

King's College Hospital

Cancer Improvement Collaborative

Addressing Healthcare Inequalities

Understanding the Issue

Background

Previous year's results from the national cancer patient experience survey (NCPES) have shown a growing gap in the understanding of diagnostic test results between our white and black and minority population between 2015-2022.

	All Tumor Groups											
	2015		2016		2017		2018		2019		2022	
	Score	N	Score	N	Score	N	Score	N	Score	N	Score	N
White	76.70%	443	80%	531	79.20%	462	75.50%	368	78.10%	237	73.60%	284
BME	76.30%	76	62.10%	87	60.90%	69	63.40%	93	58.70%	46		
Asian										61%	20	
Black										71.00%	43	

Aim

To improve the understanding of diagnostic test results for our ethnically diverse population, referred to the one stop clinic for suspected breast cancer, as measured by the NCPES Q7

	Breast Tumor only											
	2015		2016		2017		2018		2019		2022	
	Score	N	Score	N	Score	N	Score	N	Score	N	Score	N
White	80%	100	86.70%	120	83.70%	86	78.40%	97	71%	74	75.20%	258
BME	77.30%	22	76.00%	25	69.20%	26	61.40%	44	55.20%	29		
Asian											61.10%	18
Black											71.40%	35

Method

Data from August 2020 – November 2021 was analysed and validated against the trust reported demographics for all new breast cancer diagnoses, for patients from an ethnically diverse background. This data was then used to draw a sample.

The eligible population for the cycle of interviews was 54 patients, from an ethnically diverse background. The most representative groups from this cohort were from a Black African and from an Asian background, who numbered 27 patients.

Sample: 30 patients (56% of all eligible population) Method: 2 rounds of in depth patient interviews (21 patients) and 1 focus group (9 patients)

Baseline Feedback

- 100% of the 21 patients we interviewed said their diagnostic test results were explained to them in an understandable way.
- 89% of our breast cancer patients from ethnically diverse backgrounds fed back to us that they were treated with dignity, care and compassion at the time of their one stop clinic referral to reach diagnosis
- 11% said that we could make every interaction matter more, putting more emphasis on actual experience of care, particularly better communication and access to information. Change ideas based on the baseline themed feedback were developed and the original aim was modified to:

Improving the experience of the Black African and Asian breast cancer population at King's at the point of receiving their diagnostic test results

Change ideas developed from patient feedback

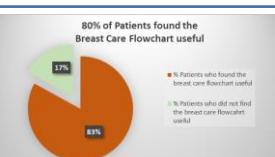
Breast care flowchart for One Stop clinic (including easy read)

Updated urgent suspected cancer referral clinic letter

Redesigned breast care unit webpages

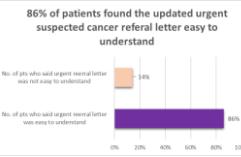
Consistent presence of CNSs in urgent suspected cancer referral clinic / One Stop Clinic

Staff Training Video



Successful development of an easy read breast care flowchart

Rollout of Text notification for urgent suspected cancer referral appointment



Analysis of the webpage views prior to and following go-live shows a slight increase in page views from 979 to 1079

All patients who accessed the breast care webpages found them to be useful

All 10 (100%) patients surveyed found meeting a breast care CNS after their biopsy very or extremely helpful



We have had requests from 21 organisations nationally to share our staff training video

Spread

- The team have shared their learnings with South East London Cancer Alliance (SELCA), and more widely to other tumour groups multi-disciplinary teams including head and neck, lung and colorectal
- The team have liaised with learning disability charities and networks to co-design the easy read patient flowcharts
- The staff training video is being shared across the NHS and other health partners, including Macmillan, as a tool for learning opportunities for staff