



# Cancer Care Reviews – Practical Tips (Session 2)

Julie Cracknell – Personalised Care, Cancer Nurse Facilitator  
(Swindon and GWH facing surgeries)

Practice Nurse – GWH PCN



# Agenda

**Background & Recap**

**Meet Su**

**Structure of a Cancer Care Review (CCR)**

**Standard Operating Procedure**

**Patient Experience for Su**

**Tips & Templates**

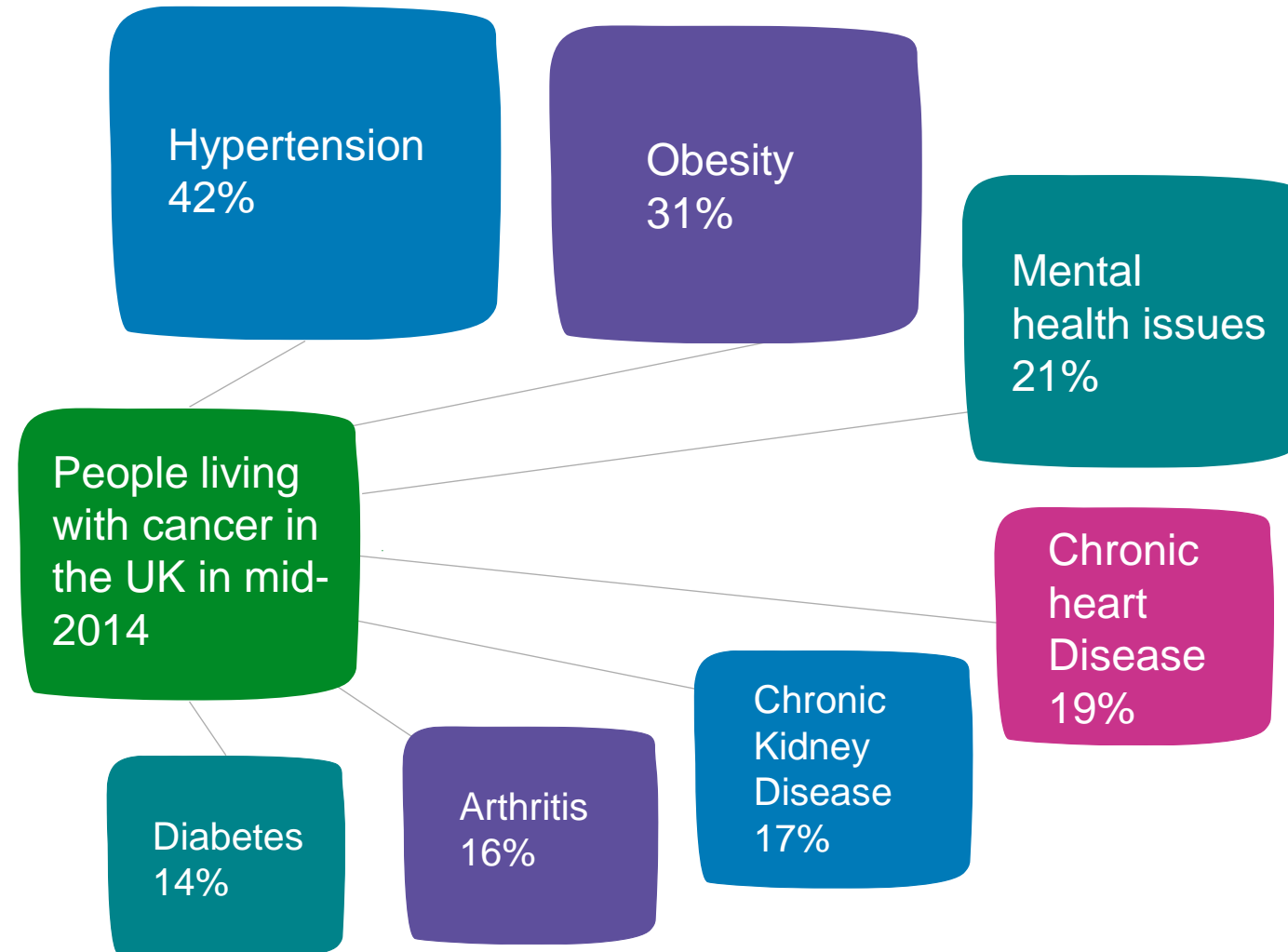
**Training and Competency**

**Help & Support**

# Background & Recap

- A Cancer Care Review (CCR) is a holistic assessment of concerns (primary care).
- QOF points are awarded for each interaction.
- CCRs are required within 12 months of diagnosis, with an offer of support within 3 months.
- People living longer with cancer, may be working and have other long term conditions managed in primary care.

# Increasingly people live with multiple conditions:



Macmillan Cancer Support. *Cancer in the context of other long-term conditions. Scoping evidence review and secondary data analysis.* 2015.

# Background & Recap

- >50% Live with unmet needs after a cancer diagnosis from their GP surgery (NCPES, 2021)

## Role of the Cancer Care Review

**61% of patients reported receiving inadequate emotional support**

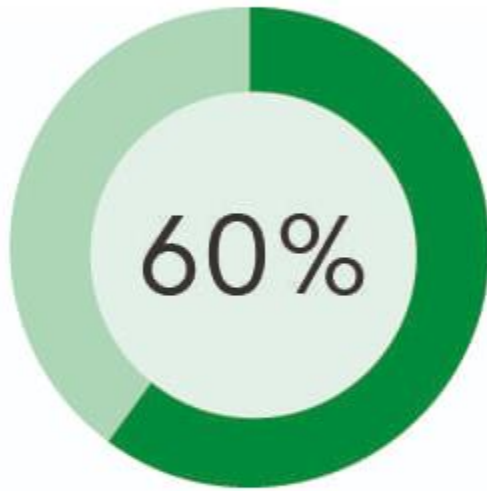
(National Cancer Patient Experience Survey, 2020)



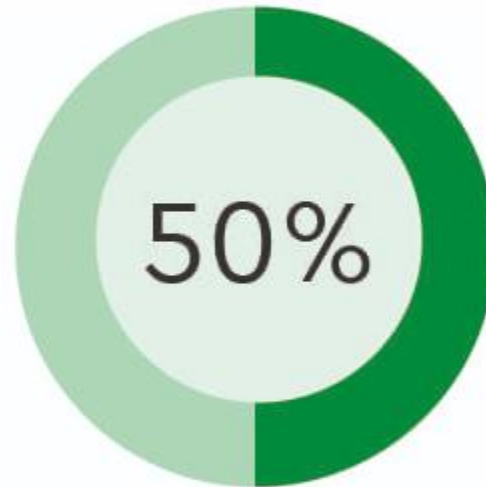
Q55. General practice staff definitely did everything they could to support patient during treatment

- Unmet needs can result in repeated GP contacts (3-5/year) for up to 10 years post diagnosis, so important to meet these needs as soon as possible
- Cancer will be treated as another long-term condition within primary care

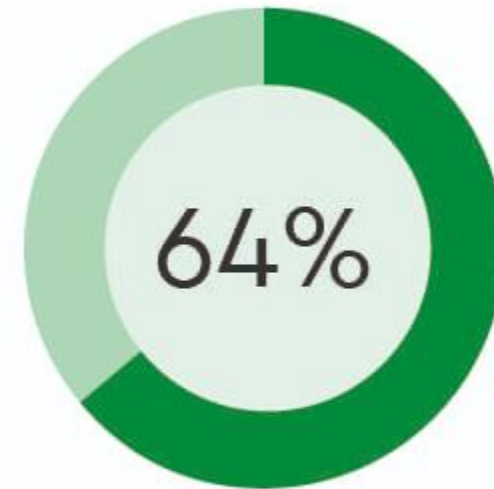
## Evaluation findings on how to get the best out of a Cancer Care Review discussion



60% of Primary Care Professionals view Cancer Care Review plans as being useful for patients

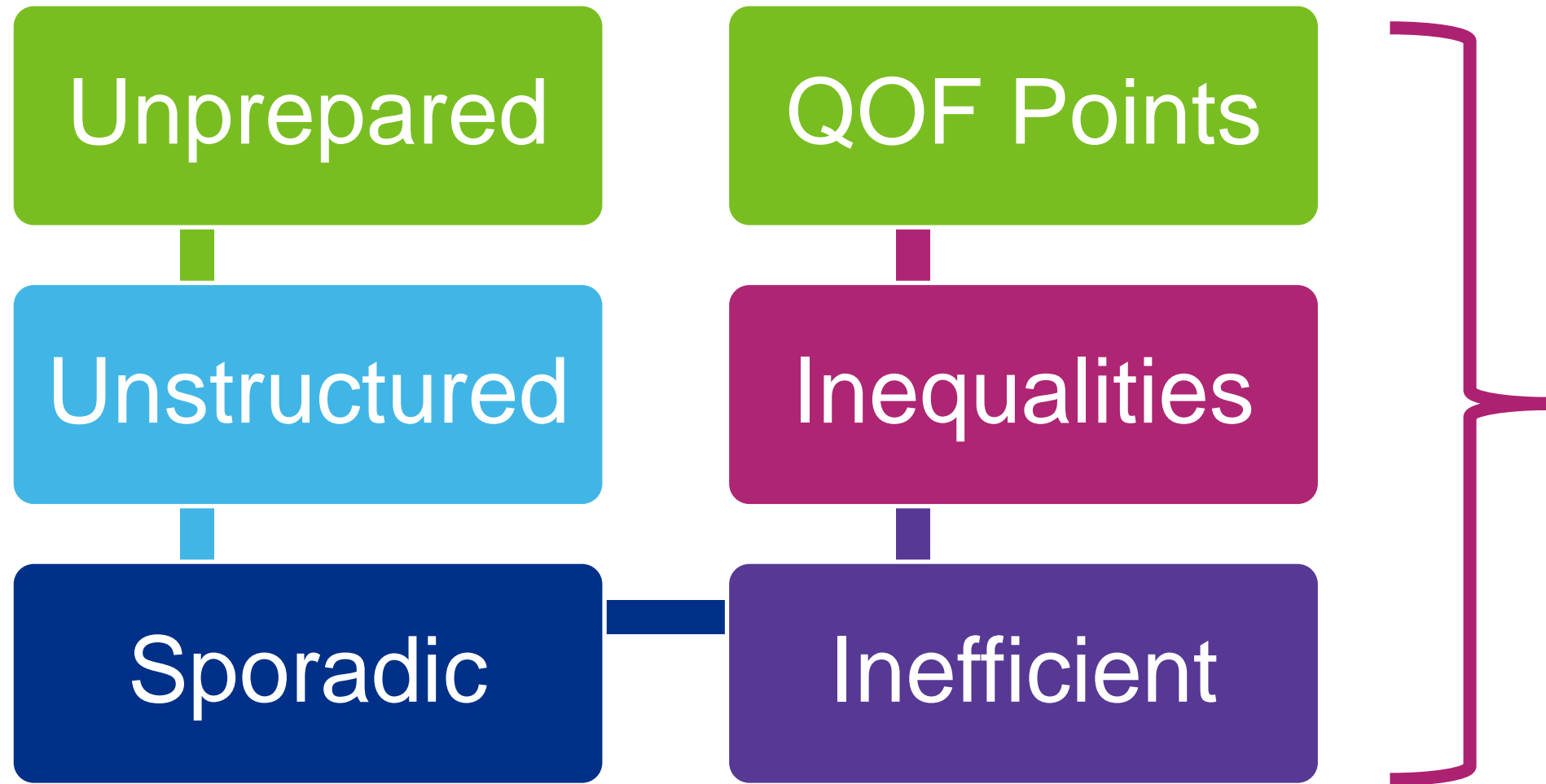


Yet 50% undertook Cancer Care Reviews opportunistically



Only 64% have an agreed structure

(Macmillan, 2020)





Patient's diagnosis  
to ensure  
they understand  
their condition



Treatment  
and possible  
consequences



Medication review  
and prescription  
entitlement



Patient and  
carer information  
needs



Physical activity



# Meet Su

## Diagnostic Journey

- Presented with right sided breast lump (GP)
  - 2WW Referral
- Breast Clinic: Examination, mammogram & biopsy
  - Diagnosis Stage 3 breast cancer



## Treatment Regime

- Right sided Mastectomy
- Adjuvant chemotherapy
- Received first dose of hormone therapy (Prostap) and will need for two further years
- End of treatment summary (EOTS)

# Structuring your CCR

# Cancer Care Reviews (CCRs) - Guidance

Patients with a new diagnosis of cancer, must be contacted with an offer of support within 3 months.

Within 12 months of a cancer diagnosis, a full CCR must be carried out.

**These MUST be two discrete discussions.**

Patients should be able to talk about their concerns, with an emphasis on holistic assessment. Use plain language to avoid misunderstandings. Use a tool such as the concerns checklist that can be given to the patient to help guide conversations around what matters to them.

**ALWAYS** Safetynet your patients and make them aware of when to seek help.

This means knowing what 'red flags' apply and where to seek help from.

Patients must receive signposting to local services available. These can be accessed through Macmillan.

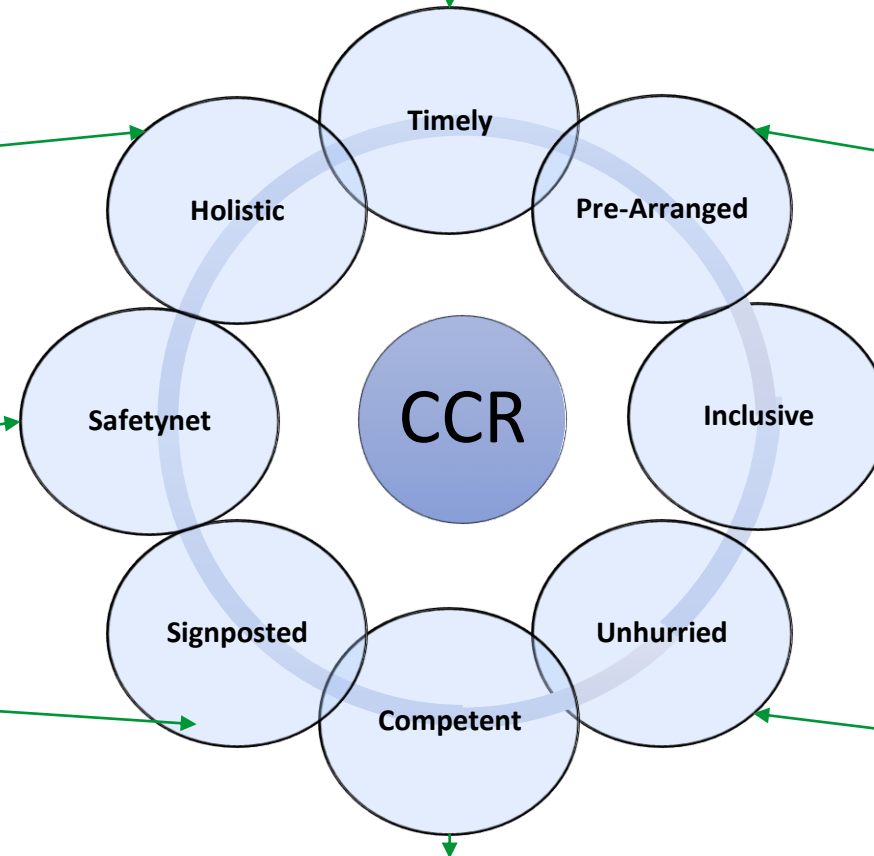
Staff must make themselves aware of what services are available in the locality to support people with cancer.

**Wiltshire CCR Help & Support via Macmillan GP**  
[Lynne.macready@nhs.net](mailto:Lynne.macready@nhs.net)

CCRs Must be carried out by a competent individual. This could be a GP, Nurse or Social Prescriber (Macmillan guidelines), some surgeries are also using Healthcare Assistants in parts of their invitation process. A GP MUST be offered if patients prefer and should always be available for escalation.

Macmillan have published a competency framework to enable training needs analyses to be completed.

**Swindon CCR Help & Support via Personalised Care (Cancer) Nurse Facilitator**  
[Julie.cracknell3@nhs.net](mailto:Julie.cracknell3@nhs.net)



**Timely**

**Holistic**

**Pre-Arranged**

**Inclusive**

**Unhurried**

**Competent**

**Safetynet**

CCRs should be pre-arranged, allowing your patient to adequately prepare for a full discussion and express concerns.

Use of a Standard Operating Procedure is strongly encouraged. A gold standard SOP is available.

Send out information and HNA/Concerns checklist.

CCRs are inclusive – offer a F2F, telephone, video or home visit. BAME, LD and LGBTQ+ populations may not access services as easily. Consider cultural difference and use of interpreter or accessible methods. Safety-net non-responders and non-attenders.

CCRs should not feel rushed, allowing your patient to express themselves freely and openly.

Facilitate open and early conversations that allow patients to express their needs, preferences in an unhurried manner.

# Adopt a Standard Operating Procedure (SOP)

## Suggested Standard Operating Procedure for CCRs (GWH Facing Practices)

### •Diagnosis of cancer sent to practice from secondary care

- Check if new diagnosis, has this been discussed with patient already?
- Code to record and task referring GP
- Consider whether metastasis diagnosis
- Attach HNA (and/or) treatment plan if included into record attachments in patient notes

### 2. Plan regular Cancer Care Review slots into practice rota

### 3. Run weekly reports 'QOF Work to do' identifying patients for:

- 3-month support discussion or
- 12 Month full CCR
- NB: 3-month patients should ideally be booked 6-8 weeks from diagnosis with the same GP that referred

### 4. Telephone contact to patient (either 3-month/12-month appointments).

- Assess for adjustments (LD, Language Line, Hearing/Visual impairment and Capacity)
- Send Macmillan Concerns Checklist (HNA)
- Book an appropriate review (Telephone/Video/F2F/Home Visit) confirmation by text or letter
- Missed contact: after 3 attempts or declines appointment → 7.0 Safetynetting Protocol

Admin/Booking

### 6. Patient DNA appointment → 7.0 Safetynetting Protocol

### 7.0 Safetynetting protocol: for non-responders, non-attenders and declined appointments.

- Explore reasoning for declined appointment/non-attendance
- Rebook if possible (for non-attenders)
- Check patients details correct
- 3-month QOF can still be claimed as 'offer of support' given even if declined
- Cancer Champion (Swindon) or GP Cancer Lead (Wilts) to assess/contact patient to ascertain reasoning behind non-engagement
- As a **last** resort, patient can be exempted from 12-month CCR QOF.
- If declined at 3-months, still requires booking for 12-month CCR using same protocol
- If declined at 12-months, follow safetynetting protocol from start, decision needed by Cancer Champion and recall again

Clinician OR  
Admin

### 5a. Patient attends 3-month support appointment (CAN005)

- Use 3-month discussion template to record and structure discussion
- Ensure QOF \* box is ticked
- Use Macmillan Concerns Checklist (HNA) to guide holistic discussion
- Provide signposting and information in written format to underpin appointment
- Set expectations around 12-month CCR and set recall
- Safetynet accordingly
- SNOMED Codes in notes section
- Request feedback (if appropriate)

### 5b. Patient attends 12-month CCR (CAN004)

- Use CCR template to record and structure discussion
- Ensure QOF \* box is ticked
- Use Macmillan Concerns Checklist (HNA) to guide holistic discussion
- Provide signposting and information in written format to underpin appointment
- Safetynet accordingly
- Make decision on whether additional appointments needed to support – set recall
- Request feedback (if appropriate)
- SNOMED Codes in notes section

Clinician  
(GP/Nurse/Social  
Prescriber)

# Macmillan Concerns Checklist (HNA)

Using a concerns checklist helps guide a holistic conversation with your patient.

## Concerns Checklist – identifying your concerns

Patient’s name or label

Key worker:

Date:

Contact number:

This self assessment is optional, however it will help us understand the concerns and feelings you have. It will also help us identify any information and support you may need.

If any of the problems listed have caused you concern recently and you wish to discuss them with a key worker, please score the concern from 1 to 10, with 10 being the highest. Leave the box blank if it doesn’t apply to you or you don’t want to discuss it now.

### Physical concerns

- ☐ Breathing difficulties
- ☐ Passing urine
- ☐ Constipation
- ☐ Diarrhoea
- ☐ Eating, appetite or taste
- ☐ Indigestion
- ☐ Swallowing
- ☐ Cough
- ☐ Sore or dry mouth or ulcers
- ☐ Nausea or vomiting
- ☐ Tired, exhausted or fatigued
- ☐ Swelling
- ☐ High temperature or fever
- ☐ Moving around (walking)
- ☐ Tingling in hands or feet
- ☐ Pain or discomfort
- ☐ Hot flushes or sweating
- ☐ Dry, itchy or sore skin
- ☐ Changes in weight
- ☐ Wound care
- ☐ Memory or concentration
- ☐ Sight or hearing
- ☐ Speech or voice problems
- ☐ My appearance
- ☐ Sleep problems

- ☐ Sex, intimacy or fertility
  - ☐ Other medical conditions
- ### Practical concerns
- ☐ Taking care of others
  - ☐ Work or education
  - ☐ Money or finance
  - ☐ Travel
  - ☐ Housing
  - ☐ Transport or parking
  - ☐ Talking or being understood
  - ☐ Laundry or housework
  - ☐ Grocery shopping
  - ☐ Washing and dressing
  - ☐ Preparing meals or drinks
  - ☐ Pets
  - ☐ Difficulty making plans
  - ☐ Smoking cessation
  - ☐ Problems with alcohol or drugs
  - ☐ My medication
- ### Emotional concerns
- ☐ Uncertainty
  - ☐ Loss of interest in activities
  - ☐ Unable to express feelings
  - ☐ Thinking about the future
  - ☐ Regret about the past
  - ☐ Anger or frustration

- ☐ Loneliness or isolation
  - ☐ Sadness or depression
  - ☐ Hopelessness
  - ☐ Guilt
  - ☐ Worry, fear or anxiety
  - ☐ Independence
- ### Family or relationship concerns
- ☐ Partner
  - ☐ Children
  - ☐ Other relatives or friends
  - ☐ Person who looks after me
  - ☐ Person who I look after
- ### Spiritual concerns
- ☐ Faith or spirituality
  - ☐ Meaning or purpose of life
  - ☐ Feeling at odds with my culture, beliefs or values
- ### Information or support
- ☐ Exercise and activity
  - ☐ Diet and nutrition
  - ☐ Complementary therapies
  - ☐ Planning for my future priorities
  - ☐ Making a will or legal advice
  - ☐ Health and wellbeing
  - ☐ Patient or carer’s support group
  - ☐ Managing my symptoms

☐ I have questions about my diagnosis, treatments or effects

Key worker to complete

☐ Copy given to patient

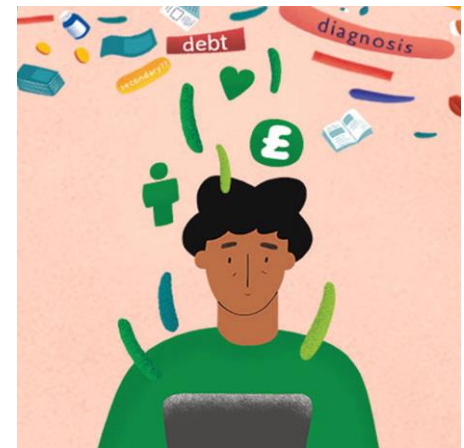
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© Macmillan Cancer Support and its licensors, 2017. All rights reserved. Macmillan Cancer Support, registered charity in England and Wales (261017), Scotland (SC039907) and the Isle of Man (604). Also operating in Northern Ireland. MAC13689\_ConcernsChecklist\_17



# What about Su?

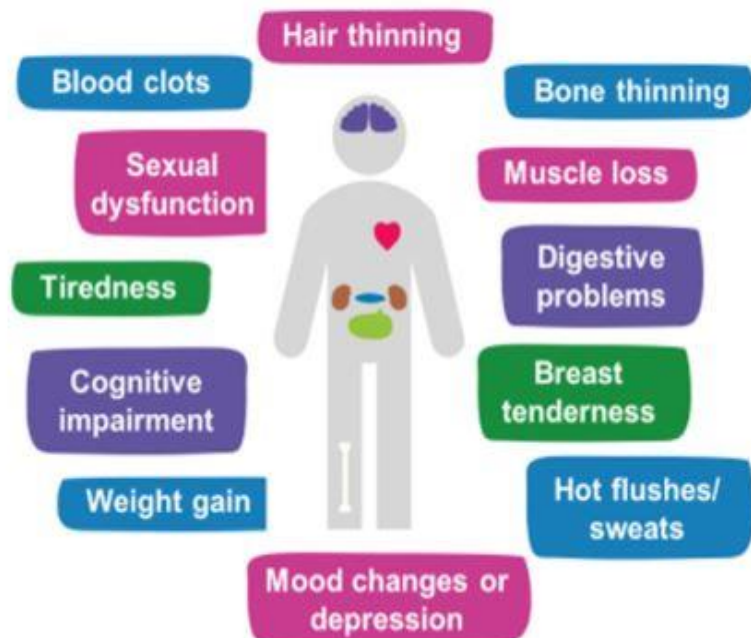
- Invited to attend a support discussion about her cancer diagnosis
- Given the opportunity to complete a concerns checklist, and the importance explained
- Time/Date – prearranged
- Asked about any adjustments for hearing/visual impairment, mental capacity and language/interpreter
- Attends today – what might she be worried about?





# Consequences of treatment – What might Susan be experiencing?

## CONSEQUENCES OF HORMONAL TREATMENT



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CANCER SUPPORT

## IMPACT OF TREATMENT CONSEQUENCES



### SIGNIFICANT SOCIAL CARE NEEDS

**64%** Practical and personal needs  
Mobility **32%**  
Housework and cooking **31%**  
Personal care **14%**  
**78%** Emotional needs



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- ☐ Other medical conditions

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Key worker to complete

☐ Copy given to patient

☐ Copy to be sent to GP

# Macmillan Personalised Care CNS

Bath and North East Somerset,  
Swindon and Wiltshire  
Clinical Commissioning Group

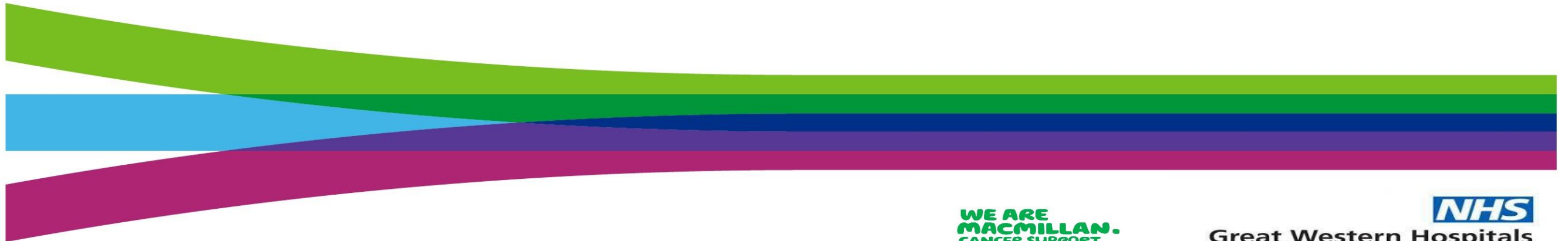
**Michelle Taylor &  
Lauren McClelland**

Contact details:

01793607819

[gwh.macmillanpersonalisedcareteam@nhs.net](mailto:gwh.macmillanpersonalisedcareteam@nhs.net)

For patient referrals: [gwh.macmillanpctreferrals@nhs.net](mailto:gwh.macmillanpctreferrals@nhs.net)



**WE ARE  
MACMILLAN.**  
CANCER SUPPORT

**NHS**  
Great Western Hospitals  
NHS Foundation Trust

# Virtual Workshops

<b>June</b>	Tues 14th	2-3pm	<b>Managing cancer related fatigue</b>	Personalised Care Team
	Tues 28th	2-3pm	<b>Strategies for coping with the impact of Cancer</b>	Clinical psychologist
<b>July</b>	Tues 12th	2-3pm	<b>Physical exercise and Cancer</b>	Macmillan Physio
	Tues 26th	2-3pm	<b>Macmillan Benefits advice</b>	Citizens Advice Bureau
<b>August</b>	Tues 9th	2-3pm	<b>Sexual consequences of Cancer</b>	Psychosexual Therapist
	Tues 23rd	2-3pm	<b>Sleep and tiredness</b>	Personalised Care team
<b>Sept</b>	Tues 6th	2-3pm	<b>Community health &amp; wellbeing information, signposting and support.</b>	Live well Swindon Hub
	Tues 20th	2-3pm	<b>Swindon Carers</b>	Tanya Hawker

<b>October</b>	Tues 4th	2-3pm	<b>Nutrition-Importance of looking after your gut health</b>	Nutritionist-Sarah Firth
	Tues 18th	2-3pm	<b>Strategies for coping with the impact of Cancer</b>	Clinical Psychologist
<b>November</b>	Tues 1 <sup>st</sup>	2-3pm	<b>Physical exercise and Cancer</b>	Macmillan Physio
	Tues 15th	2-3pm	<b>Macmillan Benefits Advice</b>	Citizens advice Bureau
	Tues 29th	2-3pm	<b>Managing cancer related Fatigue</b>	Personalised Care Team
<b>December</b>	Tues 13th	2-3pm	<b>Sleep and Tiredness</b>	Personalised Care Team

**To get further information or to book onto a session, please contact:**

**[gwh.macmillanpersonalisedcareteam@nhs.net](mailto:gwh.macmillanpersonalisedcareteam@nhs.net)** or call **01793 607819**

**For Health Care Professionals –refer using the following email:**

**[gwh.macmillanpctreferrals@nhs.net](mailto:gwh.macmillanpctreferrals@nhs.net)**

# System One – CAN005

Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Next' button

Home

Diagnosis

3 Month Review

Cancer Care Review

Treatment

Recurrence

Notes

Resources

Review

Cancer Care

ardens

help & feedback

NEW PAGES:

Diagnosis

3 Month Review

Cancer Care Review

Treatment

Recurrence

Notes

Resources

Old Page:

Cancer Care Review

Home

Diagnosis

3 Month Review

Cancer Care Review

Treatment

Recurrence

Notes

Resources

Cancer Care - 3 Month Review

ardens

help & feedback

Review

Encounter

Cancer support services

EOTS Plan

Cancer nurse

Palliative care

PCSP

Prescriptions

Social prescribing

Benefits advice

Carer advice

Lifestyle advice

Work advice

Emotional and psychosocial support and advice

Resources

Leaflets

Care Team & Relationshi...

Lifestyle

Med3 & Letters

CAN005 - Within 3m of diagnosis

Oncology Referral

End of Life & Palliative...

Future Care Plan

Prescription Charges

Social Prescribing

# System One – CAN004

Home

Diagnosis

3 Month Review

Cancer Care Review

Treatment


Recurrence

Notes

Resources

Review


Cancer Care Review




Review


★ Cancer care review

☐


 CAN004 - Within 12m of diagnosis


Encounter




 DNA


Holistic needs assessment



 HNA Checklist


 HNA

Diagnosis discussed




Diagnosis

Treatment




Treatment


Recurrence





Recurrence

Tools

 Vitals & Lifestyle


 Mood + Anxiety Scores

 Karnofsky Performance

 WHO Performance


Stage


Impression



Plan


Plan




 < Click

Benefits advice

☐





 Leaflets


Resources

Carer advice

☐





 Care Team & Relationshi...

 PSA Monitoring

Lifestyle advice


☐




 Lifestyle

Work advice


☐





 Med3 & Letters

Medication review

☐





 Drug Review

 Prescription Charges


Cancer care plan

☐





 Living Better With Cancer


Cancer support services




Genetics





 ? Genetics Referral

 31


Macmillan





 ? Oncology Referral




Palliative care





 End of Life & Palliative...




PCSP




 ⚠ Future Care Planning



Social prescribing





21



# Free Text Notes Section & Signposting

Home

Diagnosis

3 Month Review

Cancer Care Review

Treatment

Recurrence

Notes

Resources

Notes

ardens

help & feedback

Assessment

Signs

Psychosocial

Treatment

Management

Plan

ICE

Ideas

Concerns

Expectations



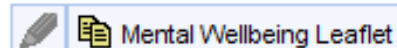
## Resources



### General

Active against cancer	<a href="https://www.activeagainstcancer.org.uk/">https://www.activeagainstcancer.org.uk/</a>
Macmillan for GPs	<a href="http://www.macmillan.org.uk/about-us/health-professionals/resources/resources-for-gps.html#300565">http://www.macmillan.org.uk/about-us/health-professionals/resources/resources-for-gps.html#300565</a>
Macmillan Information	<a href="https://be.macmillan.org.uk/be/s-4-order-information.aspx">https://be.macmillan.org.uk/be/s-4-order-information.aspx</a>
Macmillan Support	<a href="https://be.macmillan.org.uk/be/s-592-coping-with-and-after-treatment.aspx">https://be.macmillan.org.uk/be/s-592-coping-with-and-after-treatment.aspx</a>
RCGP Toolkit	<a href="https://www.rcgp.org.uk/clinical-and-research/resources/toolkits/primary-care-cancer-toolkit.aspx">https://www.rcgp.org.uk/clinical-and-research/resources/toolkits/primary-care-cancer-toolkit.aspx</a>
Wigs & Fabric Support	<a href="https://www.nhs.uk/using-the-nhs/help-with-health-costs/wigs-and-fabric-supports-on-the-nhs/">https://www.nhs.uk/using-the-nhs/help-with-health-costs/wigs-and-fabric-supports-on-the-nhs/</a>
ACC Support UK	<a href="http://www.accsupport.org.uk/home/about-acc/">http://www.accsupport.org.uk/home/about-acc/</a>
Cancer Research UK	<a href="https://www.cancerresearchuk.org/about-cancer/cancer-in-general/macmillan-cancer-information-and-support">https://www.cancerresearchuk.org/about-cancer/cancer-in-general</a>
Macmillan	<a href="https://www.cancer.gov/types/adrenocortical">macmillan cancer information and support</a>
National Cancer Institute	<a href="https://www.cancer.gov/types/adrenocortical">https://www.cancer.gov/types/adrenocortical</a>
NHS	<a href="http://www.nhs.uk/conditions/phaeochromocytoma/Pages/Introduction.aspx">http://www.nhs.uk/conditions/phaeochromocytoma/Pages/Introduction.aspx</a>
Anal Cancer Foundation	<a href="http://www.analcancerfoundation.org/">http://www.analcancerfoundation.org/</a>

Provision of written information about cancer ☐



Send Message

To send message, highlight above > Copy with Ctrl+C > Click Send Message > Paste with Ctrl + V

✓ CKS	eGuidelines	NB Hot Topics	Clarity	GMC	MDDUS
✓ Clinical Evidence	GP Notebook		FourteenFish	RCGP	MDU
✓ NICE	NHS Choices		Learning Notes	RCN	MPS

# Swindon Services – Which should Su access?



Bath and North East Somerset,

Third Sector (GP/Nurse/Self-Referral)

## Primary & Community Care

GP Services

CCRs  
Symptom Control

### Dental Services

Integrated  
Community  
Nursing Team  
(Refer via S1)

Palliative Care at  
Home  
OT/PT Services  
Continence  
Services

## Secondary Care

CNS Services  
(CNS Assigned)

Site Specific CNS  
Palliative Care (in-  
patient)  
Oncological  
Emergencies

Personalised  
Care Team: refer  
via email  
[gwh.macmillanpersonalisedcareteam@nhs.net](mailto:gwh.macmillanpersonalisedcareteam@nhs.net)

Macmillan HOPE  
Topic Focussed  
Sessions  
OT/PT Services  
(coming soon)  
Gym Membership  
Psychology  
Services  
5K Yourway

## National & Regional Services

**MACMILLAN**

TVCA Wellbeing Hub

Warm and Safe

Prospect  
Hospice  
(Refer via  
website)

Offer services to anyone  
within last year of life with  
life-limiting disease:  
CNS Community Team  
Palliative Care (in-patient)  
Palliative Specialist Advice  
Hospice@Home  
OT/PT therapies  
Complementary therapies  
Family support

LIFT  
Psychology

Psychological and  
Emotional wellbeing

Swindon Live  
Well Hub

Social support and  
signposting



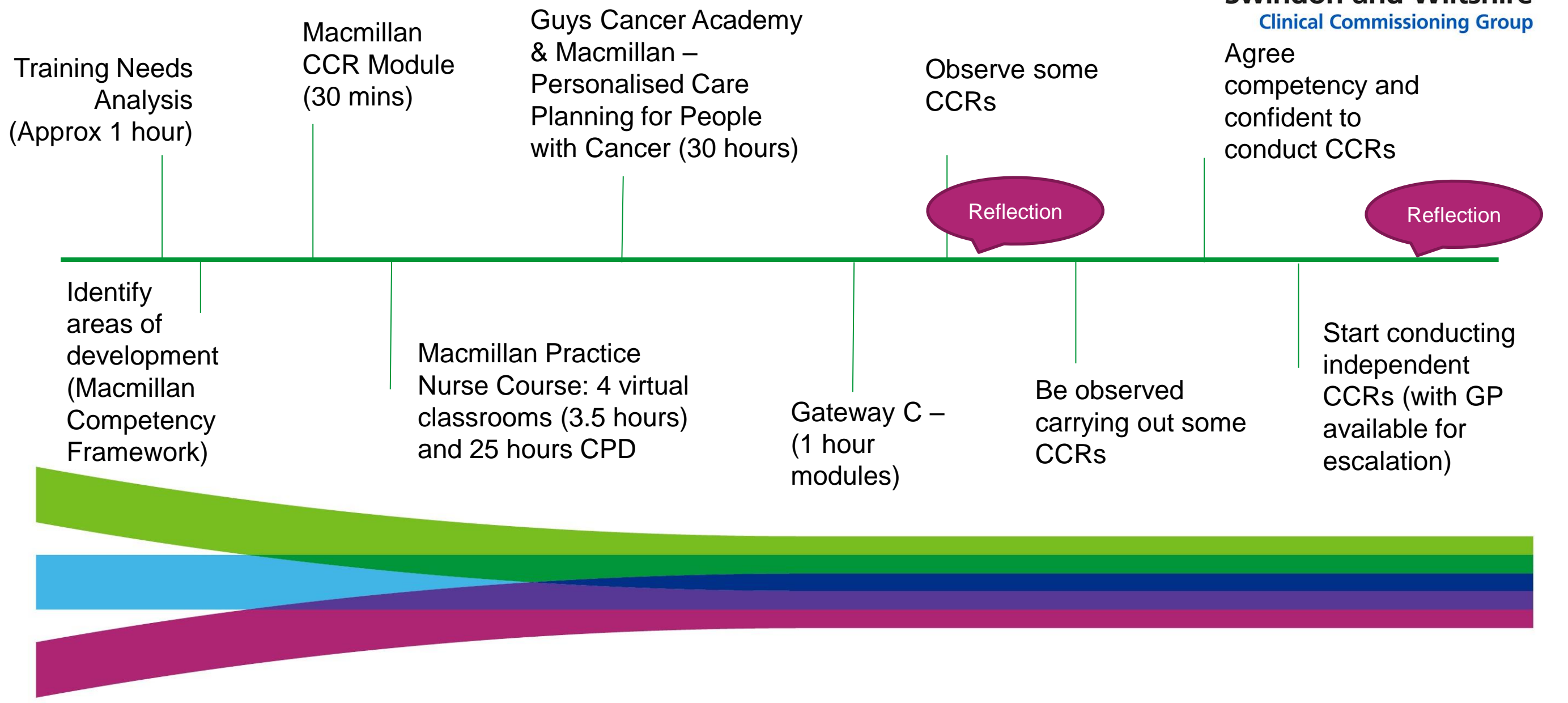
# Impact of discussion upon Su

- Stressful and emotional journey – she's aware of the support available via GP
- Planned holistic review has enabled her to explore all areas of health and wellbeing
- Su's concerns validated
- Signposting → Self-care
- Less repeated GP contacts
- Improved quality of life



# Available Training & Support

Bath and North East Somerset,  
Swindon and Wiltshire  
Clinical Commissioning Group



# Competency Framework



1. Pain
2. Fatigue
3. Fear, anxiety, worry, depression
4. Practical & mobility
5. Making plans
6. Finance & insurance
7. Symptom management a) Constipation b) Weight loss/reduced appetite c) Nausea and vomiting d) Body image e) Sexual issues f) Peripheral neuropathy

# Further Knowledge Building



Bath and North East Somerset,  
Swindon and Wiltshire  
Clinical Commissioning Group



The Changing  
Story of Cancer



Personalised  
Care Institute

PCSP Accredited  
Training Framework



NB Hot Topics – GP and  
Practice Nurse Courses



## Macmillan Training Hub

- Practice Nurse Course
- HNA & Care Planning Module
- Primary Care Course
- GP Toolkit
- CCR Module



Guys Cancer Academy  
& Macmillan –  
Personalised Care  
Planning for People  
with Cancer



Knowledge building of  
cancers, diagnosis and  
treatments.



# Practical Help and Further Information

Julie Cracknell  
Swindon &  
GWH Facing  
Surgeries



Bath and North East Somerset,  
Swindon and Wiltshire  
Clinical Commissioning Group

**MACMILLAN**  
CANCER SUPPORT

DR Karen  
Sandhu,  
Macmillan GP  
Swindon



Bath and North East Somerset,  
Swindon and Wiltshire  
Clinical Commissioning Group

**Julie Cracknell – Personalised  
Care Cancer Nurse Facilitator,  
Swindon**

BSW CCG – [Julie.cracknell3@nhs.net](mailto:Julie.cracknell3@nhs.net)

**Dr Karen Sandhu – Macmillan  
GP, Swindon**

[Karen.sandhu@nhs.net](mailto:Karen.sandhu@nhs.net)

# **Recap & Conclude**

**Background of CCRs**

**Met Su**

**Structure of a CCR & SOP**

**Applied our learning to Su**

**Explored her patient experience of having a CCR**

**Templates**

**Training and Competency**

**Help & Support**

# Thankyou & Questions

Please help by completing the feedback survey for this session sent via email or use the QR Code or link to access the online feedback form.



<https://forms.office.com/r/yBru3nRxUk>