

# Using findings to improve practice and policies

Tayside Phase 1 TCAT Project  
May 2015- May 2017

RCN April 2017



TRANSFORMING  
YOUR  
CANCER CARE

# Team members

## The Tayside Team

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## The Edinburgh Napier Team

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# Transforming Care After Treatment(TCAT)

- A five year programme funded by Macmillan Cancer Support Scotland.
- Partnership between the Scottish Government, Macmillan Cancer Support, NHS Scotland, local authorities and third sector organisations
- Focuses on the care and support of people after treatment for cancer.



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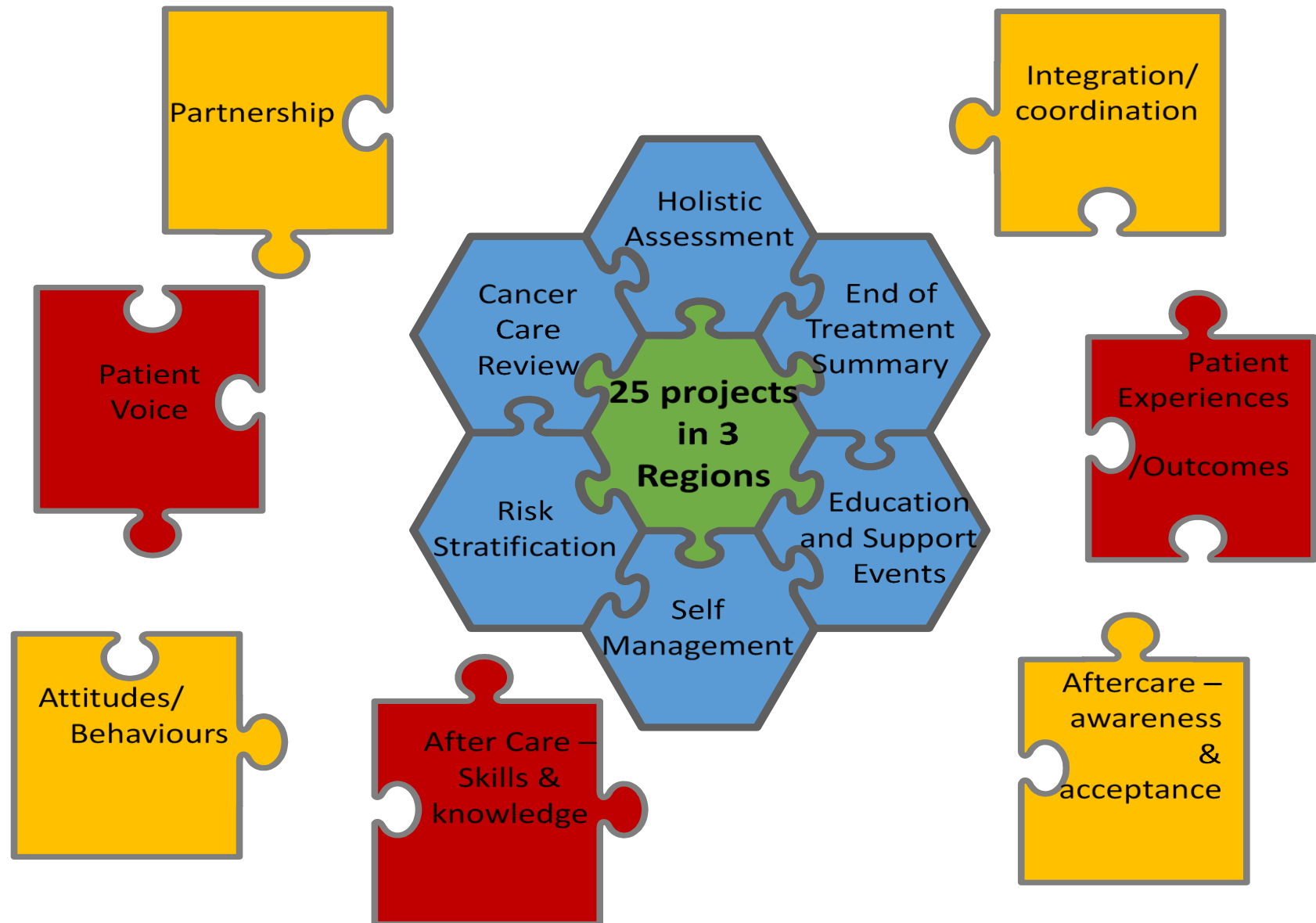
# The overarching aims of TCAT are to:

- enable people affected by cancer to play a more **active role** in managing their own care;
- provide services which are more **tailored to the needs** and preferences of people affected by cancer;
- give people affected by cancer more **support** in dealing with the physical, emotional and financial consequences of cancer treatment;
- improve **integration** between different service providers and provide more care locally.



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# TCAT as a complex intervention



# ENU approach: A Realistic Appreciative Inquiry

- To answer the question why TCAT is working not just DOES IT WORK
- To acknowledge the diversity of TCAT projects in terms of context and mechanisms – informing progress
- Distils the elements of these that are more likely to support transferability/generalisability

- Ensures this doesn't happen!!!



# REALISTIC AND APPRECIATIVE: Developing a dual model of evaluation of “Transforming Care After Treatment” in Scotland

Karen Campbell (Associate Professor), Lucy Johnston (Research Fellow), Dr. Stephen Smith (Senior Lecturer)  
and Brooke Marron (Research Assistant)



The Transforming Care after Treatment programme in Scotland (TCAT) is funded by the charity Macmillan Cancer Support to establish national and regional structures to support the implementation of 25 projects, each with different approaches, but with the overall objective to improve the after care for people living with and beyond cancer. TCAT aims to:



As evaluators we conceived the TCAT programme as a three levelled complex intervention- local, regional and national (Figure 1). Two theoretical approaches have been used in combination by the Edinburgh Napier Evaluation Team - a Realistic Evaluation framework with an appreciative inquiry approach. Fieldwork completed between May 2014 and October 2016 is an exemplar of this dual model. The mixed methods include quantitative data on demographics and reported concerns of over 2,000 people, in depth interviews with stakeholders (n=21); focus group discussions with local projects at the start and end of implementation (n=14) and an annual online survey of

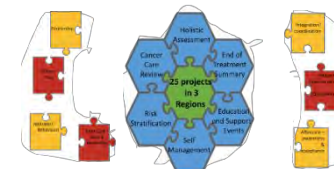


Figure 1: TCAT as a complex intervention

## REALISTIC EVALUATION

Realistic evaluation focuses upon identifying and making sense of the context, the mechanisms of actions and outcomes of care after treatment (1). Paying attention to each of these connected concepts enables a greater depth of understanding:

CONTEXT + MECHANISMS = OUTCOMES



## APPRECIATIVE INQUIRY

Appreciative enquiry focuses on identifying what works well and taking time to understand why this is so and then adapting practices to capture more moments of success (2).

WHAT ARE THE PROBLEMS? X

WHAT'S WORKING? + HOW CAN WE DO MORE OF IT? ✓

The TCAT programme in Scotland is not one model of 'care after treatment' set up in different locations, but 25 different interventions/projects that are linked by the programme's overarching aims. They have one destination but many routes to success. Combining evaluation models provides a focus for fieldwork and analysis to enhance understanding regarding: context of the projects, the drivers of change and the resulting outcomes. In addition, there is a deliberate focus on what works well and understanding why and how success can be generalised and deliberately replicated and transferred to other areas. The benefits and challenges of our dual approach are shown below.

BENEFITS		CHALLENGES	
<ul style="list-style-type: none"> <li>Merging approaches provides a consistent, applied theoretical framework to evaluating the entire TCAT programme</li> <li>The dual methodology facilitates a structured approach to understanding potential solutions</li> <li>The application of positive and appreciative language blended with academic-led scrutiny of context,</li> </ul>		<ul style="list-style-type: none"> <li>Ensuring we are actually blending the approaches and not using them separately or sequentially</li> <li>Limited evaluator and local project capacity to develop collective reflection on CMOs and other emerging findings</li> <li>Consistently applying a meaningful coding framework to construct valid CMO configurations- especially over 5 years and 3 different levels</li> </ul>	

(1) Cooperrider, D., Whitney, D., & Stavros, J. (2008). *Appreciative inquiry handbook* (1st ed.). Brunswick, OH: Crown Custom Pub.  
(2) Pawson, R. & Tilley, N. (1997). *Realistic evaluation* (1st ed.). London: SAGE.

# TCAT Evaluation Methods

Online Survey of  
Stakeholders (to be  
repeated every  
November)

Focus Group  
Discussions (Phase 1  
and 2 (n= 14)

2<sup>nd</sup> Focus Group  
*Discussions (on  
completion n = 5*

Synthesis and  
dissemination of  
learning and findings

**LOCAL DATA  
COLLECTION  
AND SUPPORT**

JUNE 2014 TO DECEMBER 2018



# Role of ENU in Practice

- National Evaluation of the TCAT Programme
- National synthesis and dissemination of learning and findings
- Local Advice & Support
- Local Collaboration
- Local data -> national perspective



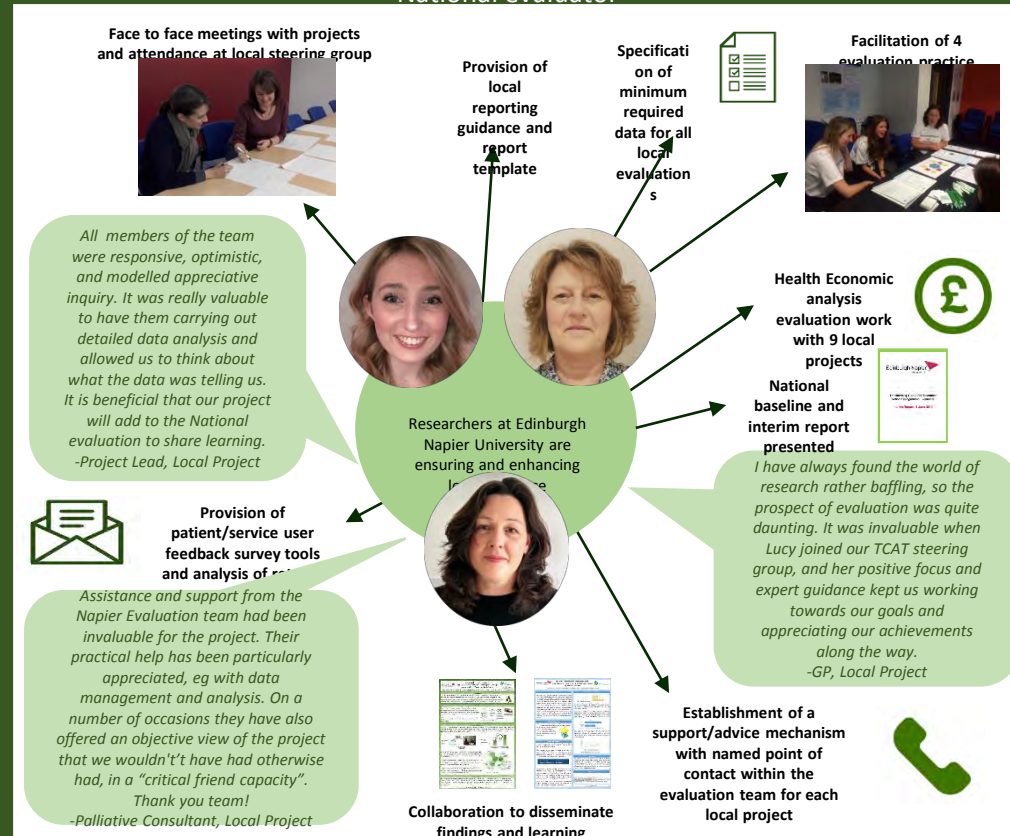
# How can national evaluators enhance evidence from local transformational change to influence policy and decision making?

Lucy Johnston (Research Fellow ), Karen Campbell (Associate Professor) and Brooke Marron (Research Assistant)



A multi-disciplinary team at Edinburgh Napier University are evaluating the Macmillan Cancer Support funded Transforming Care after Treatment programme in Scotland (TCAT) which established 25 local projects, each with different local approaches to improving the care of people living with and beyond cancer. A substantial component of the programme evaluation is to support individual project evaluation activity. By contributing to a programme of education and support we are increasing the capacity of local cancer nurses and professionals to conduct robust service evaluations, ensuring consistent and comparable data collection across the programme and maximising impact of evidence on policy and decisions.

## National evaluator



## Summary

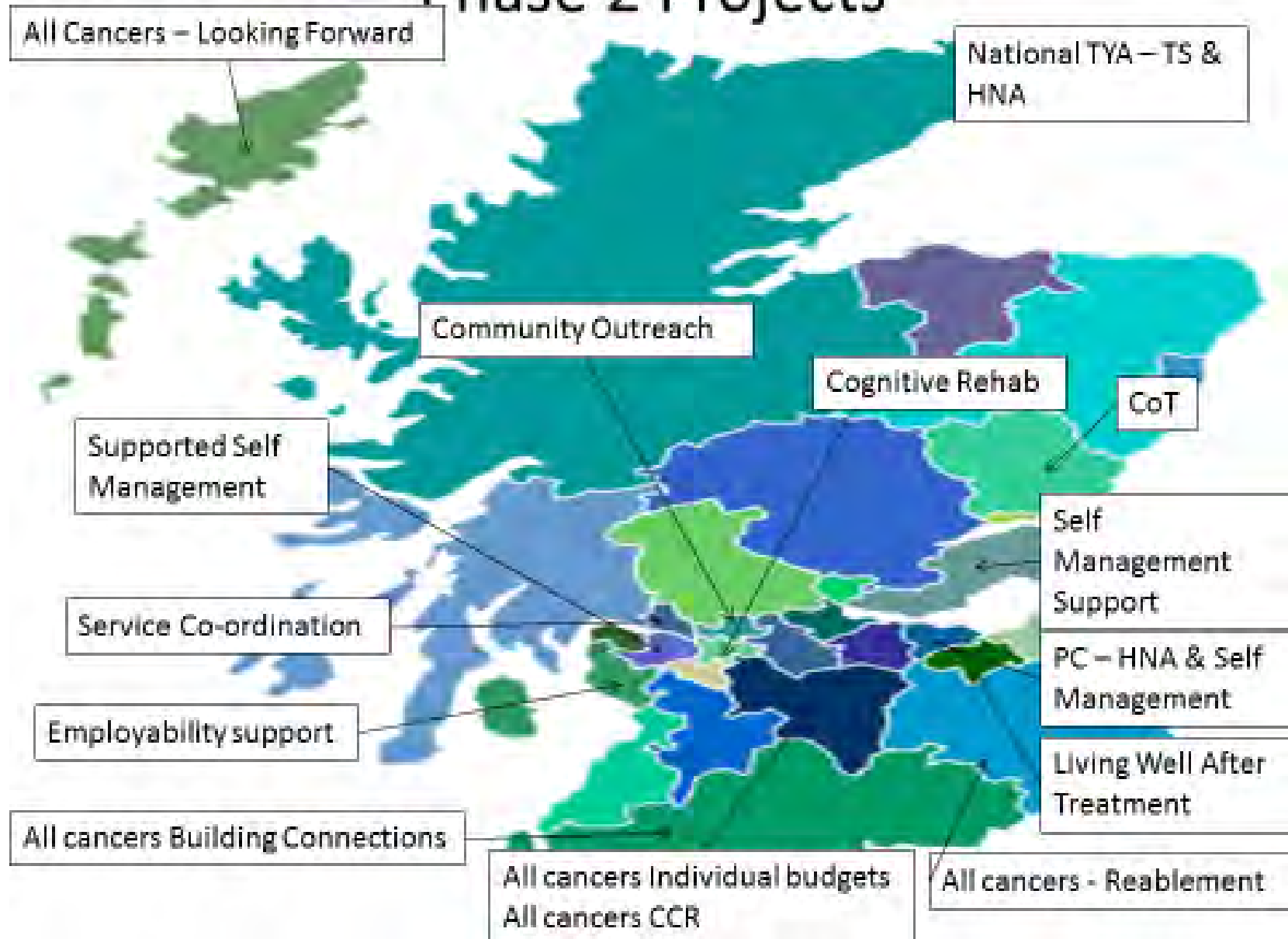
By working to ensure and enhance local evidence of change and improvement, we are co-producing valuable data to inform evidence based practice, developing research awareness and skills among cancer nurses and creating and disseminating a wide knowledge base that is influencing practice. The production and dissemination of high quality practice and service evaluations is key to influencing policy and political decision making.

## Contact details and

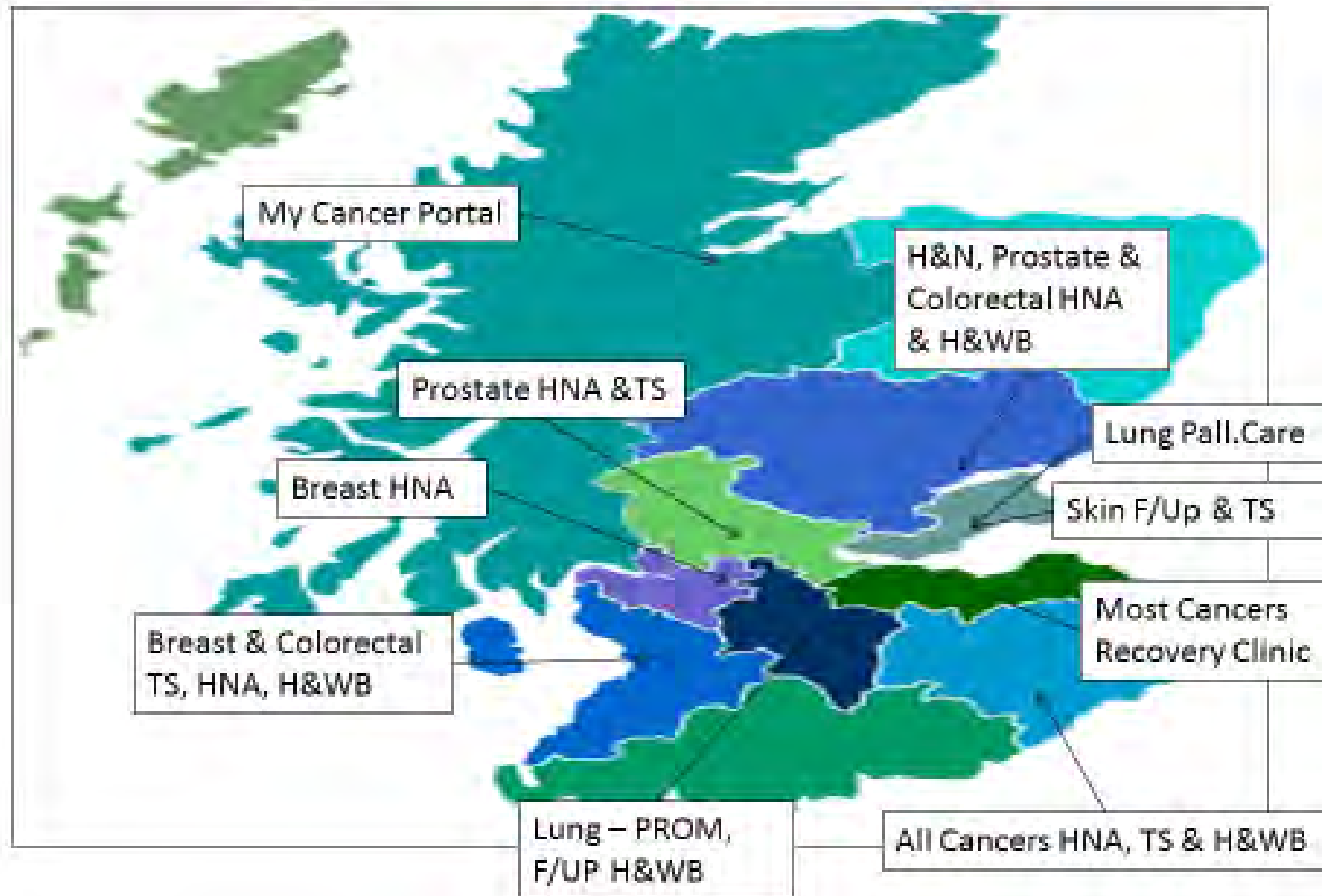
cancercollaborative@napier.ac.uk

Dr S Smith, A McFarland and Dr S Cruickshank

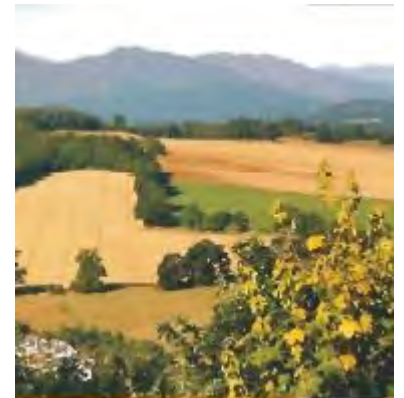
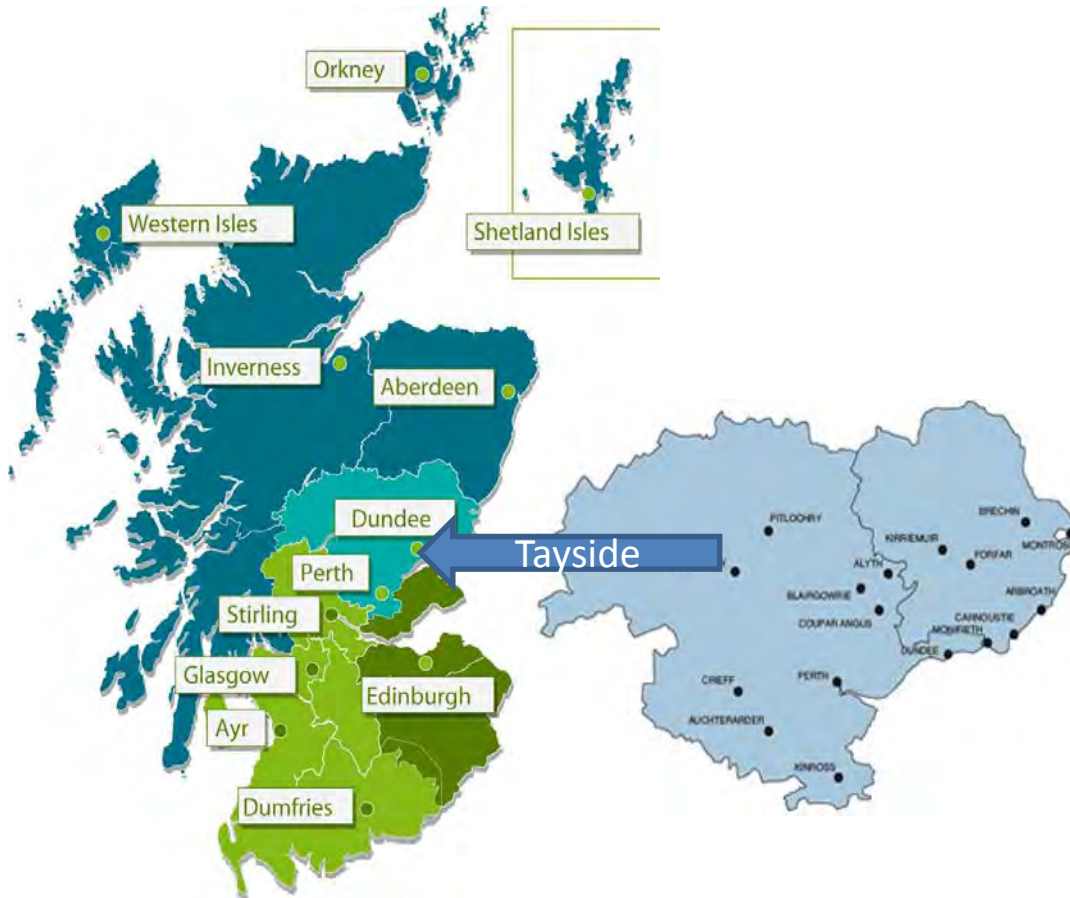
# Phase 2 Projects



# Phase 1 Projects



# Local service evaluation within a national programme evaluation





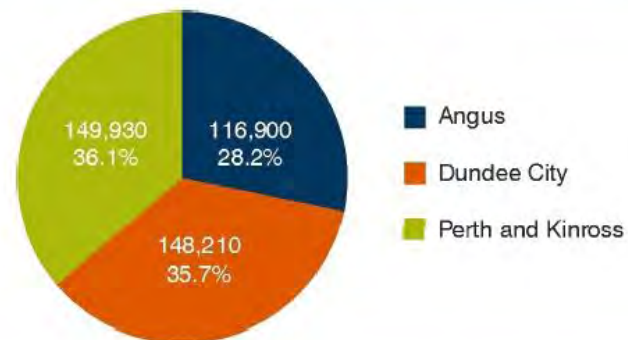
# Ninewells Hospital Dundee, Tayside,



- 3 Integrated Joint Boards Perth, Dundee and Angus
- Large Teaching Hospital, Cancer Centre
- Clinical Nurse specialists run clinics in Perth & Dundee
- Maggie's Centre is in the grounds of the hospital (*Cancer information and Support*)

## Tayside Population 415.000

Chart 1: Population of Tayside by local authority area as at 30 June 2015



Source: National Records of Scotland (NRS) 2015 Mid-year population estimates



maggie's

# Tayside TCAT Project

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May 2015- May 2017

Aim: to improve the aftercare of people affected by  
cancer across Tayside

*With a focus on:*

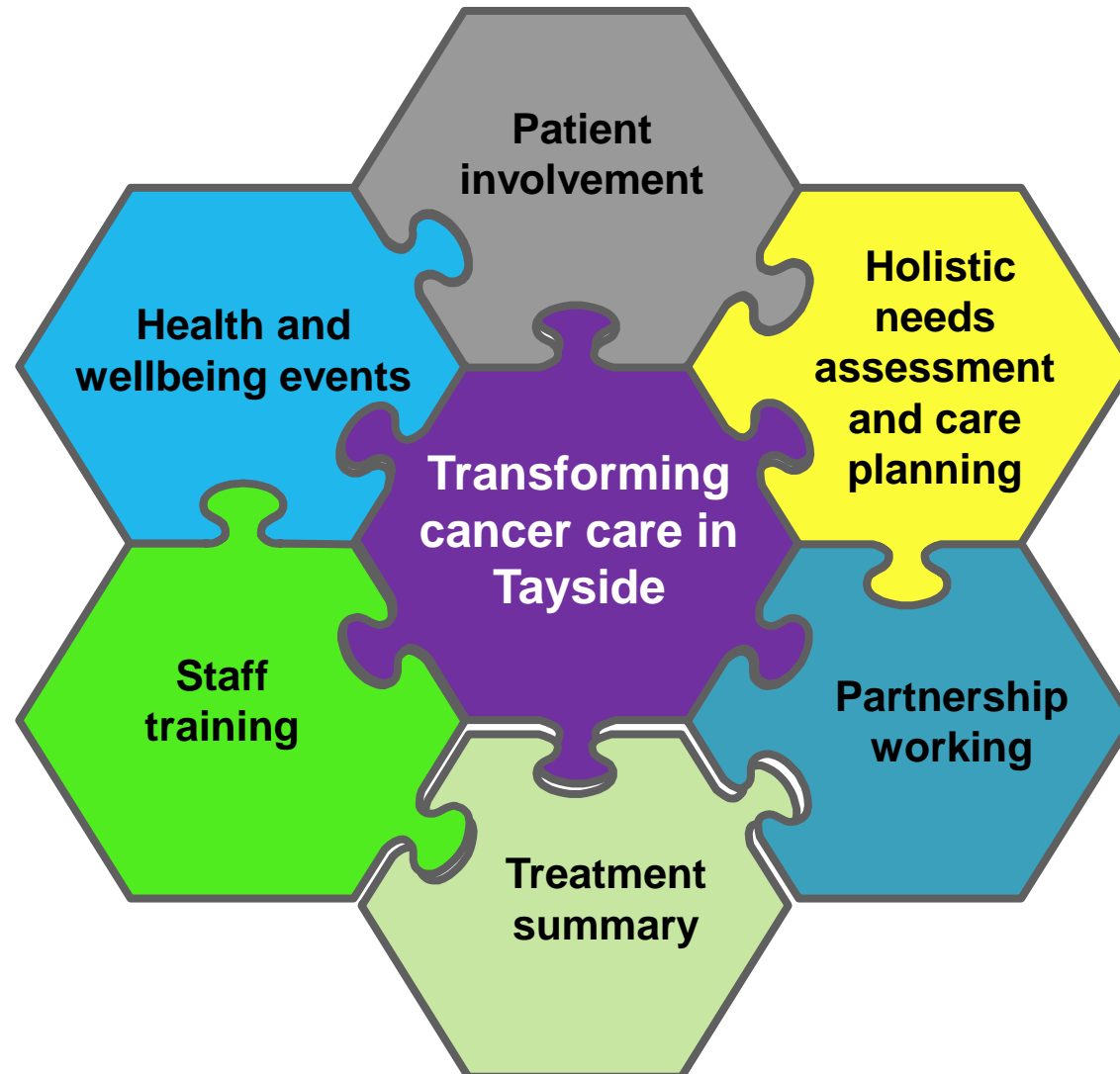
- Colorectal Cancer
- Head and Neck Cancer
- Prostate Cancer

# Context of Tayside TCAT





# Components of Tayside TCAT



# What we did



79 staff trained in aspects of the Recovery programme



Links with third sector: Maggie's, Tayside Cancer Support and Local Authority teams



474 Holistic Needs Assessments (HNA) completed in clinic. 1,333 concerns reported



Patient story at each Wellbeing event. Patient Panel formed.

## Events

9 events. Over 240 patients and 150 staff attended. Highly valued.



Treatment Summary template created for cancer teams to use. Limited progress to date.



# Staff training



Pre-Test Self-Assessment Questionnaire Implementing Holistic Needs Assessment (HNA) in Cancer Care DOB											
On a scale of 1-10 Please read list of topics below, indicate your knowledge and confidence by choosing a number and insert in columns below											
Very little knowledge	1	2	3	4	5	6	7	8	9	10	Extremely knowledgeable
Not at all confident	1	2	3	4	5	6	7	8	9	10	Extremely confident
Topic											
Undertaking a holistic assessment of patients with a diagnosis of cancer											
Eliciting and responding to emotional and psychosocial distress											
Helping with treatment side effects/ Symptoms											
Developing and maintaining therapeutic relationships											
Discussing sources of support with patients, families and carers											
Knowledge of pathway/ resources for psychological support											
Awareness of evidence for physical activity											
Making a care plan with patient following HNA											
Analysing my own communication style *											
Providing End of treatment care summaries											

- 33 hrs of face to face training was delivered (attended by 79 staff)
- Pre and Post Test 21 members of staff  
Using a paired two sample test, the results are significant ( $p < 0.05$ ) and indicate that overall respondents' knowledge and confidence increased across all areas questioned apart from\*
- Additional training delivered in response to reflection after HNA e.g. sexuality/ community sources of support
- Great support from CNS at wellbeing events and shared learning

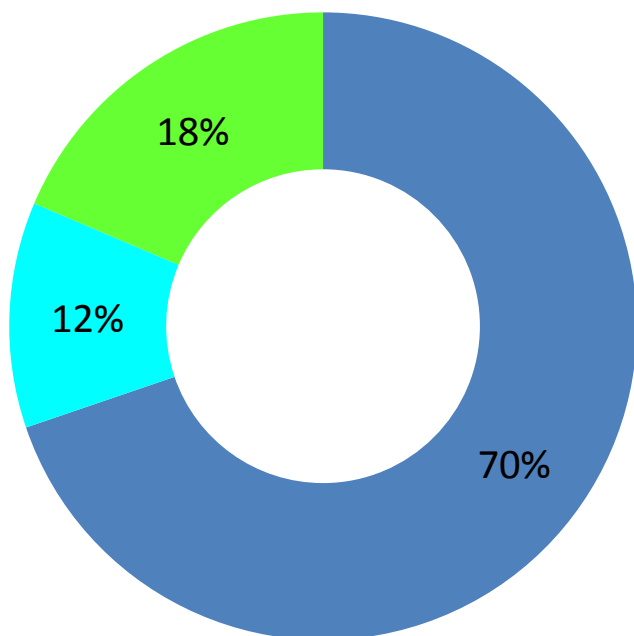
*"I have a greater understanding of what I can offer future patients"*



# Improvements: Partnership Working

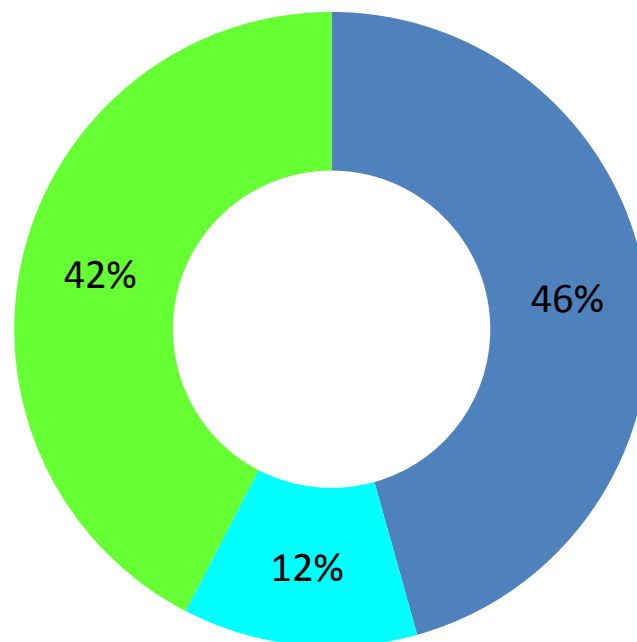
**Initial Stakeholder Events 2015**

■ NHS ■ Local Authority ■ 3rd Sector



**Health & Wellbeing Events 2016**

■ NHS ■ Local Authority ■ 3rd Sector






# HNA: Learning

HNA Concerns	Colorectal (n=333)
Number of patients completing <b>overall</b> concern score	218
Average rate of overall concern (scale 1-10 where 10 is highest)	3
Patients reporting <b>“no concerns”</b>	153 (46%)
Average number of concerns	3.9

- 153 (46%) of patients with colorectal cancer reported no concerns
- 70% of concerns were related to physical issues
- 70% of consultations took 20-30 mins

Top 10 Physical Concerns Colorectal Cancer n=180		
	No of patients	% of patients reporting this concern
Tired/ exhausted or fatigued	48	14.4%
Diarrhoea	35	10.5%
Dry, itchy or sore skin	31	9.3%
Passing urine	30	9%
Pain	30	9%
Constipation	29	8.7%
Getting around/ walking	29	8.7%
Sleep problems /nightmares	27	8.1%
Eating or appetite	26	7.8%
Tingling in hands/feet	24	7.2%

# Patient Feedback

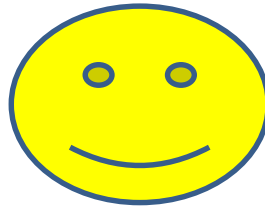
WE ARE  
MACMILLAN.  
CANCER SUPPORT

Our aim was to improve the aftercare of people affected by cancer - 85 people who had a Holistic Needs Assessment (HNA) responded to the Napier survey...



72%

said their needs were met *completely* when asked about managing the consequences of cancer treatment



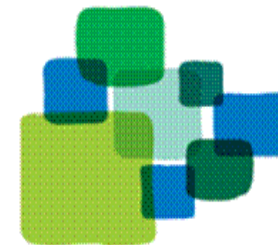
51%

were *very* confident in managing their condition



51%

Had a Care Plan completed as part of the TCAT project



# Staff & Patient feedback

*I feel that carrying out the HNAs are helping us assist patients prioritise their concerns after cancer treatment.*

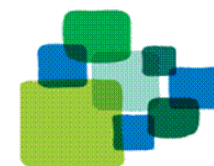
*Working with the TCAT team has enabled us to act on such concerns promptly as we become more aware of the varied help and community support available*

*It has been great to be part of such an organised and focused project*

*events like this are a great way to help those who want to engage and feel they have unanswered questions*

*Made to feel at ease-given reassurance at times and gently informed of the implications of other things*

*Thank you for your and the team's interest and advice. You have all been very helpful giving me the confidence to push forward.*



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# TAYSIDE TRANSFORMING CARE PROJECT

## KEY MESSAGES

- Use the tools we have already
- Make sure the person with cancer knows what support is there
- Involve patients and carers every step
- Train staff to know how to help
- Provide resources and events for people with cancer
- Learn from and listen to each other





A large, irregular green shape with a textured, brushstroke-like appearance, centered on a white background. The green shape has darker and lighter shades, giving it a hand-painted look.

Using what we did  
and what we found  
to improve  
practice.....

# Key learning from findings into practice

