

How delivering personalised care in cancer impacts patients

Evaluating the impact of personalised care in cancer pilots for the Peninsula Cancer Alliance to support them to become ongoing commissioned services.

Challenge

Each provider organisation within the Peninsula Cancer Alliance had been developing their own approach to personalised care in cancer, with the support of the Alliance. We were asked to support in collating evaluation activity for the pilots and to develop a narrative for local business cases to demonstrate the impact of the projects and the need for future commissioning beyond April 2020, required as part of the Long Term Plan. We were also asked to support the system in navigating the decision making process in order to achieve this.

Approach

Having established the information required for decision making to occur we supported the providers to build a financial perspective using the national Outpatient Appointment calculator and to be able to use this to adapt and populate the model business template we had created. This was supported with a patient [video](#) developed together with Peninsula Cancer Alliance's communications lead to demonstrate impact, and a workshop focussing on workforce and organisational development to explore and evaluate the impact of the new cancer workforce in personalised care e.g. cancer support worker role.

Impact

The commissioning decision making process is continuing as part of wider contract negotiations. Initial indications show that the evaluation and tools we developed and our participation in the process served to enhance the dialogue between commissioners and providers. It is anticipated that most, if not all current projects will either be fully commissioned in April 2020 or a transition arrangement put in place.

Working in collaboration with the Alliance, providers and commissioners has facilitated the sharing and spread of best practice in order to optimise patient outcomes. They have appreciated the expertise that we were able to bring and which has enabled PCA to build a compelling case for continuing the projects demonstrating the positive impact on:

- Patients
- Clinicians
- Financial benefits
- Achievement of LTP ambitions and Cancer Waiting Time Standards

Testimonial

Jon Miller, Programme Manager, PCA commented *'We recruited SCW to help us with developing a business case, which demonstrated the benefits to staff, the benefits to patients, and the financial benefits of PSFU'*.

SCW contact

Catherine Neck, Clinical Project Manager and Cancer Subject Matter Expert
Sarah Warren, Cancer Lead and Programme Manager
contact.scwcsu@nhs.net

