



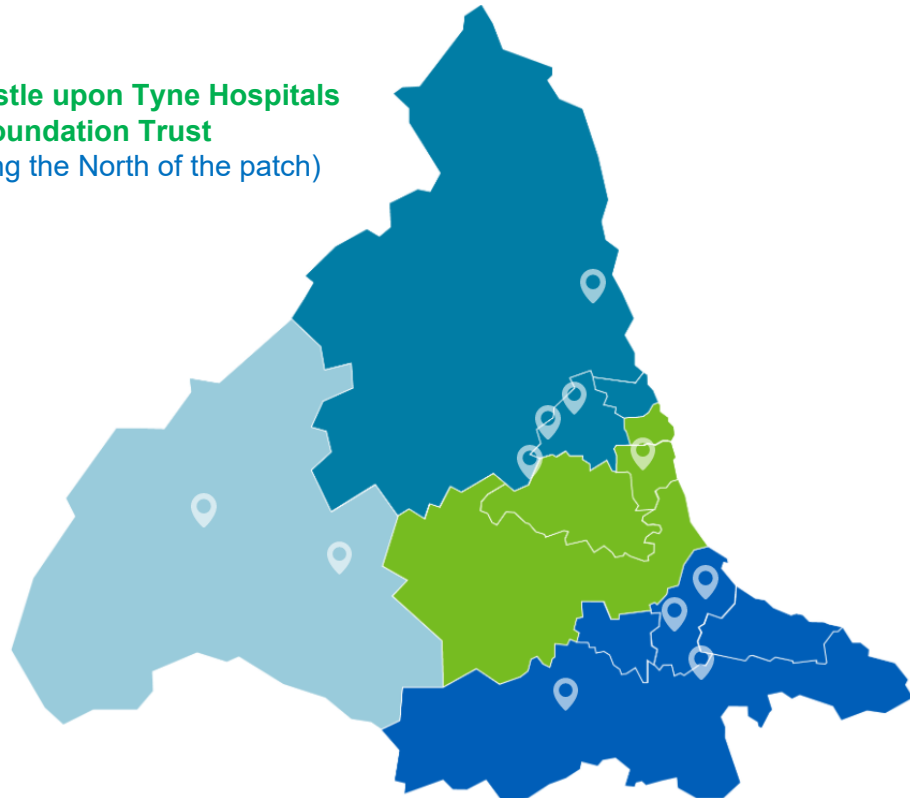
## **Non-surgical Oncology Out-Patient Service Review** for North East and North Cumbria

Ian Pedley, Clinical Director  
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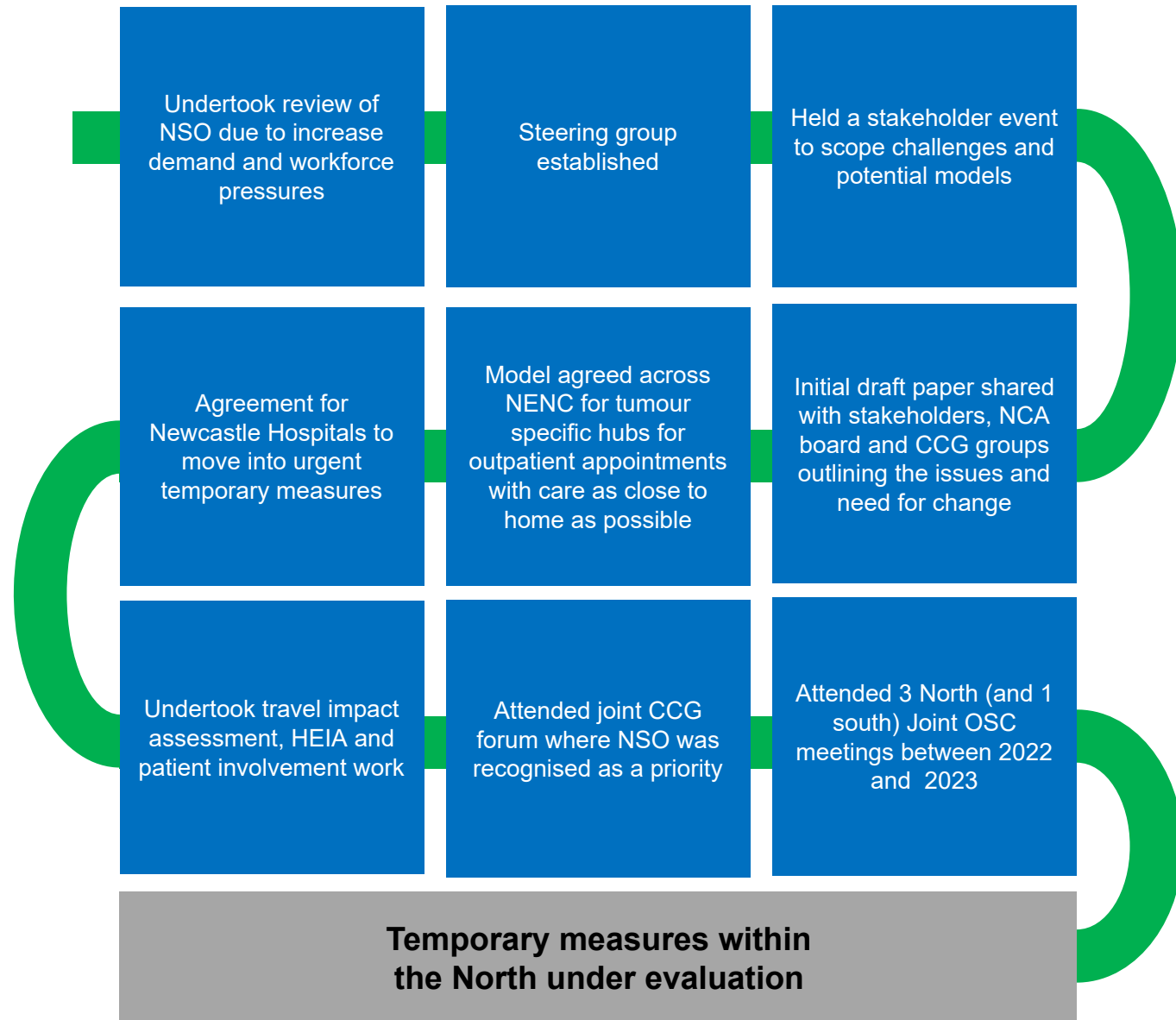
# Programme background

Specialist oncology services are led by Consultant Oncologists commissioned via NHS England Specialised Commissioning. This is through the two major cancer centres in the North East and North Cumbria:

**Newcastle upon Tyne Hospitals  
NHS Foundation Trust**  
(covering the North of the patch)



**South Tees Hospitals  
NHS Foundation Trust**  
(covering the South of the patch)



# Tumour specific hubs

Trust	Site	Tumour Specific Hubs											
		Service prior to changes				Agreed model				Current state			
The Newcastle upon Tyne Hospitals NHS FT	Northern Centre for Cancer Care @ Freeman Hospital	All				All				All			
North Cumbria Integrated Care	Northern Centre for Cancer Care @ Cumberland Infirmary	All											
Northumbria Healthcare NHS FT	Wansbeck General Hospital	Breast	Colorectal			Breast				Breast		Colorectal	
	North Tyneside General Hospital	Breast	Lung	Colorectal		Lung Colorectal					Lung	Colorectal	
Gateshead Health NHS FT	Queen Elizabeth Hospital	Breast	Lung	Colorectal		Breast Lung*				Breast			
South Tyneside and Sunderland NHS FT	Sunderland Royal Hospital	Breast	Lung	Colorectal	Urology	Colorectal Urology						Colorectal	Urology
	South Tyneside District Hospital	Breast	Lung	Colorectal	Urology	Lung					Lung	Colorectal	Urology
County Durham and Darlington NHS FT	Shotley Bridge Hospital	Breast										Lung	Colorectal
	University Hospital North Durham	Breast	Lung	Colorectal		Lung Colorectal							

Operational issues prevented move but on schedule for next 12 months

Tumour groups hub-ed but on different site due to refurbishments

## 2021

### Held engagement sessions with marginalised groups (pre model)

3 sessions held with cancer patients, carers, Healthwatch, learning disabilities, autism and BAME representatives

#### Findings

- Overall, participants supported the need for change, supporting continuity of care
- Participants felt that any changes should address and mitigate health inequalities and transport related issues
- Participants were not wholly supportive of virtual appointments

#### Mitigations

- Worked alongside Daft as a Brush to offer a wider service and a free parking pass given by organisations to remove parking costs
- Agreed model did not move current F2F appointments to virtual

## 2023

### Survey undertaken with patients attending Oncology appointments

170 patients responded with 19 respondents attending a focus group and one-to-one telephone interviews

#### Findings

- All respondents rated the care they had received to date as excellent, very good or good. Noone rated it as poor or very poor.
- Travel was found to be easy by majority of the respondents (>85%) due to parking pass and access to Patient Transport Service and Daft as a Brush
- Majority would be willing to have virtual appointments in future however caveats in place to consider patients ability and that these should not be used for bad news

## 2024

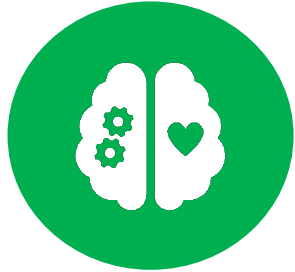
### Held more engagement sessions and interviews

Reached carers and patients from ethnically marginalised communities and disabilities

#### Findings

- Feedback was comparative to the sessions held back in 2021 where mitigations have since been made
- Other comments made were around the information shared within letters and accessibility to translation services, both of which are not impacted by these changes

A **Workforce strategy** has been developed to deliver the agreed service model for NSO which required a skilled and sustainable workforce to meet the predicted increase in demand for the next 15 years and beyond.



### **Skill mix review**

For the 4 major tumour groups – currently reviewing the skill mix of staffing to identify opportunities to upskill some staff groups, releasing consultant time, including the expansion of the supporting workforce such as specialist nurses, prescribing pharmacists, therapeutic radiographers and patient navigators.



### **Advanced care practitioner**

In collaboration with HEE/NHSE Workforce Training and Education (WT&E), thirteen Advanced Clinical Practitioners have been funded and recruited allowing experienced, registered health and care practitioners to work at a high degree of autonomy and complex decision making. These roles will help to support the 40% gap in consultant workforce identified in the options appraisal paper.



### **Investment**

The region has received a significant amount of investment from Specialised Commissioning to support growth within NSO. Funding has been used to fund additional consultants, ACP's, various nursing roles and supportive clerical staff such as cancer care coordinators.

improved access  
reduction in variation  
patient satisfaction  
easy cross cover for leave etc  
enhancements to outcomes  
improvements in waiting times  
patient outcomes and clinical benefits  
financial and operational impact  
accessibility and efficiency gains  
second opinions for difficult cases  
reduction in wait times  
cost-effectiveness  
resource utilisation  
improved morale



**Thank you**  
Any questions?

Ian Pedley, Clinical Director  
Dani Colvin Laws, Programme Manager