

Developing a Cancer Training & Support Model for NHS Talking Therapies Services in South East London

Dr Mark Groves

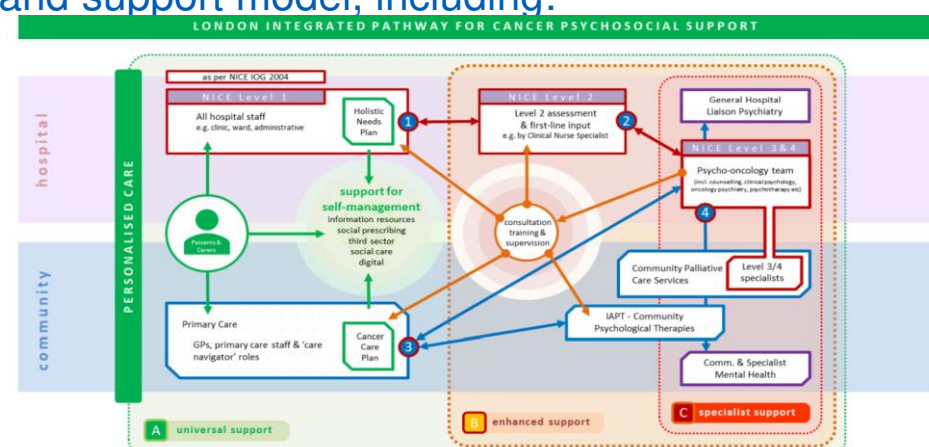
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Objectives

- Build on the initial scoping of cancer-specific training needs of NHS Talking Therapies practitioners conducted in 22/23.
- Work collaboratively to develop a sustainable cancer training and support model, including:
 - Structure, content, and frequency of training
 - Most useful local and national resources
 - Identifying the most beneficial support model
- Training evaluation framework
- Pilot the training and support model across SE London.
- Identify resource requirements and make recommendations for sustainability.
- Build relationships between services and enable better integration: psychosocial support pathway



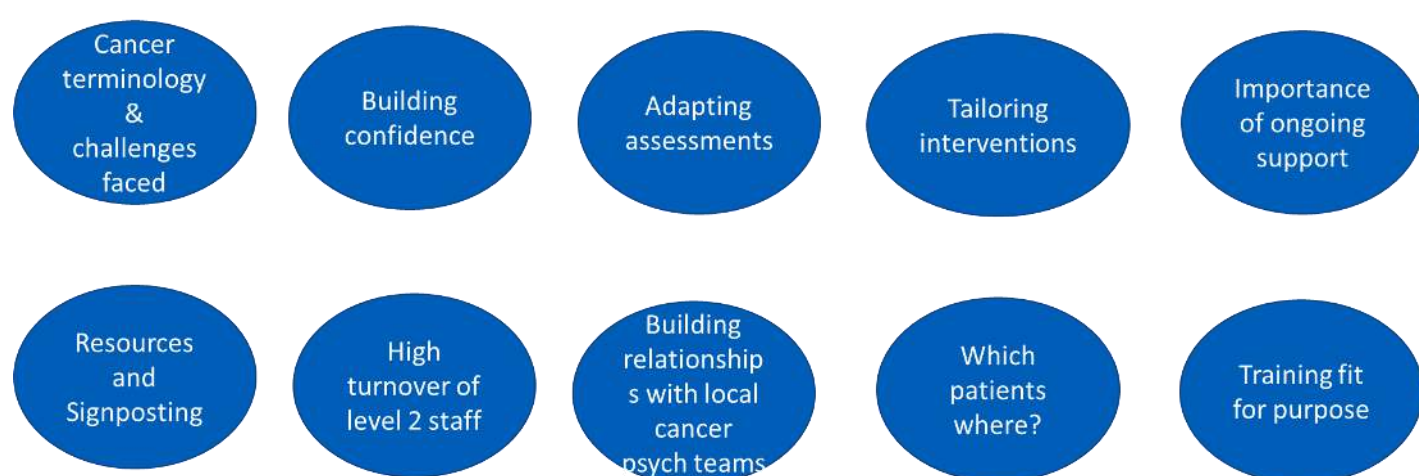
Methodology



- Initial Engagement (Jan '24)
Meetings with TT Service/ Long Term Conditions (LTC) Leads
- Interactive Survey Meetings
- Project Planning & Design
- Pilot Training Delivery
- Pilot Case Discussion Sessions
- Evaluation, Outputs & Impact
- Sustainability Planning

Working Group Meetings (x3)
Collaborative working throughout and to continue!

Key themes: whole team interactive survey meetings



All Talking Therapies Services run differently but training needs are the same

Key themes: working group – what would success look like to me?

- Knowing who to call
- People accessing help with appropriate cancer-specific advice and signposting
- Opportunities to work through examples to find the best support for a patient
- Feeling more confident to approach discussions around cancer
- Actively using learning from the training in practice
- Experience of cancer asked about more frequently in assessments
- Greater knowledge and data around where cancer patients are being seen and supported in SEL
- For this to just be the start - all of our collaborative work to continue and inform longer-term work and bids for future service developments

Co-designing training: key topics

Foundation skills

CORE HUMAN SKILLS

- Ways to sit with distress related to talking and thinking about cancer
- Managing the emotional impact of working with people affected by cancer and considering the importance of self-care

BUILDING BASIC KNOWLEDGE ABOUT CANCER AND CANCER CARE

- Understanding basic cancer terminology
- Understanding how cancer can affect a person and their loved ones
- Understanding cancer as a long-term condition
- Understanding social and cultural experiences of cancer and of healthcare inequalities
- Understanding cancer care services in SE London
- Increasing knowledge about broader psychosocial support services in SE London

BUILDING CONFIDENCE IN SKILLS

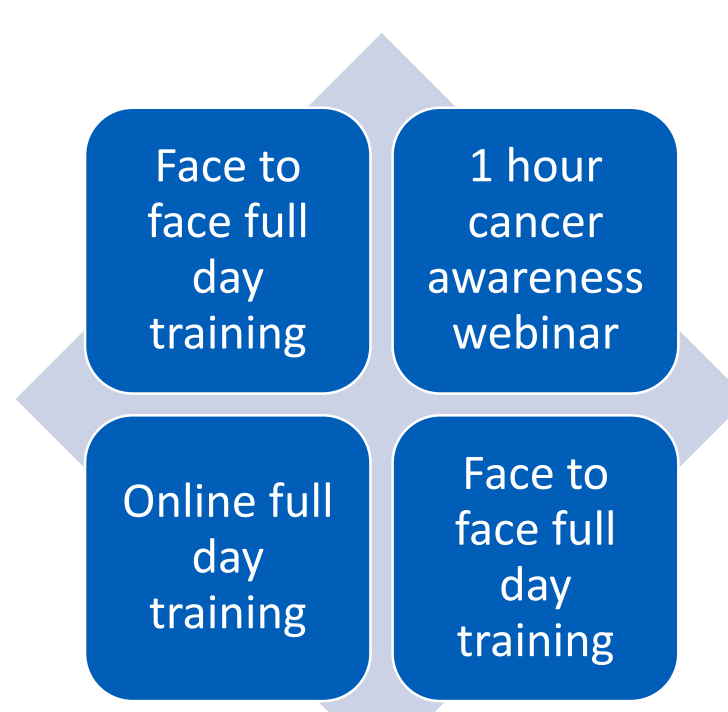
- How to ask about cancer
- How to talk about the impact of cancer and what it means to the person
- How to talk about death and dying

Clinical skills

CORE THERAPEUTIC SKILLS AND CANCER

- Ways to adapt assessments to consider cancer
- Important areas to consider in formulations
- Ways to adapt therapy to consider cancer
- Considering the use of cross-service patient case discussions

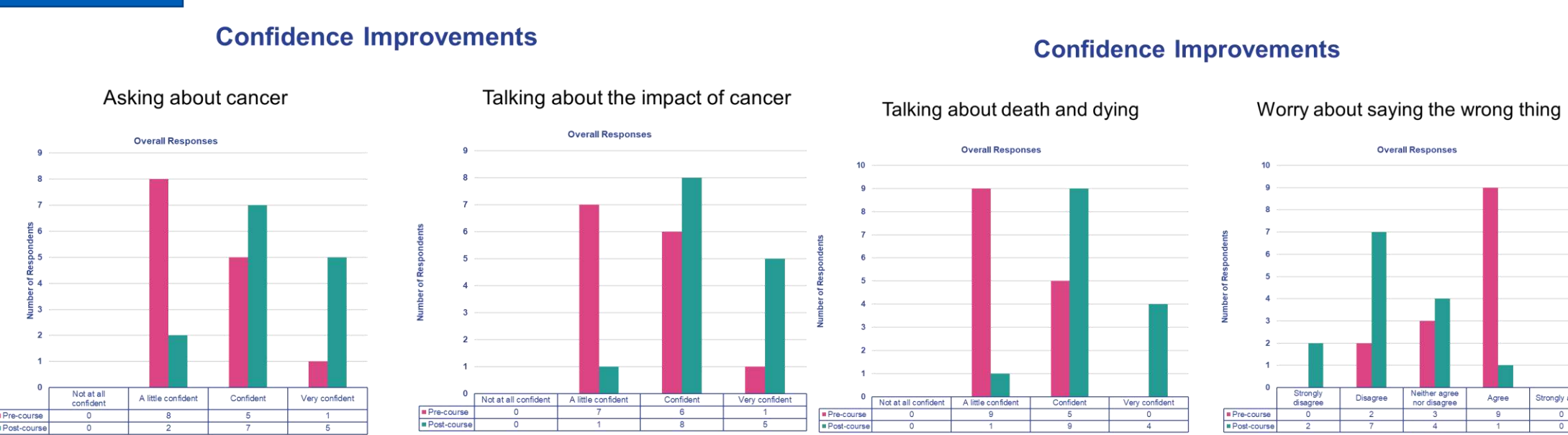
Training and Support Model: Pilot



Training and Support Model: Pilot uptake

- Open to all staff across NHS Talking Therapies in SEL Representation across all 6 SEL TT services**
- Online training day**
Half-day: 1 attendee (morning only, unavailable in the afternoon)
Full-day: 17 attendees
- In-person training day**
Full-day: 14 attendees
- 60-minute cancer awareness webinar**
9 attendees
6 attendees
Reduced sign ups despite webinar / online half day training initially being the most preferred option
Multiple requests for session to be recorded

Results



Overall Summary

- Both formats of training significantly increased confidence in all measured areas - discussing cancer's impact, referring patients, and managing emotional distress.
- Level of concern about raising specific topics related to cancer dropped significantly across both groups.
- In-person training showed greater impact on practical skills and a slightly higher reduction in concerns about addressing difficult topics related to cancer, fears of not knowing what to say or pushing somebody to talk = Likely due to real-time discussions, role-playing, interactive learning, and live feedback.
- Online training had a slightly stronger effect on knowledge of supportive resources:
 - While both courses had strong improvements in knowing when and how to refer someone for psychological support, the online course saw slightly higher increases in confidence in these areas.

Cancer Training Days: Feedback

- "I found it really helpful to be encouraged to sit with my own feelings about cancer and think more closely about what came up for me and why"
- "The training has given me greater confidence and reduced my worries about addressing difficult subjects. Many of covered ways of going about difficulties are transferable to other LTC presentations, so that's an additional bonus"
- "Being more confident in talking about death and dying in general as this is often fundamental to other problems such as panic disorder, health anxiety etc"
- "Previously I wouldn't have been curious if a patient said they had cancer years ago to explore this further now I will check how cancer impacted them"
- "Has helped me feel more confident in raising issue of cancer and recognising its ongoing impact even after treatment"
- "To be aware of own threat system and avoidance if asking about cancer and making my team aware if this too, so we are able to discuss impacts if cancer more at assessment"
- "I will be more likely to pick up a phone and call cancer specialists psychologists for advice re any cancer patients that I get unsure/stuck with"
- "I am more aware of the services available and know how to reach out to them"
- "Help inform and educate/share the learnings from this course across my team"

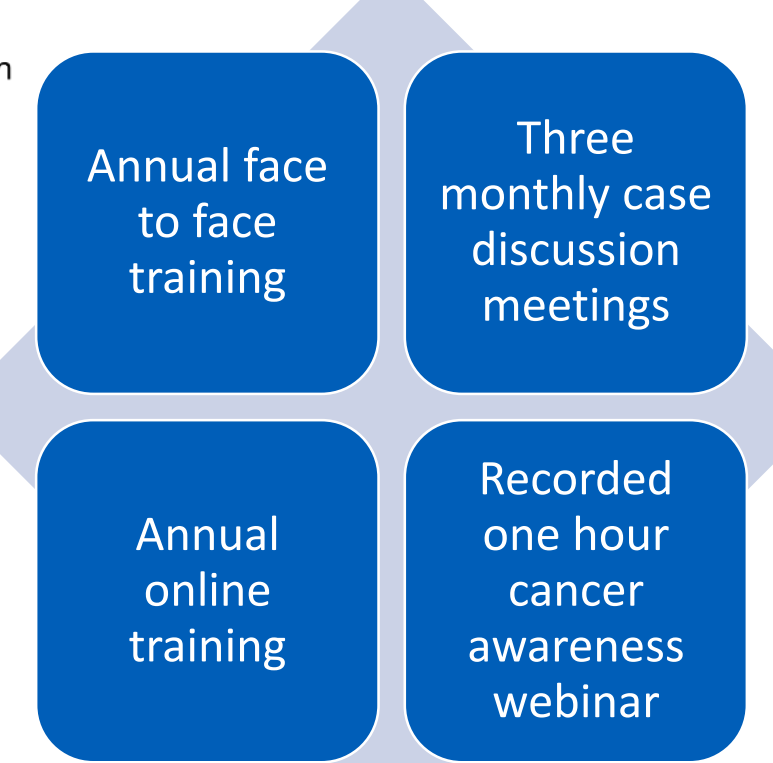
Participant feedback:



Project outcomes/outputs:

- ### Training
- Face-to-face training is optimal, but both in-person and online options should be offered to ensure accessibility.
 - Frequency:** One in-person and one online training day annually, with enough time between them for maximum participation.
 - The **1-hour cancer awareness webinar** will be recorded and hosted on the SELCA YouTube page, along with the cancer support & signposting PDF. Interest from other staff groups in SE London.
- ### Support Model
- Case discussion meeting every 3 months.
 - Open to those who have attended one of the training days.
 - Key themes will inform future projects, training needs, and resource development.
 - Strongly encouraged to contact Psycho-oncology services if unsure about where a patient should be seen.

Final model:



Next steps:

- ### Psychology
- King's Psycho-oncology team holding for the next 12 months. Will then be shared across SEL Psycho-oncology teams for sustainability.
 - Admin support and venue hire – SELCA to provide for the next 12 months.
- ### SELCA Will Maintain a Steering Group
- Disseminate learning and
 - Promote training offers to services.
 - Pooling resources to support delivery of the model.
 - Maintain integration and relationships.
 - Small task groups for cross-cutting areas, such as triage & assessment, and data collection.
- ### Cancer Champions in Each TT Service
- Attend the steering group meeting and act as go-to contacts - disseminating learning back to the organisation.
 - Role continuity: ensuring the role is handed over when someone leaves.
- ### Measuring Ongoing Success
- Follow up survey - at key intervals.
 - Data collection - KCH psycho-oncology team will continue, explore TT data collection.
 - Cross-cutting projects - identified via case discussion and steering group meetings.
 - Sharing this work - through presentations, publications, and raising awareness.

Case Discussions:

- ### Key themes
- Supportive space for discussion of clinical cases and/or content of the training.
 - Knowing who to contact in sister TT services and across TT services and Psycho-Oncology Services.
 - Training resources re-visited 'in action'.
 - Checking medical notes to aid decision-making about which service.
 - Supporting therapists to ask more questions and be more curious.
 - Emerging areas for further collaborative working:
 - Cancer champions in each talking therapies service
 - Triage & assessment – capturing when cancer is part of a patient's story, thinking about ways to ask about cancer to pick it up earlier.

Resources developed and shared:

- ### Training Days

 - Presentation slides produced by KCH cancer psychology team.
 - Where are cancer patients best supported? Two-page decision-supporting flowchart.
 - Updated cancer support and signposting PDF.
 - Cancer A-Z information resource by Macmillan Cancer Support.
 - Links to key resources from the sessions (e.g. book recommendations, app recommendations, third sector support).
 - Attendance certificate.

Webinar

 - Presentation slides produced by KCH cancer psychology team.
 - Where are cancer patients best supported? Single page decision-supporting flowchart.
 - Updated cancer support and signposting PDF.
 - Cancer A-Z information resource by Macmillan Cancer Support.