



Delivering High Quality Cancer Care Reviews: Upskilling the Primary Care workforce

Webinar Evaluation Paper

Overview

The Delivering High Quality Cancer Care Reviews: Upskilling the Primary Care workforce webinar took place on 12th November 2024. The aim was to enhance the quality of Cancer Care Reviews (CCRs) in General Practice by equipping primary care healthcare professionals with the necessary tools and knowledge to deliver holistic care for people affected by cancer.

Learning Objectives

Improving knowledge in the following areas:

- Understanding of the impact of cancer diagnosis and treatment for patients
- Understanding the role of the Cancer Care Reviews in providing holistic support to patients
- Tools and resources available to support the delivery of high quality cancer care reviews

*some questions did not achieve a full response rate due to the completion of CCRs not being within their current job plan

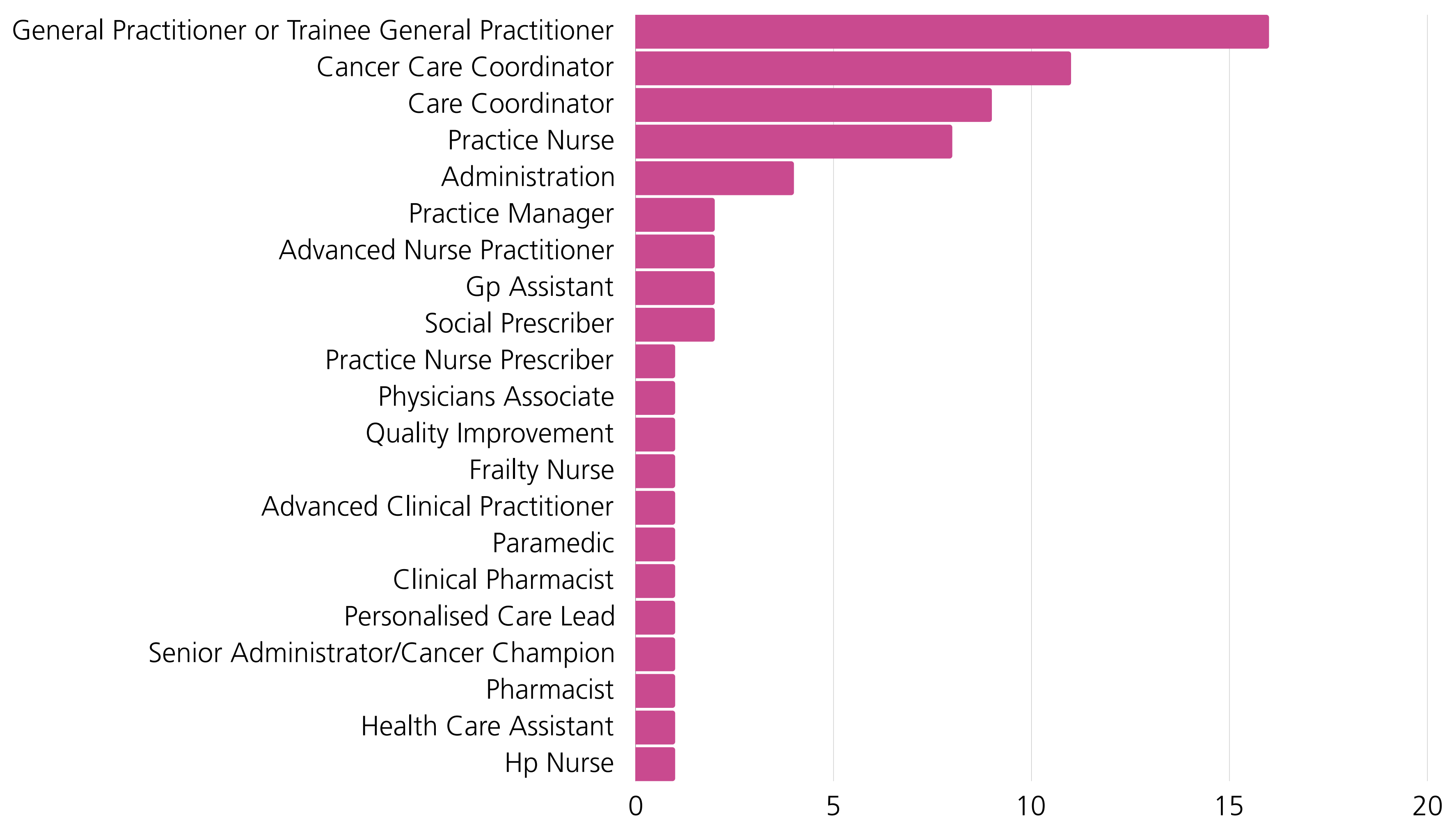


Delegate Statistics

- 136 delegates registered for the Delivering High Quality Cancer Care Reviews webinar.
- 97 registered attended livestream of webinar.
- 70.1% (n=68) of delegates who attended completed the webinar feedback survey.

Delegate Breakdown

The below graph shows the variation in delegate professional grouping. The most represented professional group among delegates was 'General Practitioner or Trainee General Practitioner', 'Cancer Care Co-ordinator', 'Care Co-ordinator' and 'Practice Nurse'.



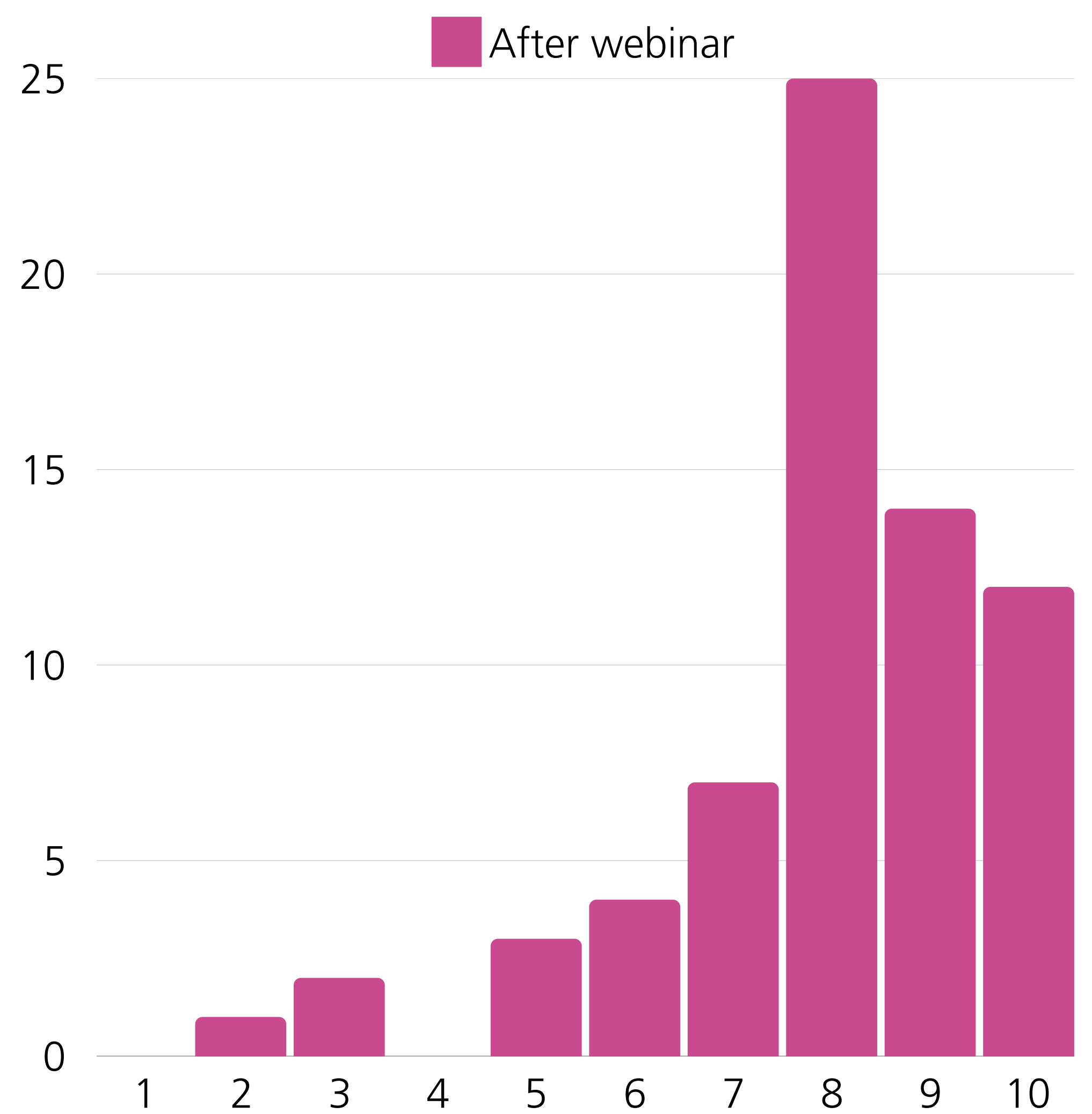
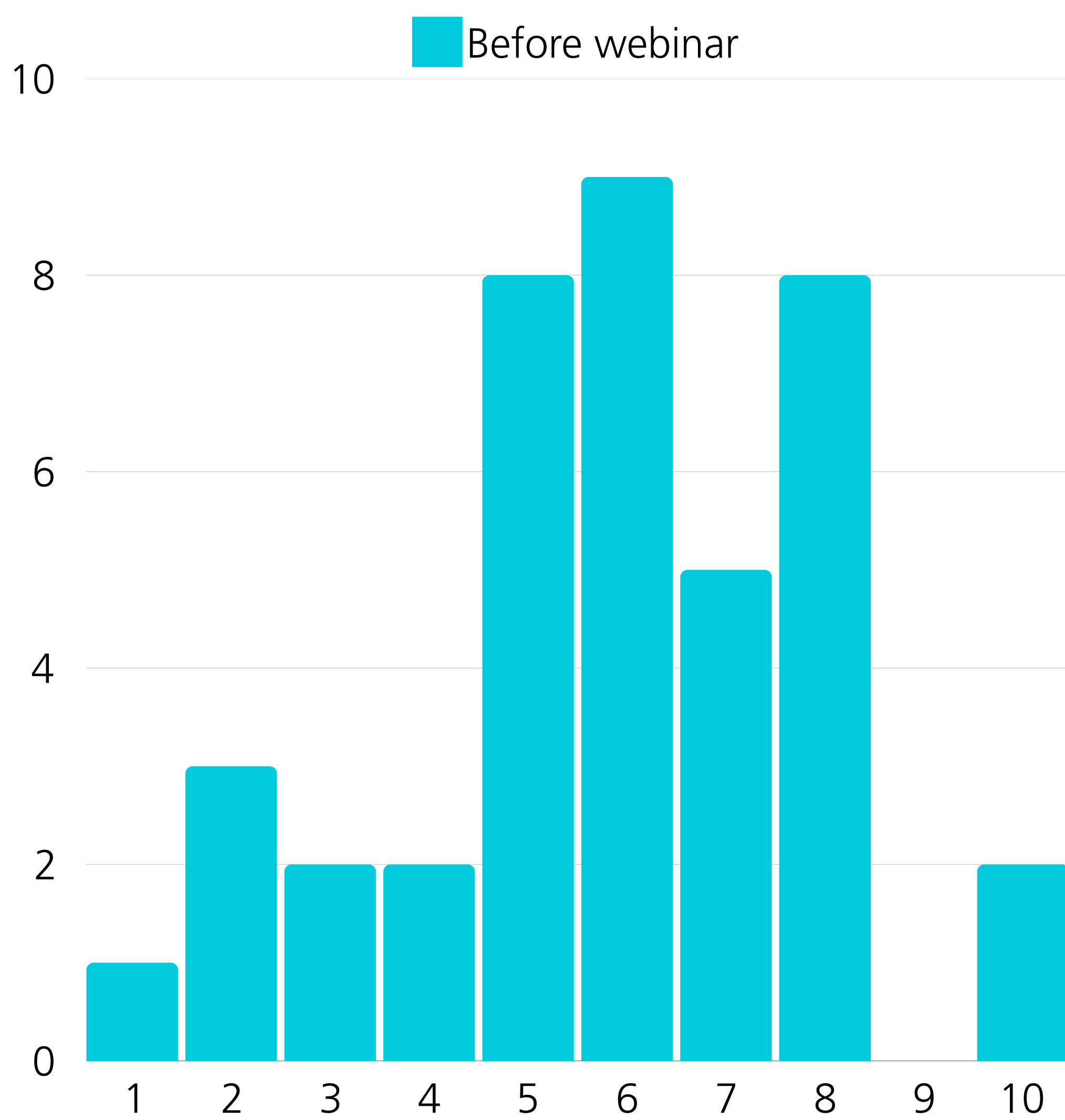
The Delivering High Quality Cancer Care Reviews webinar was rated a 4.7 overall. 98.5% of delegates that completed the feedback survey said that they would recommend the Delivering High Quality Cancer Care Reviews webinar to a colleague.



Confidence Levels & Impact on Practice

Following the webinar, how confident do you feel in supporting the holistic needs of people with cancer?

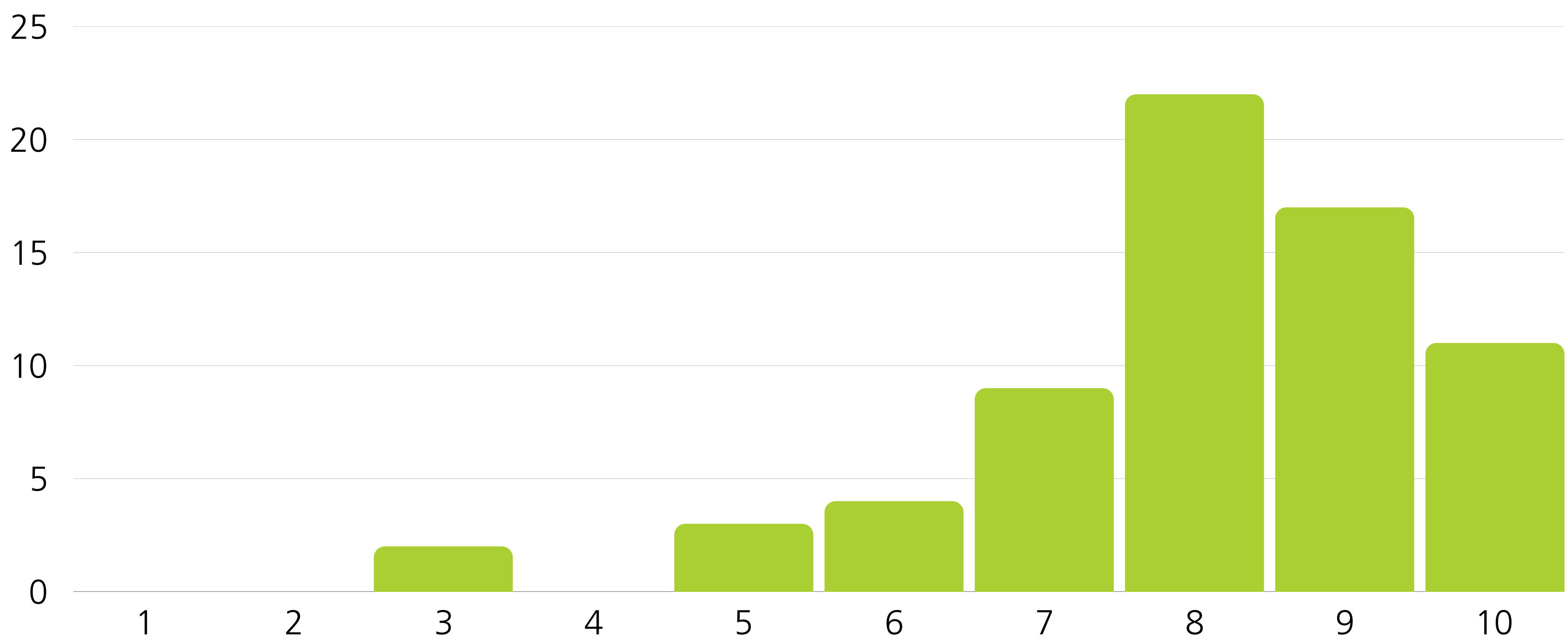
We surveyed delegates about their confidence in supporting the holistic needs of people with cancer. Before the webinar, 36% of delegates rated their confidence in supporting cancer patients' holistic needs as high (8-10). After the webinar, this rose to 75%. The following charts provides a visual representation of these results.





Following the webinar, how confident do you feel in delivering high quality Cancer Care Reviews?

Delegates were asked to rate their confidence in delivering high-quality Cancer Care Reviews. The average score was a strong 8 out of 10, indicating a positive impact of the session. The chart below provides a detailed breakdown of the ratings.



Did you already personally undertake Cancer Care Reviews prior to attending the webinar?

Just over half of attendees (54.4%) indicated that they had not personally undertaken Cancer Care Reviews before attending the webinar. This suggests that the session provided valuable new knowledge and skills for a large portion of the attendees.

Following the webinar, are you keen to start undertaking Cancer Care Reviews?

Of attendees who had not previously undertaken CCR's a large proportion of attendees (78.4%) expressed keen interest in beginning to undertake Cancer Care Reviews following the webinar.

The professional group who did not previously undertake CCRs, but is keen to following the webinar with the highest volume is (Cancer) Care Coordinators (41.4%), followed by Practice Nurses (17.2%).



Please tell us what you are likely to change?

Overall, the responses indicate a positive impact of the webinar on participants' approach to Cancer Care Reviews (CCRs). Many participants expressed a desire to adopt more holistic and patient-centred approaches, often involving the use of the new GM Cancer CCR template.

Key themes emerging from the responses include:

- Adoption of the new GM Cancer CCR template: 22% of participants who replied indicated a desire to use this template to improve the structure and comprehensiveness of their CCRs.
- Increased focus on holistic care: Participants are keen to consider the broader needs of patients, including their socioeconomic background, cultural beliefs, and preferences.
- Allocating more time for CCRs: Some participants plan to schedule separate appointments for CCRs, allowing for more in-depth discussions and addressing patient needs.
- Improved question-asking: Participants intend to ask more detailed questions during CCRs, inspired by the webinar content.
- Enhanced support for patients: There is a desire to provide better support to patients, including information about available resources and services.

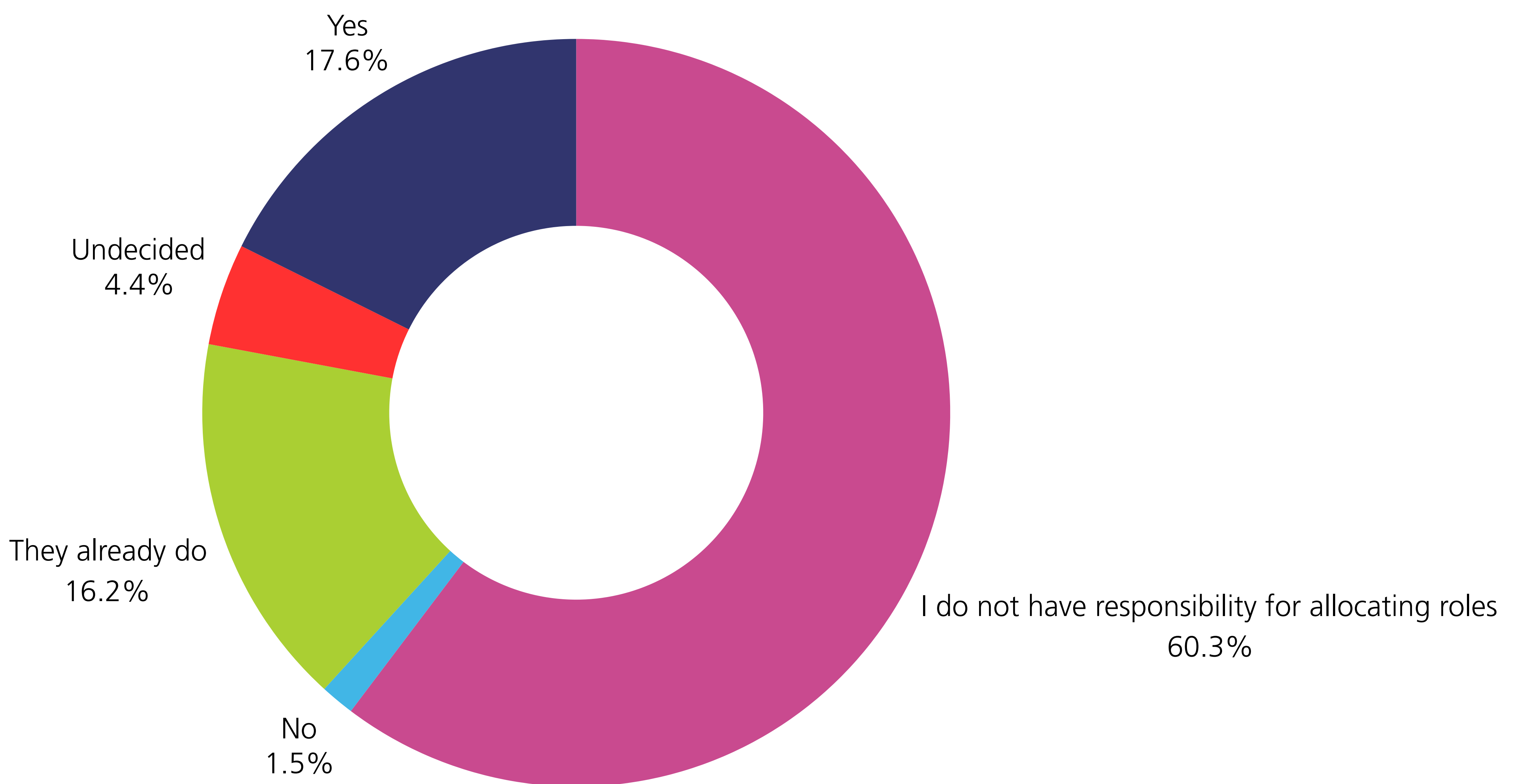
Qualitative responses include:

- "To using the new template as this is more patient focused"
- "I would like to start using the new GM cancer CCR template, as that seems a lot more holistic rather than just a tick box"
- "I will use the EMIS template given on the course which is more complete than the one I was using before. Also I will do a holistic approach on any review"



If you are responsible for allocating roles in your practice/PCN would you now consider non-GPs delivering Cancer Care Reviews?

The below chart indicates that the majority of respondents (60.3%) are not responsible for allocating roles within their practice or PCN. Of those who are, 17.6% expressed a willingness to consider non-GPs for delivering Cancer Care Reviews. However, a significant proportion (16.2%) believe that non-GPs are already involved in this process.

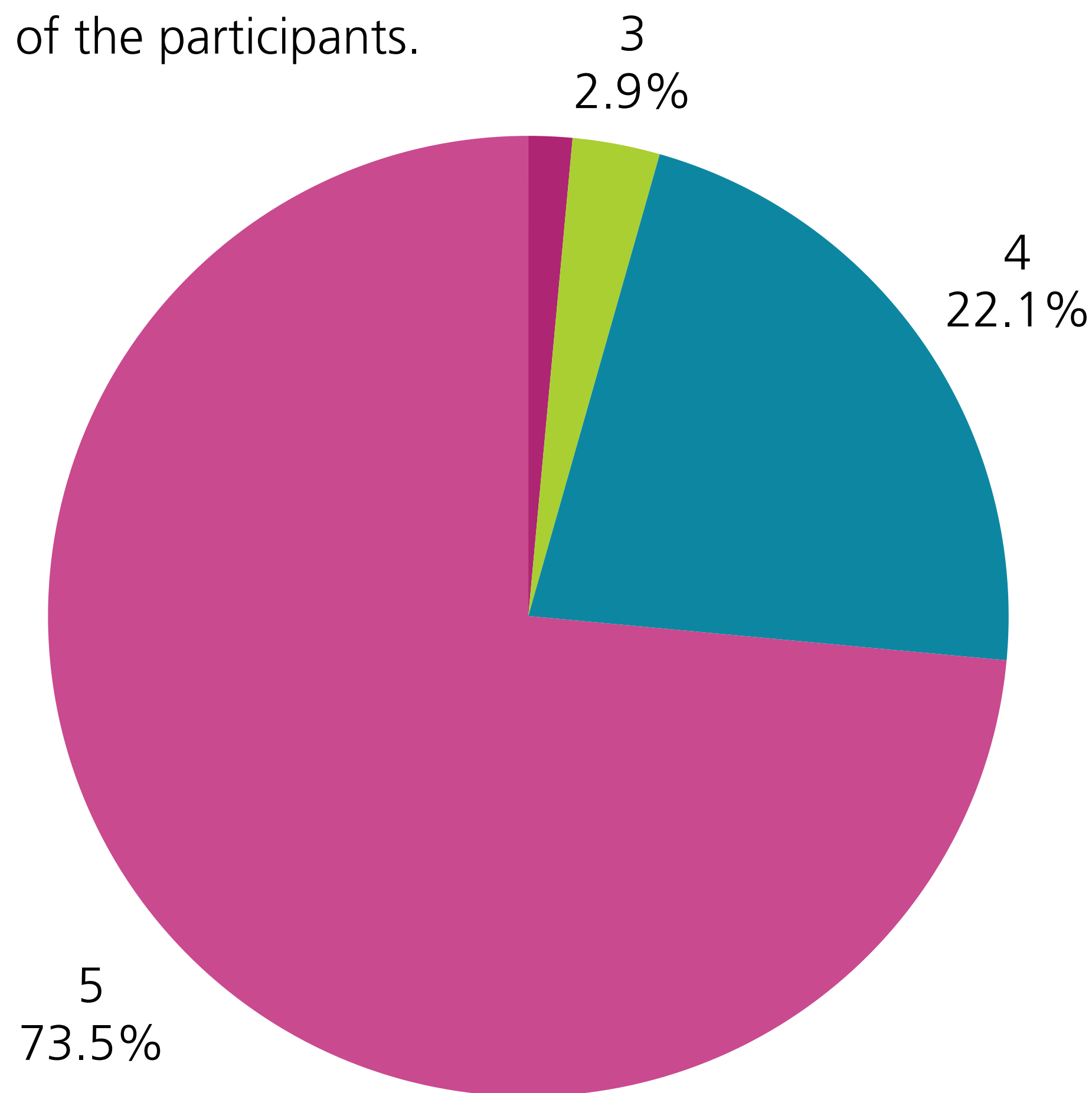




Webinar Rating

How would you rate the webinar overall?

The chart below indicates that the overall feedback for the webinar was positive. A significant majority (73.5%) of respondents rated the webinar as excellent or very good while 22.1% rated the webinar as good. Only a small minority (4.4%) rated the webinar as fair or poor. These results suggest that the webinar was well-received and effectively met the needs of the participants.



Please explain the reason for your rating

The webinar was well-received, with a significant majority of respondents rating it as excellent or very good. Key reasons for the positive feedback included: Informative content, strong delivery and a well-structured format.

Some examples of the comments provided are listed below:

“Very informative with lots of useful information. Speakers were very clear and concise and really explained everything. They didn't presume that their audience knows everything, which was very nice and refreshing.”

“Lots of interesting facts given. This will make me feel more confident in delivering the right information and care to our patients.”

“Excellent information on how to support patients and sign post to available services”

“It was very informative, and I have come away with a few new ideas to implement within our Surgery.”

“Very informative and helpful, and I will be passing a lot of the information onto my colleagues and management to improve our services”

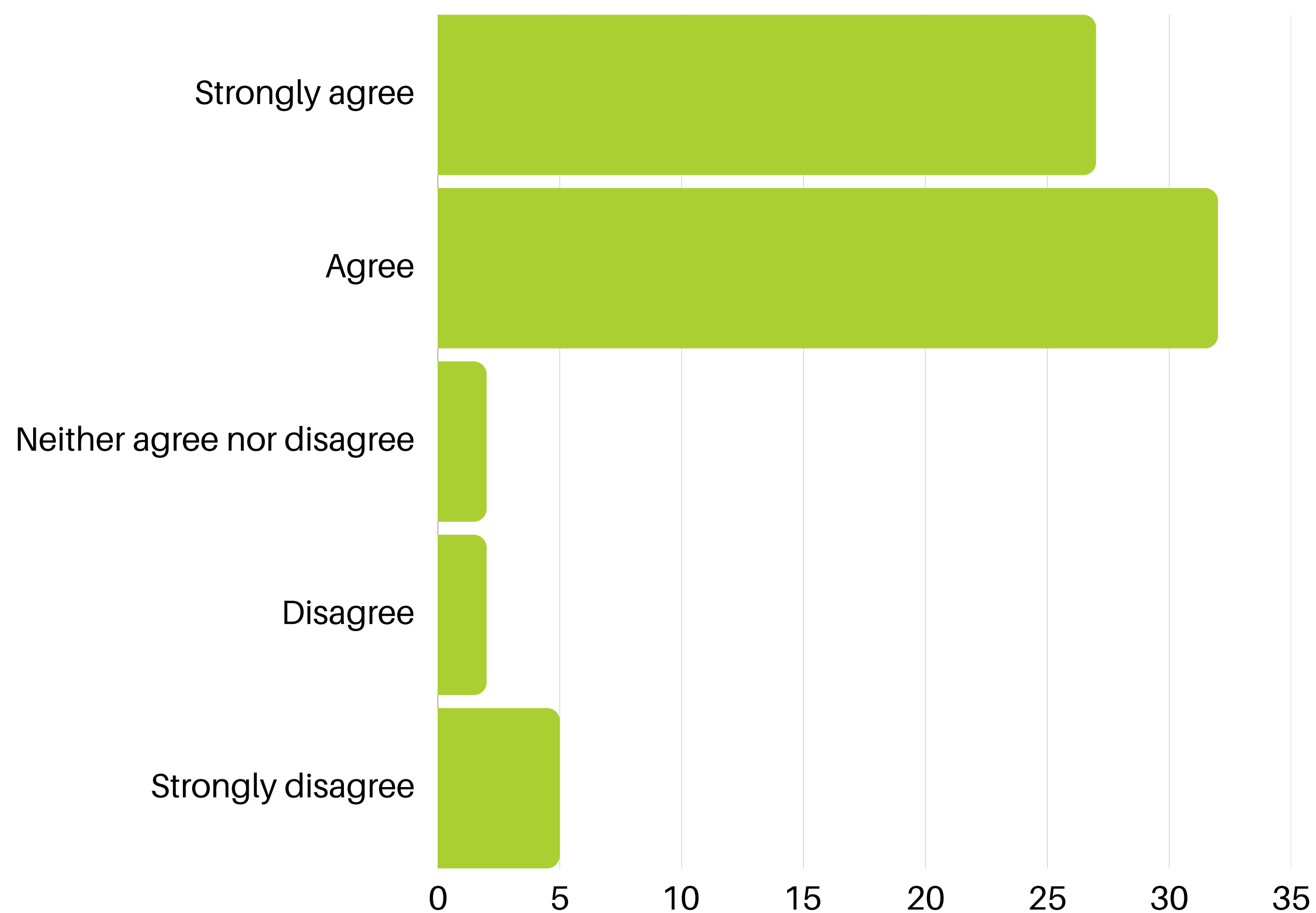
“I have discussed this today at our team meeting. I always felt that it was better placed within the nurse's role, I now had the knowledge and training to justify why I feel this way and we have agreed a change in practice here based on this. Thank you”



Content Analysis

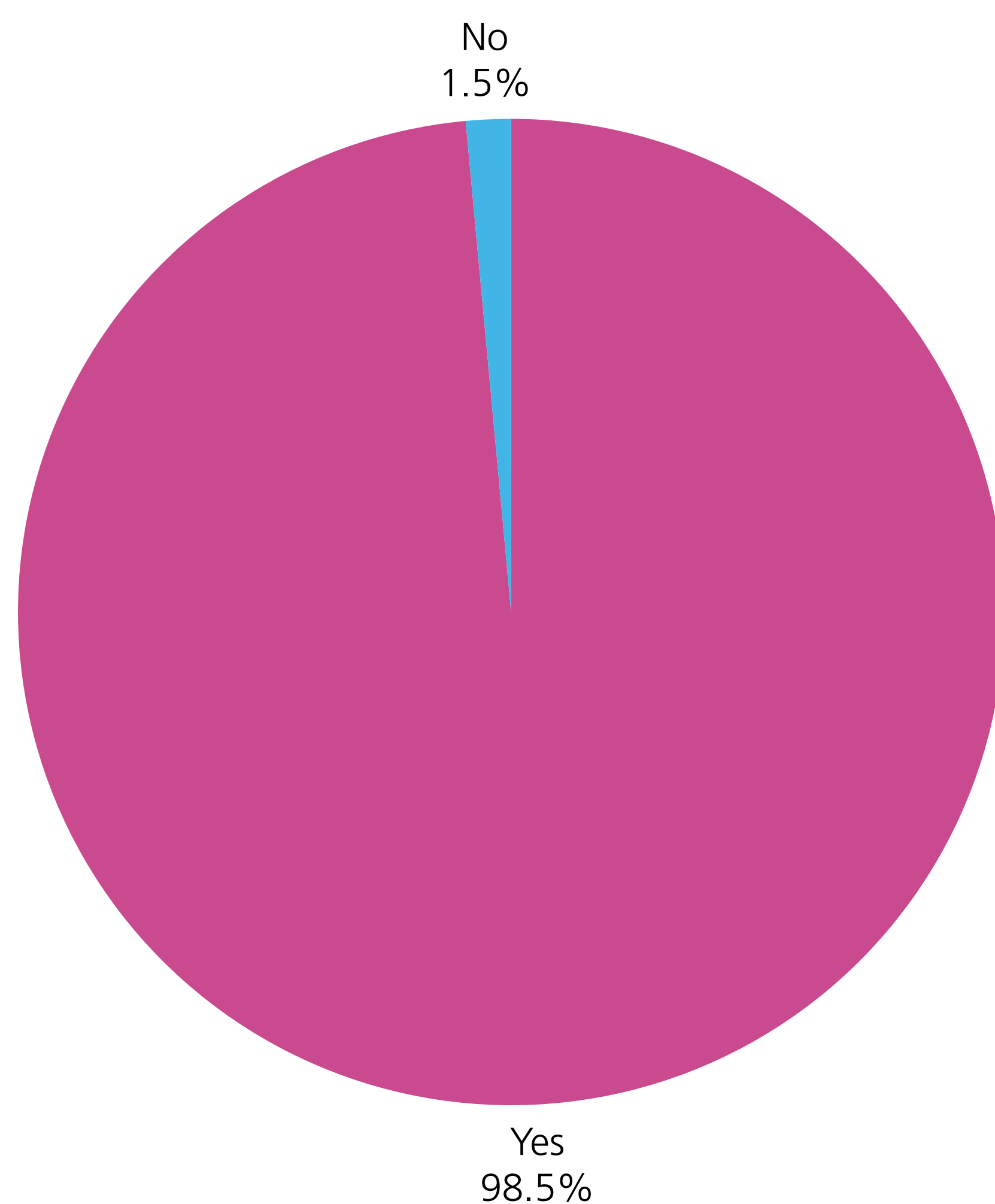
Were the right subjects covered at the right level?

The graph below indicates that the webinar was well-received, with a majority of respondents (86.8%) strongly agreeing or agreeing that the right subjects were covered at the right level.



Would you recommend this webinar to a colleague?

We asked delegates whether they would recommend this webinar to a colleague, with 98.5% of respondents indicating they would recommend it to a colleague. This positive feedback suggests that the webinar was valuable and relevant to the target audience.





What content would you like to see included in any future webinars?

The responses to the question varied, but some common themes emerged.

Key themes:

- More practical examples and case studies: Many respondents expressed a desire for more real-world examples and case studies to illustrate the concepts and tools discussed in the webinar.
- Wider workforce experience: Some participants suggested including experiences and perspectives from a wider range of healthcare professionals, such as reception staff and mental health professionals.
- Communication and health literacy: A few respondents mentioned the importance of communication skills and health literacy in cancer care.

Specific topics: Some participants suggested specific topics for future webinars, such as the importance of ACP and the role of reception staff in cancer care.

To further enhance the webinar, participants suggested the following:

- Restructure of order or topics in the webinar.
- Some focus on self-reflection and self-care, including a review on mental health.
- Inclusion of broader workforce experiences of performing CCRs.