

Virtual Live Cancer Information Session

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NHS

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CANCER SUPPORT

Background:

In August 2017 a post-diagnosis Cancer Information and Support Clinic was developed. The Cancer Support and Information Clinic filled a patient need to navigate and understand what information and services are available, this was and remains Cancer Support Worker led. Until 2020 this was a face-to-face group education and support session for people and their families, at or soon after the time of a cancer diagnosis. This session is based in the NGS Macmillan Wellbeing Centre (MWBC) at Southmead Hospital.

The aim is to provide information about a range of topics relating to cancer enabling patients and their supporters to take control and self-manage from a cancer diagnosis onwards.

Development of a Digital Platform:

Due to the covid pandemic all face-to-face groups were stopped in March 2020, to reduce footfall within the Centre. However, this left an unmet need for Cancer patients who due to the pandemic were not receiving this vital information as part of their personalised care and support. A steering Group was created in June 2020 to develop a virtual Cancer Information Session.

The development of the virtual session was supported by the trust Communications Team and colleagues within Cancer Services. The presentation used for the face-to-face session was adapted to ensure it could be transferred on to a virtual platform. Microsoft Teams was advised as the most suitable tool to use, to run a live virtual session. Staff were trained in the use of MS Teams and an initial presentation was delivered to a patient and volunteer group for feedback and evaluation. Further adaptations were made based on feedback and the first live virtual Cancer Information Session took place in August 2020.

An invitation letter continues to be sent out to newly diagnosed patients with referrals made by their clinical teams. This has been adapted asking patients to contact the MWBC via email or telephone confirming attendance to the session and allowing us to then send out a joining link with appropriate instructions.

Patient Engagement:

Patient engagement is used to ensure the presentation works online and feedback has continued to be gathered using Envoy- a digital patient feedback platform.

Patients are able to ask questions during a Cancer Information Session and are encouraged to engage with the Cancer Support Workers facilitating the session.

Overall, patient attendance has remained consistent since the digital platform was developed, however, feedback suggests that there may be a need to provide both a virtual and face to face format in the future.

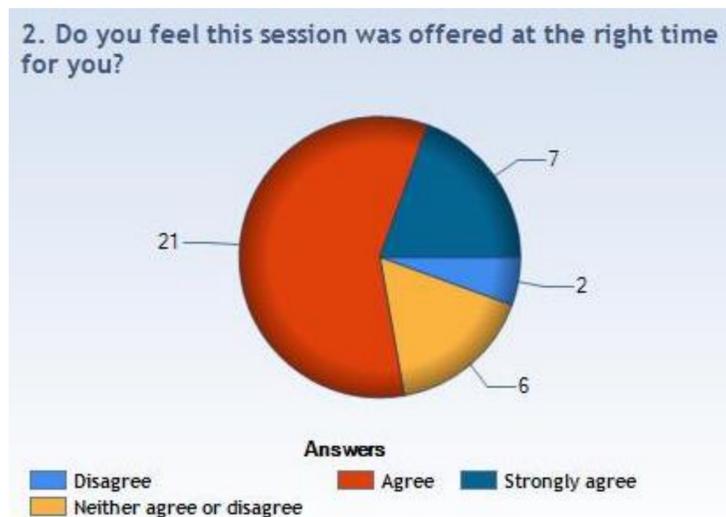


Photo of Arthur Quinn presenting a Cancer Information Session. As part of the patient feedback evaluation process the name of the session was reviewed and the title made shorter and more concise, to Cancer Information Session

Patient feedback:

Patient feedback is gathered through the use of an online survey (Envoy) where both quantitative and qualitative information is obtained.

Graph 1:



Graph 1 shows that how participants prefer the sessions to be delivered. Highlighting the need for a combination in approach of both face to face and virtual.

Graph 2:



Graph 2 shows that the majority of participants agree that the Cancer Information Session is delivered at an appropriate time post diagnosis.

Below are some of the comments received from patients who attended the Cancer Information Session:

- "It's great to have the option of receiving introductory information and sessions virtually - it saves lots of time and when you're having lots of different appointments, a virtual session is one less place to be!"
- "Would prefer face to face but this was an excellent second best"
- "Online is best at the moment because of Covid and also one less journey into Southmead but I think in normal circumstances I would prefer face to face meetings at the wellbeing centre"

Conclusion:

In conclusion we continue to improve patient and carer experience by committing to the following:

- Delivering virtual sessions along with face to face in the future, ensuring accessibility for all
- We hope to upgrade audio-visual equipment in the future as we continue to develop the virtual Cancer Information Session.
- We will continue to ensure that this remains a Cancer Support Worker led session, developing individual skills and knowledge for those involved in delivery.