



# Rosebank Health

CANCER CARE COORDINATOR

# Rosebank patient demographic


- ▶ Rosebank Health is a large urban practice located over four sites in Gloucester, providing primary care to a population of 39000 patients.
- ▶ Rosebank Health merged with Bartongate Surgery in October 2020.
- ▶ Since the Bartongate merger Rosebank Health has one of the most diverse populations in Gloucestershire with over 70 different languages spoken. It also has one of the most deprived populations with over 30% of patients in the highest two groups on the scale of deprivation.
- ▶ Rosebank Health serves one of the largest immigrant populations in Gloucestershire – These patients have limited knowledge of the NHS.

# Cancer Care Coordinator

Victoria Short (Cancer Care Coordinator) was introduced to the surgery in 2021, to provide support to patients newly diagnosed with cancer and to help them navigate the NHS. The role has also used to encourage early cancer diagnosis through education (focusing on areas of health inequalities).

# Cancer Care Coordinator- Roles and Responsibilities

- ▶ Supporting any patients with a cancer diagnosis.
  - Emotional support.
  - Answering any questions the patient has and helping them direct questions to the correct service.
  - Booking blood tests for chemo.
  - Arranging GP/ nurse appointments.
  - Requesting Gold Standard Status.
  - Assisting with Blue Badge, PIP, attendance allowance and arranging SR1.
  - Signposting to support in the community ie counselling, support group, benefits advice etc. Handholding where necessary.
  - Referrals for palliative care, district nurses,
  - Initiating end of life conversations and giving the information that the patient wants/needs to know as and when appropriate.
  - Making sure appropriate patients have and understand ReSPECT, if not written by surgery look at form if on a home visit as often they are not written well in hospital.
  - Work closely alongside DN and PCN to make sure the patient is best supported (often stepping back from contacting the patient if there are lots of people involved, but still check their record and make sure they are receiving all they need, ie medications and palliative GP apts).
  - Keep an eye on Red list so that patients have a GP visit every 28 days.
  - Attending palliative care meeting and knowing most patients discussed.
  - Referrals to other organisations ie OT, Adult social care, physio, incontinence (sometimes with a sign off from GP)
  - When appropriate complete palliative visit and video call GP with the pt (only when a relationship is already formed with pt and pt does not need anything from GP but needs 28 day visit as is EOL).
  - Often patients have medication issues which they struggle to get fixed via reception. Cancer Care Coordinator can spend more time finding a solution. This sometimes means contacting hospital to get a letter emailed and/or speaking with pharmacy team or GP.
  - Patients have Cancer Care Coordinator direct number to make the process easier for them.

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- ▶ Outside of the NHS, the Cancer Care Coordinator has forged links with charities such as Macmillan and Charlie's and will signpost patients/families to them for support covering a range of issues such as benefits, clinical advice, therapies, and access to friendship and support groups.
  - ▶ One month after a 2ww is sent check if the patient has had and attended the 2ww appointment, and if not is there a valid reason or does the patient want rereferring etc.
  - ▶ Calling all patients who are booked in for smears to remind them of the appointment and rearranging appointments when the patient can not attend.
  - ▶ Calling non responders for bowel screening, giving information on the process if requires and if patient agrees, ordering FIT kit.
  - ▶ Arranging Cancer Awareness events.
  - ▶ Cancer awareness displays in Kingway and Rosebank, new display each month.
  - ▶ Macmillan Leaflets in Kingsway and Bartongate (small display in Severnvale).

# Cancer education events

- ▶ Orchid talk:

The background is a dark purple gradient. On the left, there is a lighter purple curved shape. In the top right corner, there is a vertical pink rectangular bar.

# Bowel cancer education event



## Working with Macmillian at the Friendship Cafe



Breast cancer and  
mammogram  
awareness event



# Sun awareness and skin check event

- ▶ Invitation sent to 30-50years registered at Rosebank Surgery.
- ▶ 100 patients were able to register their interest to attend for sun awareness advice and/or a skin check.
- ▶ Skin checks were offered by 2 dermatology clinical nurse specialists.
- ▶ Dr Unwin then saw any patients that the nurses felt needed to see a GP.
- ▶ The dermatology cancer support worker sat in the waiting area offering sun advice to patients while they waiting for their skin check.
- ▶ 43 patients were seen in all and 12 were seen by Dr Unwin.

# Cancer- signs and symptoms education event



# Practice intranet information

- ▶ <https://teamnet.clarity.co.uk/184050/Topics/View/Details/74fc03e9-3dc4-48d0-9815-ae8b00fa3be7>