Community Head and Neck Cancer Team

Lizzie Crocker
Clinical Nurse Specialist
“Co-ordinated local support teams should be established to provide long-term support and rehabilitation for patients in the community. These teams will work closely with every level of the service, from primary care teams to the specialist MDT.”

NICE Improving Outcomes Guidance 2004
Facts and Figures

• Employed by Guys and St Thomas’s NHS Foundation Trust
• Hosted by Lewisham Healthcare NHS Trust
• Based in Southwark
• Serving 6 PCT’s in SELCN with a population of 1.6 million
Referral Routes

- Majority of referrals GSTT
- Other London cancer centres – SGH, UCHL, Barts and the London Hospital
- Outliers – Maidstone, Tunbridge Wells, Royal Sussex, Glasgow
The Team

- Clinical Team Leader
- 2 Clinical Nurse Specialists
- 2 Dietitians
- 1.5 Physiotherapists
- 3 Speech and Language Therapists
- 2 Admin Support Staff
Aims of the Service

• Seamless service
• Reduce hospital stay
• Decrease A&E attendance and hospital readmission
• Reduce caseloads at the cancer centre
• Integrated multi-agency approach
• On the ground training opportunities
How we work

• Multi disciplinary rehabilitation and support
• Early intervention in the immediate post treatment phase
• Intensive support for complex discharges
• Shared care during treatment for vulnerable patients
• Rehabilitation, support and symptom control for palliative patients.
• Interface with tertiary, secondary and primary care
How Does It Work

• Initial visit – Comprehensive assessment
  Holistic Needs Assessment
  Needs and goals identified
  Inter disciplinary referrals
• Multi disciplinary report generated with 10 working days
• Ongoing electronic progress notes
• Summary on discharge
Service History

- Five years service development
- Started September 2009
- Official launch March 2010
- Total number of referrals 361
- 184 active patients for the last 3 months
- 286 Face to face contacts in August 2011
- Traditionally most referrals - Bromley and Bexley
- More recently marked increase from Lewisham and Lambeth
Service Achievements

- Cohesive multidisciplinary team
- Study day for primary care staff
- Audits and satisfaction surveys
- Community tracheostomy working party
- Shared working with primary care and hospice staff
Service Developments

- CHANT led follow up of oncology patients
- Inter disciplinary competencies
- Readmission audit
- Scoping for community patient support group
- Community based clinics
- Collaborating in research
CNS Role

- Symptom management
- Emotional and psychological support
- Nurse led follow up of CRT patients
- Carer and family support
- Training, shared working and liaison with primary care and hospice staff
- Palliative care
Reflections

• Stressful at times – decision making
• Professional and personal vulnerability
• Patient isolation and loneliness
• Poverty of existence for some patients
• Day to day living with the consequence of disease and treatment
• Living with the real fear of recurrence
• Compliance
Patient Feedback

- “It would have been a lot harder to deal with had it not been for their backup”
- “I feel very reassured that the problems I raised are being addressed”
- “CHANT is a great idea and service”
- "The first visit was very positive. I was also impressed by the follow up on the points we discussed. CHANT is a great idea and service but it's also a best kept secret! More people need to know about it."
- “A very helpful lady!”