



THE ADDED VALUE OF A MACMILLAN ASSOCIATE PRACTITIONER AND THE TRANSFORMATION OF THE SLT/DIETETIC OFFER FOR HEAD AND NECK CANCER PATIENTS IN CTMUHB.



Menna Payne, Macmillan Clinical Lead SLT
 Kerry Davies, Macmillan Highly Specialist SLT
 Rhian Thomas, Macmillan Highly Specialist Dietitian
 Lindsey Jose, Macmillan Associate Practitioner SLT/Dietetics

BACKGROUND

The Head and Neck cancer Allied Health Professionals (AHP) workforce in CTMUHB remained unchanged for years. Increased referrals and complex cases led to a capacity shortfall. Highly Specialist therapists were overburdened, risking burnout. Macmillan investment and CTMUHB Pick Up Funding led to a Band 4 Associate Practitioner (AP) role for SLT/dietetics, starting in December 2022. This work demonstrates how the post has transformed SLT and Dietetic services for people living with Head and Neck Cancer in CTMUHB.

OUTCOMES



All aims outlined at the start of the investment have been achieved/ additional achievements are detailed below:

AIMS

Work within principles of prudent healthcare by:

The Team

Enabling qualified staff to work at top of professional licence

The Service

Improving time efficiency/utilisation of clinical time
 Maximising clinical capacity/prioritisation of caseload
 Supporting an improved internal governance structure
 Improving compliance with local/national standards and audit

Our Patients

Delivering therapeutic interventions
 Supporting self-management and survivorship

- Professional time freed up equals 0.4wte of Qualified SLT/dietetic time released.
- Assisting discharge planning by providing EREG, supplements, feeding equipment, laryngectomy items to prevent delays.
- Timely reviews lead to tighter control of waiting lists/review lists. Regular validation ensures all actions are completed.
- Participation in audit/QI activity has increased
- All staff have clear job plans with protected SPA time and PDR objectives are being fulfilled and met within timescales
- All new patients are screened via telephone contact to prioritise those with greatest need first.
- Telephone review clinics undertaken by AP with clear protocol for need for ongoing clinical input/safe discharge
- Implementation of PIFU/SOS and self-management/first line advice initiated by band AP
- Prior to AP post – 0% compliance with BAHNO standards (PROMS/PREMS) – recent re-audit – 90% compliance.
- Clinical information is gathered before treatment clinics to enable personalised care and a better patient-centered approach.
- Able to carry out protocol guided rehabilitation autonomously releasing clinical time
- Supporting the wellbeing of staff, reducing risk of burn out and improving overall retention/future recruitment
- Progress made towards restarting groups for those in survivorship phase of recovery – further work planned

THE ROLE'S BENEFITS AND IMPACT HAVE BEEN WIDELY SHARED, RESULTING IN INTEREST FROM OTHER DEPARTMENTS. THE AP HAS ALSO SHARED KNOWLEDGE AND SKILLS WITH SUPPORT STAFF IN SIMILAR ROLES LOCALLY AND NATIONALLY.



CONCLUSION

The added value of the AP post has transformed the services offered to Head and Neck cancer patients living in CTMUHB has been realised with huge benefits to patients and staff alike.