

Skills that Matter

Workshops for Cancer
Support Workers,
Cancer Navigators and
MDT Co-ordinators

Essential Skills for our Future Workforce

The NHS Long Term Plan sets two bold ambitions for improving cancer outcomes which build on the progress already made through delivery of the recommendations of the Independent Cancer Taskforce (2015):

- By 2028, 55,000 more people will survive cancer for five years or more each year; and
- By 2028, 75% of people will be diagnosed at an early stage (stage one or two)

In addition, there is a central focus over the next five years on interventions such as psychological support, healthy lifestyle choices and preventing/managing consequences of treatment.



- By 2021 everyone diagnosed with cancer will have access to personalised care, including a needs assessment, a care plan and health and wellbeing information and support
- By 2020 the majority of breast cancer patients will move to a personalised follow-up pathway once their treatment ends, and all prostate and colorectal cancer patients by 2021

A one-size-fits-all health and care system simply cannot meet the increasing complexity of people's needs and expectations and so embedded within planning is the promise that all patients, including those with secondary cancers, will have access to the right expertise and support, including a Clinical Nurse Specialist or other support worker.

With increasing pressures on the clinical workforce, Cancer Support Workers, Navigators and Coordinators are in a unique position to work alongside healthcare professionals to provide high quality personalised care; from facilitating the optimisation of the diagnostic pathway, through to cancer diagnosis and follow up care and support. This will help to provide people with choice and control over their mental and physical health, and improve a range of key outcomes for patients, professionals and health and social care systems.

Cheshire and Merseyside Cancer Alliance have continued to invest in the recruitment of supportive care staff (operating at career level 4) and during the last 4 years have evolved and developed a comprehensive training and development programme in collaboration with Oncology educators and Cancer Support Workers/Navigators working in primary, secondary care and social care. The workshops have been designed around a competency framework which has been referenced from national guidelines ensuring that the supportive workforce is enabled to operate safely within their scope of practice alongside healthcare professionals.

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WORKSHOP A CANCER 101

Having an understanding of how cancer develops, treatment options and their potential side effects will help you to appreciate some of the key issues and the wider impact of those people affected by cancer. This workshop also introduces you to the terminology used to describe cancers and other medical conditions enabling you to feel more confident with your cancer knowledge.

Workshop content	Workshop Duration
<ul style="list-style-type: none"> ▪ Why cancer develops ▪ Why there are different types of cancer ▪ Why and how cancer can spread ▪ How tumour progression influences management ▪ Staging and grading systems ▪ Understanding cancer treatments ▪ Patient experience ▪ Medical terminology 	<p>Full day</p> <p>Literature and resources provided</p>

WORKSHOP B PERSON CENTRED COMMUNICATION SKILLS

Having confidence to engage with people to have meaningful conversations about what matters to them takes skill. Developing rapport, using appreciative listening and recognising clues are some of the skills that can make the difference between a positive, empowering encounter and 'just another' consultation. We will also practice how to recognise the signs of psychological distress and use techniques to give you confidence to manage challenging consultations and identify those patients who need more specialised support.

Workshop content	Workshop Duration
<ul style="list-style-type: none"> ▪ What a person-centred approach is and why it is important ▪ The components of person centred communication and the benefits of working this way ▪ How to develop a rapport ▪ Understand and practice the impact of different verbal and non-verbal communication styles during conversations ▪ Understanding and practicing appreciative listening ▪ Recognising and responding to cues and hints ▪ How to screen/reflect and summarise ▪ Showing empathy ▪ Safeguarding issues and what to do ▪ Responding to upset and anger ▪ When you don't know what say/don't have the answers ▪ Telephone conversations ▪ Understanding boundaries ▪ Closing a consultation and summarising plans 	<p>Full day</p> <p>We offer of one-to-one or peer group support for 3 months following the workshop</p>

WORKSHOP C PERSONALISED CARE AND SUPPORT PLANNING (USING HOLISTIC NEEDS ASSESSMENT)

‘By 2021, where appropriate every person diagnosed with cancer will have access to personalised care, including **needs assessment, a care plan** and health and wellbeing information and support. (NHS Long Term Plan 2019)

People living with and beyond cancer are vulnerable to a number of physical, functional and psychological issues. Having a structured conversation using an assessment tool (i.e. Macmillan’s HNA) supports a proactive and personalised conversation.

Having attended our Person Centred Communication Workshop, you will use learnt skills to discuss how we ensure that our patients are;

- Prepared and central in developing their personalised care plan
- Able to agree achievable Health & Wellbeing outcomes
- Able to experience joined up coordinated care and support

Workshop content	Workshop Duration
<ul style="list-style-type: none"> ▪ How to gather information from an assessment and help patients to prioritise concerns ▪ Top concerns and how to manage/signpost ▪ When to escalate to Health Care Practitioners ▪ How and when to tailor advice or information to need ▪ How to collaborate and create a personalised care plan that captures & records the conversation, decisions & agreed outcomes in a way that makes sense to the person ▪ How to plan follow-up support 	<p>Half day</p> <p>Literature and resources provided</p>

WORKSHOP D UNDERSTANDING SPECIFIC TUMOURS AND CANCER PATHWAYS

This workshop allows you to explore a person’s journey, from presenting with symptoms of a suspected cancer in primary care through to diagnostic resolution, treatment options and potential short/long term effects. Each workshop will focus on a particular cancer (see list below) giving detailed knowledge to give a clearer understanding of the impact of specific cancers for patients and their families.

- Colorectal Cancer
- Breast Cancer
- Prostate Cancer
- Gynaecological Cancers
- Lung Cancers
- Oesophageal-gastric Cancers

Workshop content	Workshop Duration
<ul style="list-style-type: none"> ▪ The role of primary care ▪ Optimisation of pathways ▪ Anatomy & Physiology ▪ Risk factors ▪ Screening ▪ Epidemiology ▪ Treatment Options ▪ Consequences of treatment 	<p>Half day per tumour site</p> <p>Literature and resources provided</p>

WORKSHOP E PERSONALISED STRATIFIED FOLLOW-UP (SUPPORTED SELF-MANAGEMENT)

There is growing acceptance that the traditional cancer follow-up approach, focused on detecting cancer recurrence, is generally inadequate for meeting people’s physical, functional, psychosocial, and financial needs. This can lead to reduced work productivity, quality of life and survival.

Personalised stratified follow up means people will have:

- Access to care that is personalised and tailored to their specific needs and conditions.
- An open access approach which will encourage people to contact services earlier with any worries or concerns
- Increased knowledge and understanding of their condition and situation enabling earlier self- detection of recurrence or long-term side effects
- Confidence to self-manage their overall health and wellbeing
- Improved navigation to services that meet their needs.
- Less travel to hospital and care closer to home.
- Reduced anxiety and more timely access to results

Workshop content	Workshop Duration
<ul style="list-style-type: none"> ▪ Theory behind Supported Self-Management ▪ How it works in Practice (expert presenter and Q & A session) ▪ Establishing groups and Facilitating workshops ▪ Monitoring follow-up testing/screening ▪ Red Flags and Symptoms – when to escalate ▪ Healthier Lifestyles and simple Motivational Interviewing techniques 	<p>Full day</p> <p>Literature and resources provided</p>

WORKSHOP F EXCEL FOR EVERDAY WORKING

Learn skills to use Excel to support and enhance your everyday working. Using excel more confidently will streamline your current processes and help to plan your time more efficiently.

Workshop content	Workshop Duration
<ul style="list-style-type: none"> ▪ How to enter data ▪ Resize columns and rows ▪ How to add rows, columns and cells ▪ Sorting and how to filter ▪ How to create a table ▪ Basic functions ▪ How to set up print correctly 	<p>Half day</p> <p>Literature and resources provided</p>

WORKSHOP G MDT COORDINATOR WORKSHOP

This is an interactive workshop reviewing the key responsibilities of the MDT coordinator role and the elements that make a successful MDT meeting.

Participants will have an opportunity to network with other MDT coordinators regionally and share best practice.

Workshop content	Workshop Duration
<ul style="list-style-type: none"> ▪ Review of Cancer Waiting Time Standards (CWT) ▪ Mandatory Data Items - National Cancer Audits / COSD ▪ How to code correctly ▪ Roles and responsibilities – who does what ▪ What makes a good MDT meeting ▪ Forming relationships - ensuring a 2 way flow of information ▪ How the team functions ▪ What does an MDT Coordinator do outside of the MDT Meeting? 	<p>Full day</p> <p>Literature and resources provided</p>

WORKSHOP H RECOGNISING RESILIENCE

Resilience is an important personal attribute that can have a wide-ranging influence on your well-being and performance at work. This workshop is very inclusive and uses experiential learning that allows participants to have quality time to think about how to personalise their own resilience strategies.

Workshop content	Workshop Duration
<p>What is resilience and why does it matter?</p> <ul style="list-style-type: none"> ▪ What do we mean by resilience? ▪ What does resilience look like? ▪ Why does resilience matter? <p>Recognising and coping with pressure and stress</p> <ul style="list-style-type: none"> ▪ What is pressure and when is it a problem? ▪ In-the-moment pressure ▪ Long term pressure <p>Building your own resilience, health and wellbeing</p> <ul style="list-style-type: none"> ▪ Emotional intelligence ▪ Accurate thinking ▪ Realistic optimism ▪ Reminder of key learning points and where to find further help 	<p>Full day</p> <p>Literature and resources provided</p>

E- Learning Modules

MECC – MAKING EVERY CONTACT COUNT

The eLearning programme will cover how to use Make Every Contact Count, the benefits of this for the patient and where it best fits within your role.

A Making Every Contact Count interaction takes a matter of minutes and is not intended to add to the busy workloads of healthcare professionals and the wider workforce, rather it is structured to fit into and complement existing professional clinical, care and social engagement approaches.

Module Content

Rather than telling people what to do, Making Every Contact Count is about recognising opportunities to talk to people about their wellbeing using the skills of asking and listening. It's about enhancing the conversations we have. The e-learning is designed to support learners in developing an understanding of public health and the factors that impact on a person's health and wellbeing, emphasising how asking questions and listening effectively to people is a vital role for us all.

To get started send your email request to ccf-tr.admin.cmca@nhs.net and details will be forwarded to you.

MDT CO-ORDINATOR

The E-Learning Cancer Training and Assessment Tool is a series of modules over eight themes that will provide you with a foundation in cancer waiting time standards and cancer care management.

The modules are set up so that the tool can be tailored to each role within an NHS trust. Therefore, not every module will be relevant for an MDT coordinator role, although there are some modules that must be completed in a specific order.

A competency test will follow each learning module, where a pass mark of 80% must be obtained before progressing on to the next stage where relevant.

Module Content

The modules are:

1. Cancer and elective care/Cancer waiting times/Principals of cancer management
2. Pathways (starts and transfers)
3. Scheduling of outpatients/ diagnostic/cancer treatment appointments on pathways
4. Stopping pathways and cancer treatments
5. MDT meetings
6. Governance of cancer management
7. Specifics of cancer management
8. Reporting

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