



Get  
involved

We need  
your views

# Reviewing our service locations

Specialist cancer doctor, nurse and clinician outpatient appointments for adult patients who are receiving non-surgical treatments for cancer in South Yorkshire, Bassetlaw and North Derbyshire.



1 in 2 people will  
develop some form of  
cancer in their lifetime.







That's why our specialist cancer doctors are here for you and the people you love and care for. They are the senior doctors who meet with patients to discuss and agree treatment options, to review how treatment is going, and to plan future treatments.

In the past, there were enough of these specialist cancer doctors, nurses and other clinicians in our area for them to see patients at the five of our local hospitals where non-surgical cancer treatments like chemotherapy, radiotherapy and immunotherapy, are provided. More recently, the number of these senior doctors has reduced as the number and range of available treatments has increased. That meant we couldn't always hold clinics at all five hospitals. Too often, patients' appointments were delayed or cancelled at short notice.

We decided to reduce the number of places our specialist cancer doctors, nurses and other clinicians see patients with some types of cancer. For example, when they have a face-to-face outpatient appointment, patients with lower gastrointestinal cancer are seen at Weston Park Cancer Centre in Sheffield. These changes improved the availability of doctors and reduced the possibility of patient appointments being delayed or cancelled.

These temporary changes have been in place for some time. Now, we are reviewing where we provide these appointments for all non-surgical cancer patients.

This paper explains some of the operational challenges we have in making sure these important appointments can happen.

The challenges do not affect the delivery of non-surgical cancer treatments such as chemotherapy and radiotherapy.

**We are sharing the information in this paper, because we want to hear from patients, carers, local residents, and staff, so we can be sure we take their views, experiences of, and expectations of these appointments into account when we're making decisions. Local doctors, nurses and service managers will use the feedback you give to help them decide how to deal with the challenges.**

## What this listening exercise is about

We're reviewing where our patients attend their **non-surgical outpatient appointments**. These are appointments where treatment plans are discussed, results are given or an examination takes place. No treatment happens at these appointments.

**Appointments when treatment is given are not part of this listening exercise.**





# Background

Very broadly there are two types of treatment for people with cancer:



## Surgical treatment

This is where a patient has an operation.



## Non-surgical treatment

This includes treatments such as chemotherapy, immunotherapy and radiotherapy

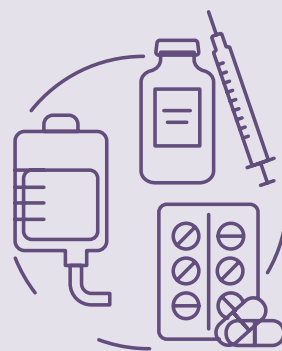
In South Yorkshire, Bassetlaw and North Derbyshire, non-surgical cancer care is coordinated by Sheffield Teaching Hospitals NHS Foundation Trust from its Weston Park Hospital Cancer Centre.



Every non-surgical cancer treatment patient has appointments with a senior specialist cancer doctor, nurse or other clinician:

- ▶ to discuss treatment options
- ▶ to discuss and obtain consent for treatments
- ▶ to provide certain test and scan results
- ▶ when doctors need to physically examine a patient

These appointments can happen face-to-face, or on a telephone or video call.



People per month referred for non-surgical cancer treatment<sup>1</sup>

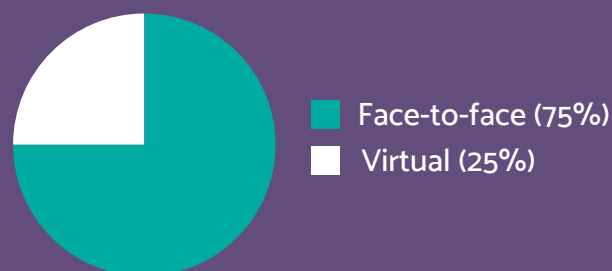
# 666

<sup>1</sup>Based on figures from April-June 2022



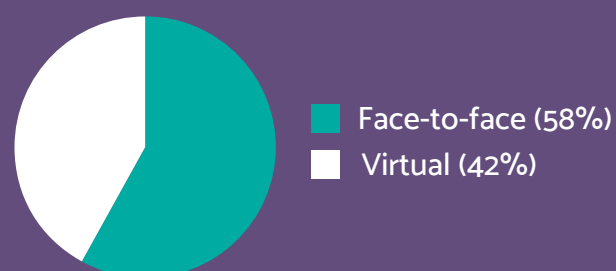
New patient appointments<sup>2</sup>

# 5,565



Follow up appointments<sup>2</sup>

# 72,482



<sup>2</sup> In 2021/2022



In their first year of active treatment, a new cancer patient is likely to need seven of these appointments. In their second year of treatment, patients typically need just two appointments. Better diagnosis of cancers and the availability of many more therapies and treatments means more patients need more appointments. At the same time there is a national shortage of cancer specialists including doctors, cancer nurses and therapy radiographers.

The national shortage of senior, specialist cancer clinicians has led to challenges providing enough planning and review appointments at all our local hospitals for patients with breast, lower gastrointestinal, head and neck, and bladder, kidney, prostate and testicular cancers.

The shortage of specialist cancer clinicians can lead to patients' planning and review appointments being delayed or postponed at short notice.

These challenges do not affect patients' appointments for cancer treatments like radiotherapy or chemotherapy.

Radiotherapy is provided at Weston Park Cancer Centre, Sheffield.

Chemotherapy treatments are provided at:

---

Barnsley Hospital

---

Burleigh Medical Centre (Barnsley)

---

Doncaster Royal Infirmary

---

Chesterfield Royal Hospital

---

The Rotherham General Hospital

---

Weston Park Hospital Cancer Centre, Sheffield

---

Forecasts predict there will be a **29% shortfall of senior, specialist cancer doctors by 2025** and this is likely to be higher in the north of England where recruitment is more difficult.





## Temporary changes

Historically outpatient appointments for the more common cancers, breast, lung and lower gastrointestinal have been provided at all the local hospitals.

The cancer service has taken steps to reduce pressure on the service and the frequency of short notice cancellations and delays in care for patients, including:

- ▶ Trying to recruit more staff in this country and from abroad.
- ▶ Using the wider skill mix of different staff in multidisciplinary teams whilst focussing on different ways of working to assist in further reducing reliance on the cancer consultant doctors.
- ▶ Maximising use of non-medical workforce, for example the development of Advanced Care Practitioner roles for the appropriate points in a patient's care.
- ▶ Adopting non face-to-face appointments to reduce patient requirement to travel.
- ▶ Making sure cancer doctors are only doing what only they can do.
- ▶ More patients getting their treatment closer to home, led by cancer consultant doctors but supported and delivered by a wider team.

Despite these actions the demand for cancer doctors is still growing.

**To reduce pressure, the non-surgical cancer service has temporarily changed** where some patients go for their planning and review appointments with senior specialist cancer doctors, nurses and other clinicians. The changes involve centralising some of these appointments to help maximise the availability of doctors.





**The temporary changes are:**

- Starting November 2021** ▶ **Patients from Rotherham and Barnsley** with lower gastrointestinal cancer have had their appointments at Weston Park Hospital Cancer Centre in Sheffield.
- Starting March 2022** ▶ **Patients from Barnsley, Bassetlaw, Doncaster and Rotherham** with breast cancer have had their appointments at Breathing Space, Rotherham.
- Starting March 2022** ▶ **Patients from North Derbyshire and Chesterfield** with breast cancer have had their appointments at Weston Park Hospital Cancer Centre.
- Starting May 2022** ▶ **Patients from Doncaster and Bassetlaw** with head and neck cancer have had their appointments at Weston Park Hospital Cancer Centre in Sheffield.

**Since the changes:**

The number of patients attending **face-to-face appointments** has stayed at around

**60%**



The number of **appointments delivered by telephone and video** (reducing the need to travel for patients) has stayed at around

**40%**



As described earlier, **patients do not receive treatment at these appointments. The places where patients receive treatment have not changed.**

Telephone and video appointments are offered when appropriate following a rigorous risk assessment and compliance with agreed protocols.

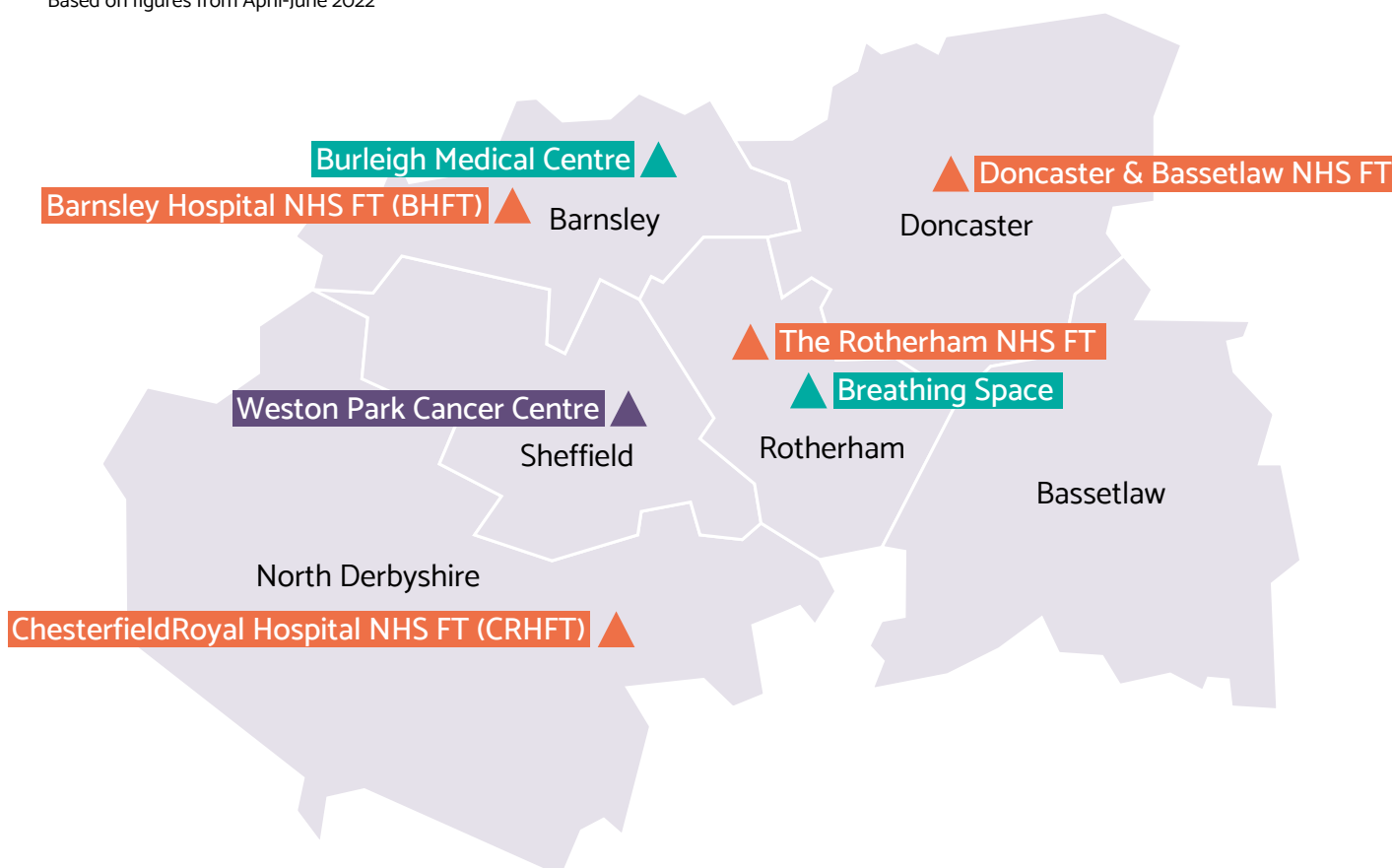


# Where our patients attend their outpatient appointments

% of patients attending this location

	% of patients attending this location
<b>Specialist Cancer Centre</b>	
Weston Park Cancer Centre	54%
<i>Clinics also run via Royal Hallamshire Hospital &amp; Jessops Hospital</i>	
<b>District General Hospital</b>	
Barnsley Hospital NHS FT (BHFT)	5%
Chesterfield Royal Hospital NHS FT (CRHFT)	10%
Doncaster & Bassetlaw NHS FT (DBHFT)	22%
The Rotherham NHS FT	---
<b>Community Facility</b>	
Breathing Space, Rotherham	5%
Burleigh Medical Centre, Barnsley	4%

Based on figures from April-June 2022





# How patients, carers, local people and our staff have been involved so far

NHS South Yorkshire has carried out a number of involvement exercises which relate to the proposals for outpatient clinics. These include:

- ▶ Ongoing engagement with the local Health Overview and Scrutiny Committee.
- ▶ A survey of oncology service patients in South Yorkshire and Bassetlaw carried out by the South Yorkshire (SY) Cancer Alliance took place throughout early 2022. This asked about patients' experience of cancer care but did not specifically ask those whose outpatient appointments had been moved from one location to another, about their experience of the move.
- ▶ A literature review of existing insight into the experience of cancer service users gathered over a period from 2019 until 2022 and including patient and staff feedback about both face-to-face and non face-to-face services. From this, key points about what is important to patients and staff were summarised.
- ▶ Two Non-Surgical Oncology Outpatient Service Transformation Engagement Events for staff and patient representatives were held in June and September 2022 to generate options for the future of non-surgical oncology outpatient services.

The outcomes of this engagement help to understand both patient and staff views, but further work is required specifically to understand how patients and carers feel about outpatient appointments and what is important to them.





## Future possible changes to outpatient appointments

The temporary changes have been in place for some time and patients, staff and health leaders would like to look at developing a permanent service model.

The plan is to include all outpatient appointments for all cancer types (breast, lung, lower gastrointestinal, etc).

The organisations carrying out the review are NHS South Yorkshire working with NHS partners in North Nottinghamshire and North Derbyshire, led by the South Yorkshire Cancer Alliance Clinical Director.

The aim is to ensure that all patients needing cancer care have access to the services they need, at the same time as reducing and managing the pressure on the clinical staff who deliver the care, at a time of continued shortages. It will maximise doctors' and nurses' available time to care for patients in the most efficient way.

As they carry out the review, the reviewers are examining what they have learned from the temporary changes and taking into account staff and patient feedback. They want to design services that will work well and last and make the best use of the people and resources available.





# Your views matter

We want to hear from:



## Cancer patients and their carers

so we can understand how changing where cancer patients go for these planning and review appointments with a specialist doctor affects them.



## Local residents

to understand what they think is important for patients when they attend these appointments, and what we should be taking into account as we think about solving these challenges.



## Staff

who work in the services, our partner organisations, and other stakeholders.



# Get involved

You can share your views in several different ways:

Respond to this listening document by:

## Email us

[involvesybd@wearestand.co.uk](mailto:involvesybd@wearestand.co.uk)



## Write to us

Cancer Alliance NSO Outpatients,  
722 Prince of Wales Road,  
Darnall,  
Sheffield,  
S9 4EU



## Complete our online survey

at [www.smartsurvey.co.uk/s/SouthYorkshireCancerAlliance](http://www.smartsurvey.co.uk/s/SouthYorkshireCancerAlliance)  
or scan the QR code



## Take part in a patient or carer interview

Call 0191 535 5881



## Join an online public discussion event or take part in a focus group.

Visit <https://canceralliancesyb.co.uk/> to find out more





## Next steps

This listening exercise  
will run until **13 April 2023**.

When the feedback about the outpatient appointments has been gathered it will be analysed and a report will be published. The information in the review will help health leaders design non-surgical cancer outpatient appointments that serve patients effectively while reducing pressure on staff.





# We need your views get involved

[canceralliancesyb.co.uk](http://canceralliancesyb.co.uk)

