



## Cancer Information Prescriptions Implementation Newsletter 19 – January 2012

### Welcome to Newsletter Number 19, update by Elaine Wilson, Implementation Programme Manager

Welcome to the nineteenth edition of the monthly Cancer Information Prescriptions Implementation Newsletter from the NCAT Information Prescriptions Implementation Team.

As we move into the New Year and reach the half way point of delivering the Information Prescription Programme, it has felt the right time to consolidate the last six months of learning and to review the past years performance, to ensure that we get the right support to resolve issues and prepare with Wave 2 Trusts their future implementation.

January's edition features articles that really highlights how hard individuals and Wave 1 Trusts have been working, that this programme continues to listen and learn and how keen we are to bring this knowledge to future Wave implementation, as well as to Trusts who have already been part of the Beacons and Wave 1, or are part of a Cancer Network facilitated roll-out.

As the programme continues to deliver the different models of Information Prescriptions, the programme has gained support in a recently published policy, the 'NHS Future Forum', if you would like to know more of the details of this, please read the article in this month's newsletter.

### Dates for your diary

The National Cancer Action Team is holding an 'Open Space' workshop, to further develop content on nutrition on the Information Prescription System, on Wednesday February 22 2012, in Bloomsbury, London.

The Open Space Event will bring together patients, dieticians and information providers/charities. The format, learning and recommendations to improve the information patients receive. The event aims to:

- Improve the content of nutritional information provided to people affected by cancer
- Ensure the nutritional content is *personalised* to an individual's condition and stage in their care pathway
- Ensures the content (underpinned by the appropriate clinical assessment, support and treatment) equips people to look after themselves during their diagnosis and treatment, and as they live with and beyond cancer

If you are interested in attending the event, please respond by email by Friday 3 February to [kirstin.waghorn@ncat.nhs.uk](mailto:kirstin.waghorn@ncat.nhs.uk)

For further details contact David Manning, Manager National Cancer Patient Information Pathways: 0787 634 3380.

### NHS Future Forum supports Information Prescriptions by Ruth Carlyle, Information and Support Policy Lead at Macmillan Cancer Support

The NHS Future Forum published a series of reports on 10 January 2012. One of the four reports, snappily entitled 'Information', includes support for Information Prescriptions in its recommendations and uses this programme's activity as a case study for good practice.

The report is significant as its recommendations have been accepted by Government and it is expected to influence the forthcoming Department of Health information strategy. The NHS Future Forum members see patient

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information as ‘an integral part of the service to patients and service users’. Information Prescriptions are regarded by the NHS Future Forum as a means to achieve greater integration of patient information into the care that individuals receive.

The first of the recommendations from the NHS Future Forum report on Information states:

‘Information is an integral part of the service to patients and service users and the Government’s information strategy must clearly set out the responsibilities of commissioners and providers in affirming this principle. The strategy must be clear about how people’s legal rights to accessible information will be protected. **It needs to set out the future for Information Prescriptions (IPs) and ‘The Information Standard Scheme’, and the reinforcing links between these.** It should set out a clear strategy for ensuring the recruitment; training and development of the health and social care workforce are geared towards excellence in communication and health coaching skills. It should be clear how the information strategy will relate to and reinforce the work to embed shared decision-making.’

Information Prescriptions are also mentioned twice in case studies within the report: in an account of an information journey for a woman with multiple sclerosis; and in a description of the cancer Information Prescriptions programme under the heading ‘supporting patients to make sense of the information’.

The explicit references to Information Prescriptions in the report from the NHS Future Forum help to raise the profile of the programme in current public policy. The recommendation that Information Prescriptions are explicitly included within the new Department of Health information strategy should also encourage everyone who is working to make a reality of Information Prescriptions within cancer care.

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The report from the NHS Future Forum is available online at:

<http://healthandcare.dh.gov.uk/forum-report/>

The Government’s response is also available:

<http://www.dh.gov.uk/health/2012/01/forum-response/>

If you have any queries about the report, you can contact Ruth Carlyle, Information and Support Policy Lead at Macmillan Cancer Support, [rcarlyle@macmillan.org.uk](mailto:rcarlyle@macmillan.org.uk)

### Taking Wave 1 learning into Wave 2 by Elizabeth Saunders, Information Prescriptions Facilitator

Throughout Wave 1, Information Prescription Facilitator Elizabeth Saunders has been conducting an ongoing SWOT (strengths, weakness, opportunities and threats) analysis of the different training and implementation approaches used in her two Trusts, which has resulted in some interesting observations on the pros and cons of group versus individual team training.

Although both Trusts were similar in who they put forward for training,, for example cancer multi-disciplinary teams, Lead Cancer Nurse leading on Information Prescriptions, the two Trusts differed in their preferred approach to the training of staff in use of the Information Prescription System. One invited all interested Cancer Services staff to training sessions in an IT training room early in the Wave, the other preferred multi-disciplinary teams to be approached and trained team-by-team, over the course of the Wave 1 period.

On analysis, the outcomes were very different. The themes that emerged from comparing the two approaches showed:

- How best to train a number and range of people and then follow-up their progress after the training sessions;



- How to be more effective in using the Information Prescription Facilitators time;
- Increasing progression towards achieving some ones objectives;
- How could the training environment and content be improved;
- Comparisons were drawn between comparative flexibility and consistency.

Although being difficult to assess to what extent better implementation was due to the different training approach. As you have to take into account factors such as individual engagement, organisational culture and different approaches suit different circumstances. The process of mapping out pros and cons and capturing the resulting analysis of their respective Strengths, Weaknesses, Opportunities and Threats in a SWOT analysis proved really useful in planning Information Prescriptions training for future Trusts, as we move into Wave 2.

If you would like to know more or interested in seeing the detailed results of the SWOT analysis exercise, or a copy of the SWOT template, please contact [Elizabeth.Saunders@ncat.nhs.uk](mailto:Elizabeth.Saunders@ncat.nhs.uk)

### **Northamptonshire's Wave Success by Vicky Malia, Information Prescriptions Lead Facilitator**

When I arrived at Northampton General Hospital back in August 2011, and met the teams I would be working with I knew I was in for a great Wave experience and I wasn't wrong.

Liz Summers (Lead Cancer Nurse) had worked tirelessly in advance of my arrival to ensure that Information Prescriptions were on everybody's mind and there was excellent awareness and engagement with the project. All of the key stakeholders had been identified and a steering group was well established – a facilitators dream!

Liz was very keen to ensure that all of the teams across Cancer Services were involved in

implementation, including Chemotherapy, Radiotherapy and clinic nurses too, along with the site specific teams. We therefore identified a small number of teams to work with intensively based on national and local data, but agreed that we would aim to roll out Information Prescriptions across all of the teams by the end of the 6 months – a big task but we knew it was possible.

We began by working with the key strategic stakeholders to develop operational guidelines and ensured that we had senior level support for the programme. We held a large group learning session early on which included a walkthrough of the system but also lots of discussion around flexible models of delivery, and a representative from each of the teams attended this session.

Following this I then embarked on a continuous cycle of follow up and support sessions with the teams so that I was meeting with each of them regularly to work with them to develop their own models of delivery to suit them and their patients. By the end of the Wave period we'd trained 70 people at level 2 or 3 and held over 50 follow up or support sessions with individuals or small groups which proved invaluable. And the good news is that when I left the Trust last week all teams were continually issuing Information Prescriptions to their patients.

The key factors that lead to the Trust's success is about having a strong lead with the passion and enthusiasm to drive the implementation, having wonderfully welcome, open minded and positive clinical and other service teams to work with, having engagement and support from IT and Information Governance departments and putting in the time as a facilitator to respond to each team's needs individually through many follow up sessions. It has been a real pleasure to work with Northamptonshire General Hospital



and I wish them every success in the future – keep up the good work!

### NHS Choices

If there are any issues with the system, feedback on content, please report them to the NHS Choices Service Desk: [thechoicesteam@nhschoices.nhs.uk](mailto:thechoicesteam@nhschoices.nhs.uk) or 0845 650 4865.

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### Comments and Feedback

If you have any comments or suggestions on what you would like included in these newsletters then just drop us a line.

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