

Cancer Care Review

**A resource pack to support
GPs in undertaking high
quality Cancer Care Reviews**

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Introduction to the Cancer Care Review pack

The Northern Cancer Alliance has developed this resource pack based on work undertaken by Humber Coast and Vale Cancer Alliance. Links to the Macmillan resources have previously been circulated to locality lead GPs and hopefully this resource will help locality lead GPs work with individual practices to improve the quality of Cancer Care Reviews carried out in primary care.

The Macmillan CCR template is available on EMIS web but not on SystemOne, so a copy is provided in this pack for SystemOne users to refer to.

Distribution:

Locality Cancer Lead GPs
Locality LWBC Transformation post holders

Brief Questionnaire

Practice name:

Date received:

1. Do you currently use a cancer care review template?

Yes No

2. Do you have a leaflet to give out to cancer patients about what your practice can offer the patient?

Yes No

3. Do you have an invitation letter for cancer care reviews?

Yes No

4. Do you give out pre review questions or information?

Yes No

If so, what resources do you use?

.....

Please return to:

Cancer locality lead GP

Carrying out an EFFECTIVE cancer Care REVIEW

**WE ARE
MACMILLAN.
CANCER SUPPORT**

1. Carry out the cancer care review face-to-face

While patients derive enormous benefit from any contact from the practice after a cancer diagnosis, it is often more beneficial for both GP and patient to undertake a Cancer Care Review (CCR) face-to-face rather than on the phone. With increasing numbers of people surviving their cancer diagnosis, cancer follow up in primary care is likely to start to resemble that of other chronic diseases like COPD or Diabetes. You should therefore consider involving your practice nurses in the CCR process at the earliest opportunity.

2. Use a dedicated appointment slot

A good CCR needs its own consultation. Ideally a double appointment, but if not, an initial appointment with a follow up. Setting aside an appointment in this way and inviting the patient to attend sends a powerful message that primary care has a useful role for those affected by cancer.

3. Invite patients to bring a family member, carer or close friend

Having a close friend or family member at the cancer care review may make your patient feel more supported, able to raise important issues, and help them to recall more of the conversation later. You will also get a much clearer idea of the impact the diagnosis has had on the wider family group.

4. Help patients to prepare by sending them information in advance

Patients may be unsure about what the purpose of the review is and whether to bring up particular issues with you e.g. sexual problems or finances. It is often useful to send the patient, either with the invitation or in the days before the appointment, a clear idea of what the purpose of the appointment is, and some examples of topics which they might find useful to discuss. Even better is to consider sending them a

paper version of the Holistic Needs Assessment to complete prior to the appointment – this will help better identify the issues that are important for the patient.

5. Check patients understanding of their treatment and possible late consequences

Ask about and record current or planned treatment with chemotherapy or radiotherapy, include what has been given and in the case of radiotherapy, where it has been given. This is a useful opportunity to check the patients understanding of the purpose of any treatment. The type and location of treatments can have profound implications for the development of treatment consequences in the months and years after treatment ends.

6. Choose a review template that suits your consultation style

A basic suggested structure is:

- Review medication - Discuss diagnosis, treatment and potential consequences (physical, emotional, social)
- Discuss any financial implications, and provide further information or signpost to further advice and guidance
- Find out about the patients support network and signpost to other sources of support as appropriate
- Agree a date for the next review, or agree that another will happen at points of transition
- Give the patient the opportunity to raise anything else they wish to discuss

7. Find out what advice and support is available for you and your patients

There may be concerns expressed within the CCR which aren't strictly medical such as financial difficulties, or ones which you feel are outside your area of expertise such as sexual problems or how

to discuss the diagnosis with dependents. There is a wealth of comprehensive information produced by Macmillan on different cancer types, treatments, consequences and financial matters. These are available to order online at be.macmillan.org.uk

Additionally there are a range of local and national services set up to address these issues, such as the Macmillan Support Line. Get to know what services your patients can access locally and what the routes to access are.

8. Use the review as an opportunity for health promotion

After a cancer diagnosis patients may be more receptive to high impact health promotion. There is increasing evidence that physical activity can have a significant impact on both physical and psychological health after a cancer diagnosis, as well as reducing the risk or recurrence and the impact of any treatment consequences.

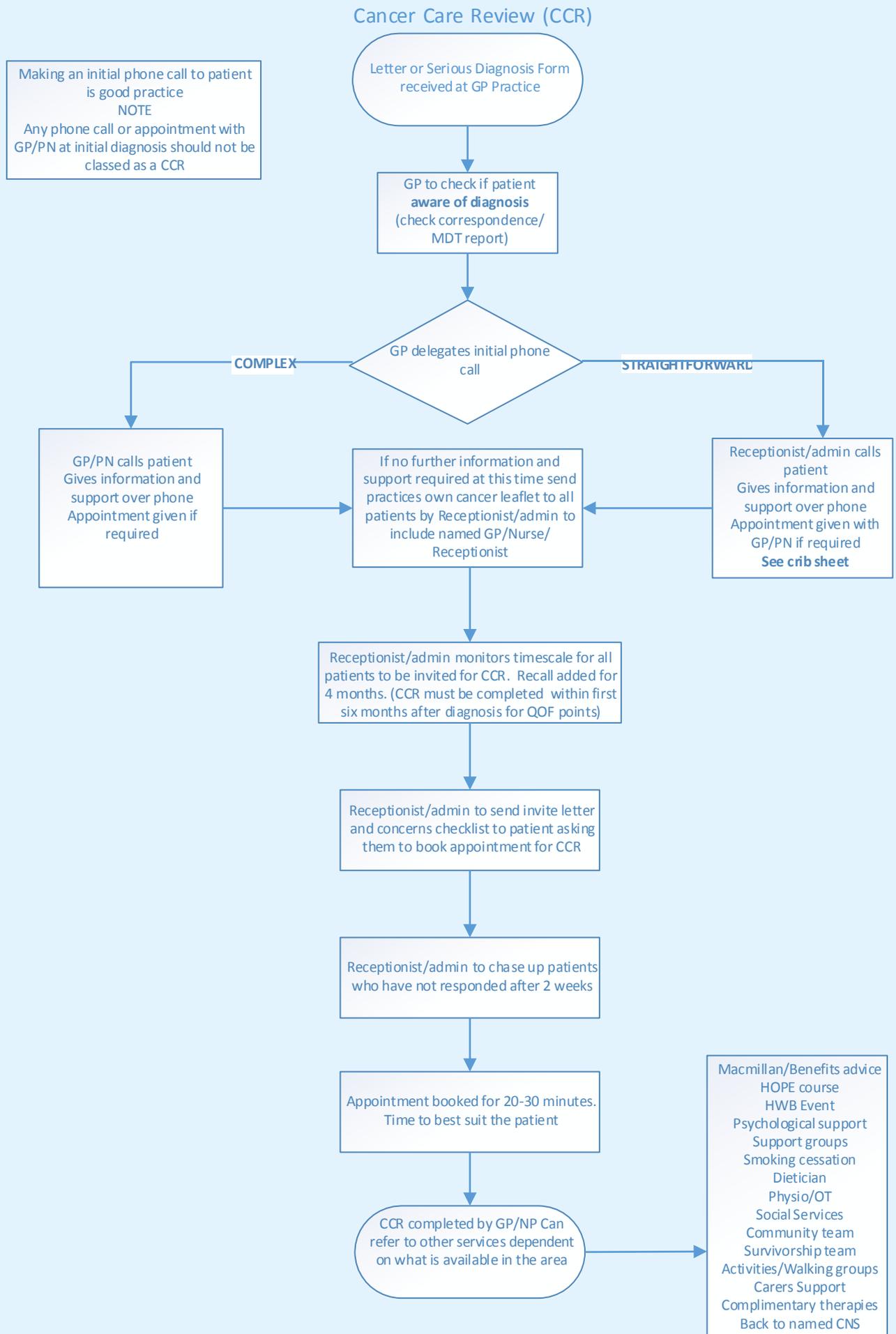
9. Complete the electronic template in the patients' notes

Macmillan GPs have worked with the main General Practice IT systems including EMIS and Vision (INPS) to produce CCR templates. These can be used as an aide memoir when carrying out a CCR and also provide a helpful record of topics discussed.

10. Consider sharing a copy of the review with the patient's cancer care team

When you have completed the CCR, consider updating the oncologist or CNS to link in with the Holistic Needs Assessment and to demonstrate positive working between primary and secondary care to ensure the best experience for the patient.

Cancer Care Review - Process Map



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

I have questions about my diagnosis, treatments or effects

- 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

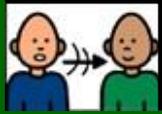
- Exercise and activity
- Diet and nutrition
- Complementary therapies
- Planning for my future priorities
- Making a will or legal advice
- Health and wellbeing
- Patient or carer's support group
- Managing my symptoms

Key worker to complete

Copy given to patient

Copy to be sent to GP





Letting us know your concerns



Name:

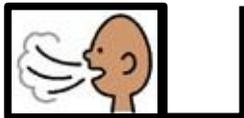


Date:



Tick if you have had the concern **in the past week** and would like to speak to a healthcare professional about it.

1. Concerns about your body ...



Breathing problems



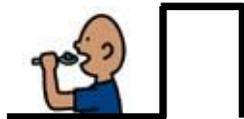
Problems weeing



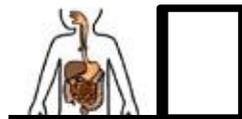
Hard to poo



Diarrhoea



Eating /appetite



Indigestion



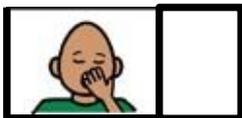
Sore/dry mouth



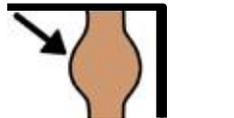
Feeling/being sick



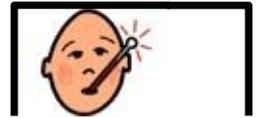
Sleep problems



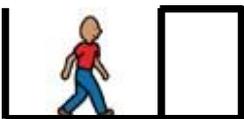
Tiredness



Swollen tummy/arm/leg



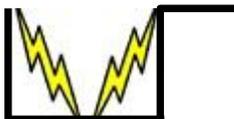
High temperature



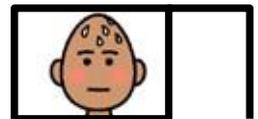
Walking/getting about



Tingling hands/feet



Pain



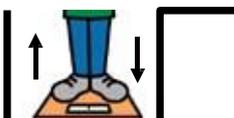
Hot flushes/sweaty



Dry, itchy or sore skin



Wound care



Weight changes



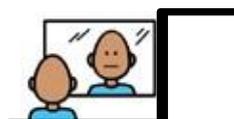
Memory or concentration



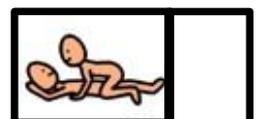
Taste/Eyes/Hearing



Speech problems



What I look like



My sex life



I have some questions about my diagnosis or treatment.

2. Concerns about everyday life ...



Caring responsibilities



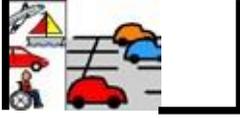
Work / college



My home



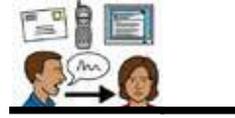
Insurance or travel



Transport or parking



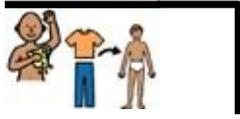
Communication



Contacting NHS staff



Laundry / housework



Washing and dressing



Making meals/drinks

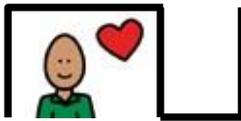


Shopping

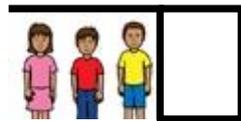


Money

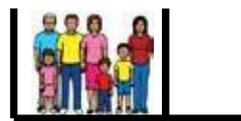
3. Concerns about family / relationship ...



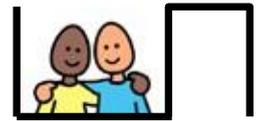
Partner



Children

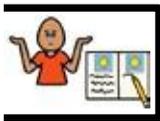


Other family

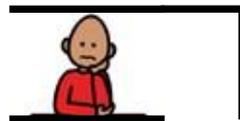


Friends

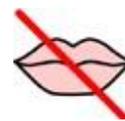
4. Concerns about your feelings ...



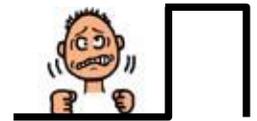
Hard to make plans.



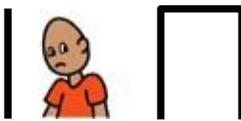
Loss of interest.



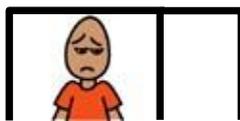
Can't say how I feel.



Angry or frustrated.



Guilt.



Feel hopeless.



Lonely / isolated.



Sad / depressed.



Worried / frightened.

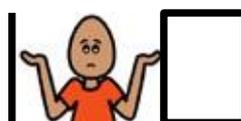
5. Spiritual or religious concerns ...



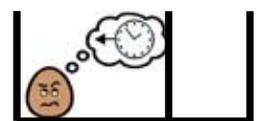
Loss of faith.



Other spiritual concerns.



Loss of meaning and purpose in life.



Not at peace with the past.

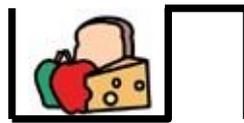
6. Other concerns and needs ...



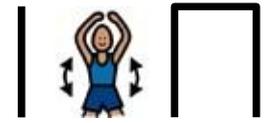
Support groups.



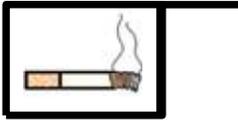
Other therapies.



Eating.



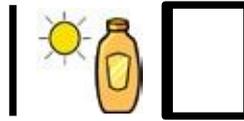
Exercise and activity.



Smoking.



Alcohol or drugs.



Sun protection.



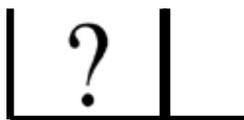
Hobbies.



Stay in work / college.



Making a will.



Other.

7. How do you feel right now?



0



1-3



4-6



7-9



10



Macmillan Cancer Care Review Template

Cancer Care Review

- Cancer Care Review done (8BAV - Cancer Care Review)
- Cancer Care Review next due (8BAV - Cancer Care Review)

Cancer diagnosis discussed

- Cancer diagnosis discussed (8CL0 - Cancer diagnosis discussed)

Cancer Therapy

Select which cancer therapy the patient is on:

- 7M371 - Radiotherapy NEC
- 8BAD0 - Cancer chemotherapy
- 7Q0J0 - Cancer hormonal treatment drugs Band 1

- Discussion about treatment (8CP - Discussion about treatment)
- Discussion about complication of treatment with patient (8CP3 - Discussion about complication of treatment with patient)

Medication review done

- Medication review done (8B3V - Medication review done)

Cancer Care plan

- Cancer care plan discussed with patient (8CP0 - Cancer care plan discussed with patient)

Health & Wellbeing

-
- Psychological counselling (6779 - Psychological counselling)
- Lifestyle advice regarding diet (67H7 - Lifestyle advice regarding diet)

Smoking status:

- 1371 - Never smoked tobacco
- 137S - Ex smoker
- 137R - Current smoker

- Smoking cessation advice given (8CAL - Smoking cessation advice)
- Alcohol consumption (136 - Alcohol consumption)
- Lifestyle advice regarding alcohol (67H0 - Lifestyle advice regarding alcohol)
- Lifestyle advice regarding exercise (67H2 - Lifestyle advice regarding exercise)

Cancer information offered

- Cancer information offered (677H - Cancer information offered)

Social

- Benefits counselling (6743 - Benefits counselling)

Prescription payment exemption

- 9DD - Prescription payment exemption
- 9DD1 - Has free prescriptions -autom.
- 9DD2 - Has free prescriptions-low inc
- 9DD3 - Has free prescriptions-unspec.
- ... and 4 more
- _____

Carer's details noted

- Carer's details (9180 - Carer's details)

Information

Macmillan Information for Patients - <http://www.macmillan.org.uk/assets/macmillan-services-and-support-information.pdf>

Entitlement to medical exemption from prescription charges - http://www.nhsbsa.nhs.uk/Documents/HealthCosts/Guidance_issued_to_GPs_and_oncology_departments_regarding_cancer.pdf

Macmillan Support home page - <https://www.macmillan.org.uk/?gclid=CJqo5bGT6tECFS6T7QodJbQM3g>

Our Ref: *****

Name of Practice

Your Ref: *****

XXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXX
XXXXXXXXXX

Date: **/**/****

NAME OF ADDRESSEE
ADDRESS LINE 1
ADDRESS LINE 2

Tel:

Email:

Re: Your recent diagnosis of cancer

Dear

We would like to invite you to attend the practice for a Cancer Care Review. This is a review designed to be undertaken for people who have had a diagnosis of cancer within 6 months

The appointment should last 20-30 minutes.

This is an opportunity for us to discuss any on-going treatment you may have, any side-effects you could have from your treatment as well as talking through any concerns and fears that you or those that are close to you may have and identifying what support can be provided.

You should already have been given information about the cancer you have and the treatment from your Consultant and/or Clinical Nurse Specialist. The hospital where you are being treated will keep us informed of your care and you will have the opportunity to receive copies of these letters if you wish.

Please find enclosed a copy of the concerns checklist to complete and bring with you to your appointment. You are encouraged to bring a friend or family member with you to your appointment if you wish.

Please do not hesitate to contact this practice if you have any concerns or if you do not wish to take this appointment

Yours sincerely

