Optimising Health and Wellbeing Clinics: Supporting Patients’ Choice after a Cancer Diagnosis

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Aim:
To evaluate the pilot phase of ‘Health and Wellbeing’ Clinics (HWBC) offered to all newly diagnosed cancer patients.

Background:
- Previously a 6 week psycho-educational support program focussing on adjustment to life following completion of treatment was provided.
- Guidance from the National Cancer Survivorship Initiative (NCSI) as part of the Recovery Package suggests offering HWBC to patients at the end of primary treatment to help support ‘self-managed follow up’.
- Using patient feedback we developed a HWBC clinic close to the beginning of their treatment pathway: ‘After a Diagnosis What Next?’
  - This provides a range of information on practical and emotional support. It sign posts facilities both inside and outside the hospital environment.

The HWBC:
- 2013 - A 4 year initiative commenced to provide a dedicated project team to implement the NCSI recovery package.
- FORCE (Exeter local cancer charity), Macmillan (Cancer support), and the Royal Devon and Exeter Foundation Trust worked collaboratively to deliver HWBCs
- 2014 - 8 month pilot phase with twice monthly clinics commenced for 4 identified cancer sites – Breast, Colorectal, Skin and Urology
- Clinics were held outside the hospital environment during pilot phase with a maximum attendance of ten patients.
- Referral came direct from the Clinical Nurse Specialist (CNS) at the nearest contact point following diagnosis.
- Attendance at the clinic included the patient and a supportive person. Opportunity to provide feedback was offered and evaluated.
- Generic presentation and facilitated informal discussion over 1 hour 30 minutes with CNS present as part of future CQUIN design and to provide expert clinical support.

Outcomes:
- 271 invited: 70 attended

Monthly Attendance (n=70)

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Gender Split
- Male: 36%
- Female: 64%

Non-Attendance Reasons
- Not interested/ Too busy: 22
- Too far to travel: 21
- Unknown: 20
- Not bad enough/ Too soon: 14
- Too ill to travel: 12
- Transport issues: 10
- Communication issues: 10
- Self referral elsewhere: 9
- Deceased: 1 (n=171)

Attendance increased over time
- This is useful for planning future improvements

Patient Survey
We asked patients what they thought…..

Did we meet your expectations? (n=70)
- Yes: 53
- Partly: 14
- No: 3

Information Useful? (70)
- Yes: 75%
- No: 25%

Conclusions:
- Changes in approach to the HWBC has demonstrated increasing attendance.
- Listening to our patients highlighted they didn’t know what to expect at the HWBCs.
- Some patients were too busy, with work and child care commitments, to attend daytime clinics.
- The HWBC attracted good proportional attendance from men.
- Free-of-charge car parking is important for many patients.

Next Steps:
- Organise outreach clinics in rural communities
- Organise evening clinics
- Consider DVD educational tool
- Develop information leaflet

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