



Inside the world of NHS England

An elective with the Transforming Cancer Services Team

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Why NHS England?

- Break from the lab
- What happens at NHS England?
- Cancer diagnostics event



Who are the TCST?

A group of clinicians, data analysts, service improvement and strategy experts.

Vision

All Londoners have access to world class care before and after a cancer diagnosis.

Mission

As a trusted and expert partner, we drive delivery of world class cancer outcomes through collaboration, commissioning support, clinical leadership, education and engagement.



Who are the TCST?

Early
detection

Cancer
waits

Diagnostics
optimisation

Living with and
beyond cancer



The Diagnostics Optimisation team

Diagnostics is a bottleneck in many cancer pathways

- Work with endoscopy and radiology departments across London
- Facilitating simple cycle times and stop/start audits
- Optimisation workshops with each Trust
- Process mapping
- Action planning

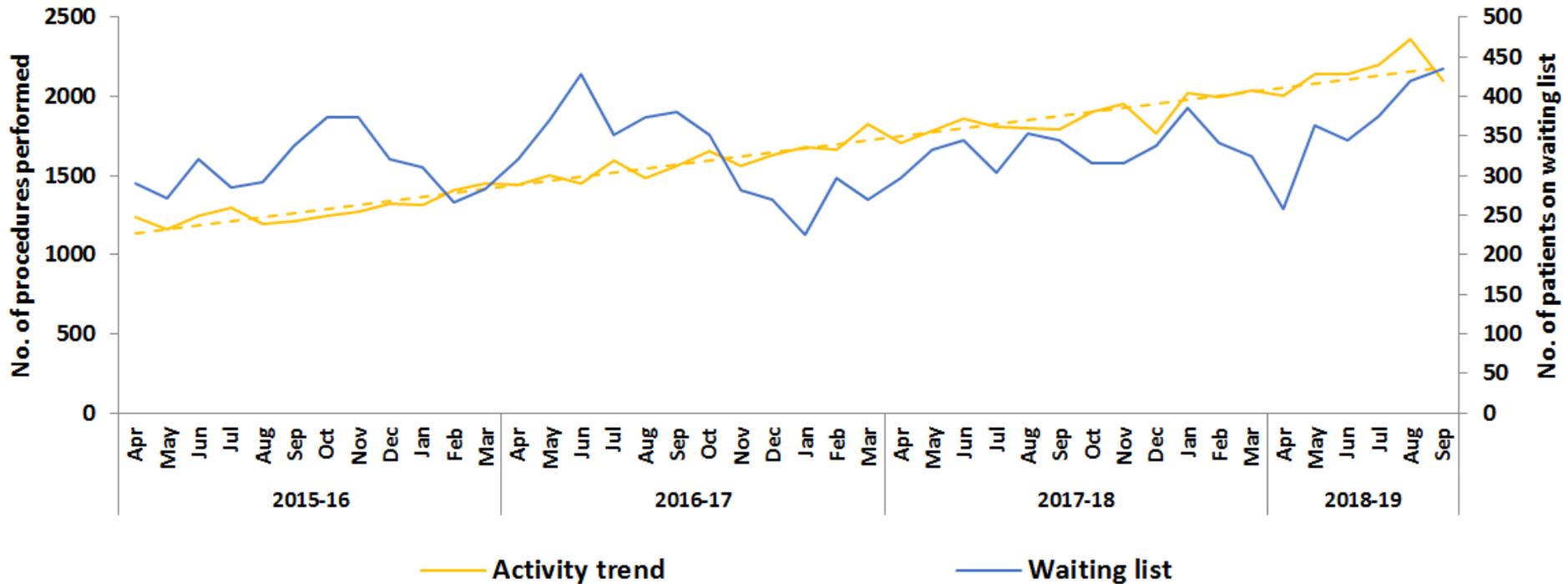


What did I do?

- Worked 1-2 days a week with the team
- Attended TCST and Diagnostics Team meetings
- Analysed DM01 data to present to Trusts during workshops
- Helped with the analysis and presentation of audit data
- Visited Trust workshops and captured the discussions
- Helped organise and facilitate endoscopy workshop event
- Training in QI and measurement of change
- Built a dashboard in excel for endoscopy and radiology data



What did I do?



Activity trend shows a 93% increase in CT activity between Apr 2015-Sep 2018



My project

Impact Story for TCST Diagnostics Optimisation Team

Have waiting lists improved?

Is the Diagnostics Team delivering their objectives?

Do Trusts learn from the workshops?



Competencies

- 3 x elective competencies
- Treat each **patient as an individual**, respecting their dignity and confidentiality and upholding the rights, values and autonomy of every service user
- Communicate effectively with the **public, services users and other healthcare professionals**, adapting communication style and language to meet the needs of listeners
- Work constructively and effectively as a member of a **multidisciplinary team**
- Use a range of **information and communication technologies** within the workplace for service delivery, research, audit and innovation, including data filing and archiving
- Contribute to service and **quality improvement** and productivity in the work base and embed evidence-Based developments within routine practice
- Identify potential **areas for change** and accept change identified by others, working across different provider landscapes as required



What did I learn?

Experience of different departments, and an insight into the clinicians perspective

Process mapping and service optimisation

QI tools and measuring the impact of change

Different types of audit

Using excel with big data sets

Interacting with patients

Complexities of introducing a new test like FIT, beyond the laboratory