

## Disclosure Statement

### Joint Working Project between;

Western Sussex Hospitals Foundation Trust on behalf of themselves, Brighton and Sussex University Hospitals Trust, and East Sussex Healthcare Trust and Bristol-Myers Squibb Pharmaceuticals Ltd

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| <b>Name of Project</b>               | <b>The Review of the Acute Oncology Helpline service provision across the Sussex Cancer Network; to inform the optimisation of care for patients requiring access to specialist advice and guidance.</b>  |
| <b>Project Overview</b>              | <p>This is joint working project between Sussex Cancer Network and BMS. The Joint Working Agreement (JWA) will be between BMS and Western Sussex Hospitals Foundation Trust on behalf of the Sussex Cancer Network.</p> <p>The project will be 6 months in duration and limited to the evaluation of the provisions of Acute Oncology Helpline Service. The evaluation will focus on the triage and onward referral of patients (pathway management), and will not include a review of the clinical advice provided.</p> <p>Assessment of training standards is out of scope of this project.</p> <p>The current helpline services will be evaluated against NHSE commissioning standards and recommended standards from national bodies influencing Cancer care including the Cancer CRG and the National Cancer Action Team, patient experience will be evaluated, and workforce opinion and skill mix evaluated. There will also be an analysis of where patients are referred to as a result of using the helplines. Although evaluation of wider acute oncology services are out of scope of this project, the project may highlight a lack of suitable options for patients, and so proposal to review wider services and pathways may be an output.</p> <p>Data capture and collection will be standardised and improved across the Network, allowing ongoing quality assurance, assessment of variation across the Trusts within the network, and measurement of impact on emergency services.</p> <p>On completion of the project, project outputs, including evaluation findings and service proposals will be shared across both parties, and an Executive Summary published on the Bristol-Myers Squibb UK website. Implementation of service proposals will be out of scope of this project, but implementation of process improvements may be carried out depending on findings, and they may be addressed within a future project.</p> |
| <b>Project Aims &amp; Objectives</b> | <p>The key aims and objectives for service development are:</p> <p><b>Aims:</b></p> <ul style="list-style-type: none"> <li>• To evaluate the UKONS emergency telephone triage Helpline service provided to patients in Sussex</li> <li>• Standardise data collection across the county</li> <li>• Agree service proposals for a patient focussed, sustainable, high quality, and consistent standard of Emergency oncology helpline.</li> </ul> <p><b>Objectives:</b></p> <ol style="list-style-type: none"> <li>1. Evaluate current UKONS emergency telephone triage Helpline service delivery across all 3 Trusts in Sussex Cancer Network to understand:             <ol style="list-style-type: none"> <li>a. Current data on service and identify any gaps and variation</li> <li>b. Current Usage of the Service by patients and other healthcare providers</li> <li>c. Patient Experience</li> <li>d. Staff resource used</li> <li>e. Identify and measure usage of other services in the acute oncology pathway resulting from helpline advice</li> <li>f. Resources and guidelines available and used by other services which patients may be referred to as a result of contacting the helpline</li> <li>g. Staff training rates</li> <li>h. Staff Experience and opinion</li> </ol> </li> <li>2. Where available, collect data from other Cancer Networks audits of their 24 hour helplines, and assess the data for use in the service proposals</li> <li>3. Use insights gained to identify, implement and measure impact of rapid process improvement</li> <li>4. To agree and collect a standard minimum data set (MDS) across the Networks.</li> </ol>  |

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|                         | 5. To agree a final report to include analysis of the findings of the project and a set of service proposals for a patient focused, sustainable, high quality, consistent standard of acute oncology helpline across Sussex  |
| <b>Patient Benefits</b> | <ul style="list-style-type: none"> <li>• Delivery of patient focussed service improvement proposals to ensure quality of service across Sussex.</li> <li>• Through improved data collection, the ongoing ability of service providers to analyse the quality of service provision, and the consistency of standards of service provided to patients across Sussex.</li> <li>• Improved patient experience through provision of a streamlined efficient and patient focused service by providing an equitable, consistent standard of service across Sussex.</li> </ul> |
| <b>Stakeholders</b>     | Western Sussex Hospitals Foundation Trust<br>Brighton and Sussex University Hospitals Trust<br>East Sussex Healthcare Trust<br>Bristol-Myers Squibb (BMS)  |
| <b>Timelines</b>        | The Project will start from the date on which the disclosure statement goes live on the BMS Pharmaceuticals Ltd website and will finish 6 months after this date   |

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