moment" of a USC referral to support people to improve their general health status. For the majority who are not diagnosed with cancer, the aim is to improve their health, and reduce risk behaviours. For those who do end up diagnosed with cancer, early referral into a health optimisation programme allows more time for remedial interventions to improve their health; they are also educated about next steps/expectations of the cancer pathway and provided with emotional support.</p> <p>The trigger point is GP referral onto a suspected cancer pathway. The patient is offered the chance to also participate in a pharmacist-led health 'MOT' (assessment) and onward referrals, such as smoking cessation and exercise options. Since April 2020, a pilot has been running in Cardiff SW Cluster. Approximately 300 people have been seen, of which 28 have been diagnosed with cancer. Attendance is 91% with no complaints. Early results include:</p> <ul style="list-style-type: none"> • Reduction in prescriptions: on average: 1.95 drugs stopped, equating to net annual savings £28K • Higher than average smoking figures (19% vs 14%) <p>Once efficiencies are made to the model, large scale uptake could have significant health benefits, and could yield economic benefits to help with future sustainability of healthcare.</p>

5. Cancer & information support service – Macmillan (West Wales)

Who	Summary of nomination
<p>Nominees: Sarah Russell-Saw – Macmillan cancer info & support coordinator Sarah West – Macmillan cancer info & support coordinator Rachel Kersey – Macmillan cancer info & support coordinator Helen Wood – Macmillan cancer info & support coordinator Liz Duffy – Macmillan cancer info & support coordinator Emma Williams – Macmillan cancer info & support coordinator Aimee Spencer – Macmillan cancer info & support coordinator</p> <p>Nominated by: Katy Powell – Macmillan Partnership Quality Lead</p> <p>Organisation: Macmillan (west Wales)</p>	<p>The Macmillan Cancer and Information Support Service Team works holistically through the three counties Pembrokeshire, Carmarthenshire, and Ceredigion in West Wales. In response to the pandemic, this team:</p> <ul style="list-style-type: none"> • Transformed into a virtual and telephone service with information on the Website to signpost and raise awareness • Renewed and established links with Clinical Professionals, Support Teams, Welfare Benefits, local and National third sector Charities • Ensured that levels of communications were strengthened <p>Signposting has been key to empowering patients to seek further support, some examples of these support services include the Macmillan Support Line, Bupa Counselling, Cancer Psychological Support Service (CaPS), Macmillan Telephone Buddies and Maggie's. The Team is exceptional in their approach to ensuring that Information and Support is available to anyone wanting to access the service.</p>



6. Macmillan welfare rights team (Cwm Taf Morgannwg University Health Board)

Who	Summary of nomination
<p>Nominees: Shirley Melly – Macmillan Welfare & Benefits Advisor Tony Green – Macmillan Welfare & Benefits Advisor Susan Williams – Macmillan Welfare & Benefits support worker</p> <p>Nominated by: Katy Powell, Macmillan Partnership Quality Lead</p> <p>Organisation: Macmillan (Cwm Taf Morgannwg)</p>	<p>As well as assisting with Welfare Benefits services this Team offers support and reassurance to patients and signpost to other services such as Information and Support and other charities. In response to the pandemic, they adapted to ensure that their service was seamless and available to all no matter what was happening globally. They</p> <ul style="list-style-type: none">• Shifted to virtual and telephone appointments• Met regularly and constantly reviewed their ways of working to cope with the ever-changing restrictions and changes nationally• Supported each other in adjusting to the new ways of working and managing their own wellbeing. <p>As a result of this teamwork the patient experience has improved to reach hundreds more patients each year and to be available to people affected by cancer and their families at a time when they need it most.</p>

7. Tenovus Cancer Care

Who	Summary of nomination
<p>Nominees: Judi Rhys – CEO Helen Powell – Head of care Lowri Griffiths – Director support policy & insight</p> <p>Nominated by: Nikki Hill, Interim Head of Communications, Tenovus</p> <p>Organisation: Tenovus</p> <p>AND</p> <p>Nominee: Judi Rhys – CEO Tenovus Cancer Care</p> <p>Nominated by: Malcom Mason, Chairman, Tenovus</p> <p>Organisation: Tenovus</p>	<p>People and partnerships are at the heart of Tenovus Cancer Care, including in these examples:</p> <ul style="list-style-type: none"> • Working with Velindre NHS Trust and Cardiff & Vale UHB, we deliver chemotherapy and immunotherapy treatments for cancer to the heart of the community, via our mobile units • During the pandemic, and in reactivation, we are providing a safe, non-stigmatizing venue for vaccinating the Traveller community and supported the aortic aneurysm screening programme for Public Health Wales. • As sole charity partner, we supported Velindre with the development of the RITTA chat box, designed to help their cancer patients and their loved ones with their queries and concerns. • Our unique Cancer Callback service is part of our partnership with several cancer centres in Wales. It offers personalised support, whether it's to see how treatment is going, how they're getting on after surgery or how they're coping with the loss of a loved one • Our specialist benefit advisors guide people through the complex benefits and grants system. This year we applied for over 2100 benefits and secured over £3.5m worth of financial gains including one off payments for people with cancer. • We are proud to work in partnership with Maggie's Centre at Velindre, funding a clinical psychologist who focuses on end of life care • Our new, all-Wales counselling service was launched this year, responding to the huge demand for emotional support for people affected by cancer created by the pandemic, working collaboratively with Health Boards and sister charities.

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