

Cancer Care Reviews

Introduction

Cancer Care Reviews are an important opportunity for patients to discuss their cancer diagnosis, treatment, and any concerns. Due to the updates made to the 2021/22 and 2023/24 Cancer Quality Outcomes Framework (QOF), the Cancer Care Review pack has been updated to reflect the changes made.

What is a Cancer Care Review?

'A Cancer Care Review is a conversation between a patient and a Primary Care professional. It is usually carried out by a GP or Practice Nurse to support patients after a cancer diagnosis' It gives patients the opportunity to have a discussion and enables them to flag any concerns they may have about their experiences around diagnosis and treatment. Cancer Care Reviews should be patient led and can help identify what support is available to them either through the practice, in the community, hospitals, local and national support groups as well as giving them the information they need.



For more information, please watch [What is a Cancer Care Review - a resource for healthcare professionals'](#)

What are the Quality and Outcomes Framework (QOF) requirements?

Primary Care plays a significant role in helping to support patients who have received a cancer diagnosis and as a result has attracted QOF points. Taking this into account, changes were made to the 2021/22 Quality and Outcomes Framework and Quality and Outcomes Framework Guidance for 2023/23. Existing indicators have been updated and new additional ones have been added to help increase the personalisation of cancer care and to allow patients to have their Cancer Care Reviews at a time when they need it most:

- At the time of a patient's diagnosis (within 3 months)
- After a patient has received acute treatment (within 12 months)

[Quality Outcomes Framework Guidance 2021/22](#)
[Quality Outcomes Framework Guidance 2022/23](#)



2021/22 and 2023/24 Quality and Outcomes Framework Indicators

CANO01: The contractor establishes and maintains a register of all cancer patients defined as a register of patients with a diagnosis of cancer excluding non-melanotic skin cancers diagnosed on or after 1 April 2003.

Points 5 / Thresholds N/A

CANO04: The percentage of patients with cancer, diagnosed within the preceding 24 months, who have a Patient Cancer Care Review using a structured template and recorded as occurring within 12 months of the date of the diagnosis. [NICE menu 2020 ID MN205]

This indicator will only apply to patients who have received their diagnosis on or after 1st April 2021. The 12-month timeframe starts from the date of diagnosis irrespective of whether or not the diagnosis was made in primary care.

Points 6 / Threshold 50-90%

CANO05: The percentage of patients with cancer, diagnosed within the preceding 12 months, who have had the opportunity for a discussion and been informed of the support available from primary care, within 3 months of diagnosis. (Based on NM204).

This indicator will only apply to patients who have received their diagnosis on or after 1st April 2021.

The 12-month timeframe starts from the date of diagnosis irrespective of whether or not the diagnosis was made in Primary Care.

Points 2 / Threshold 70-90%

To encourage GP practices to conduct a Cancer Care Review. Which represents an initial opportunity to address patients' needs for individual assessment, care planning and ongoing support and information requirements using a structured template at a time that is appropriate for the individual patient.

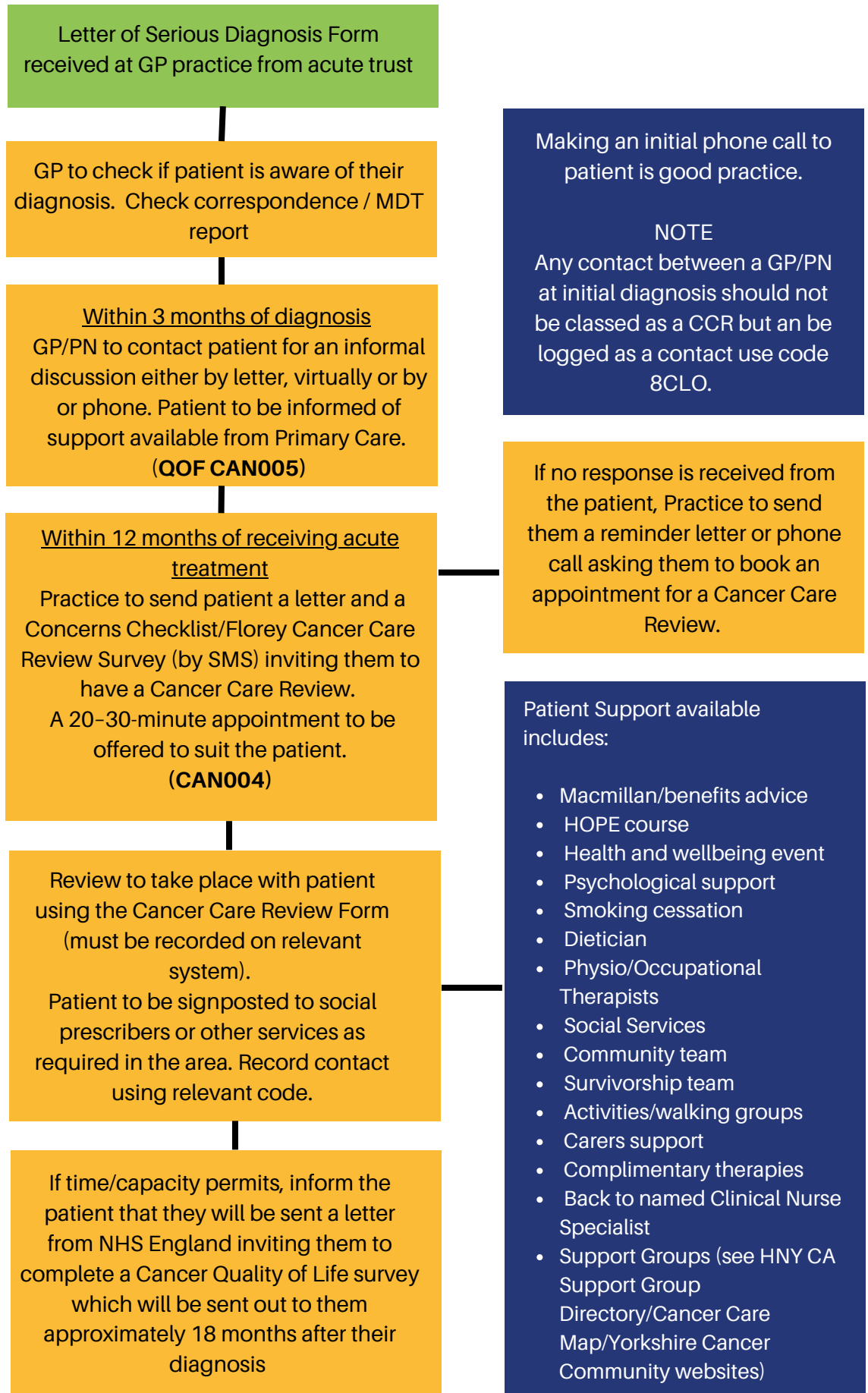
To ensure patients are aware of the support available from their GP and wider practice team soon after their diagnosis and how this can complement the care they are receiving in secondary care



Cancer Care Review process map

Key

- For Trusts to do
- For General Practices to do
- For information



As a healthcare professional, how should I prepare for a Cancer Care Review for at both 3 and 12-months stages?

Appointments should be arranged with the patient, ideally when it is convenient for them and within the Quality Outcome Framework timescales.

Cancer Care Review - 3 months appointment

This should be an informal telephone, virtual or face to face appointment to discuss supporting the patient's diagnosis and informing them of any support that is available from the practice. It should be used to discuss areas of concern the patient may have in respect of their cancer care journey.

Cancer Care Review - 12 months appointment

The structure for a Cancer Care Review at 12 months could include such things as:

- Discussing the patient's diagnosis, treatment and potential consequences they could encounter which could affect their life, ie clinical/emotional/financial/relationships/practical concerns etc.
- Giving an opportunity to have a medication review (if necessary).
- Look at the support network they currently have and what further support is available to them in the community and further afield, signpost to other sources of support as appropriate.
- Give the individual the opportunity to discuss any other worries/concerns they may have.

Further helpful advice can be found on the following links:

- [Primary Care Top 10 Tips - Carrying out an effective Cancer Care Review \(Macmillan\)](#)
- [Virtual Consultations for Healthcare Professionals \(Macmillan\)](#)

What information should be sent to the patient prior to their Cancer Care Review (12 months)?

The patient should initially be sent an invite letter asking them to make an appointment for their Cancer Care Review along with a Concerns Checklist which they can complete either before or during their appointment. Practices also have access to online questionnaires and a Florey survey which can be sent to the patient for them to complete before their appointment; this can be done via SMS messaging service.

- [Macmillan Sample Invitation to Cancer Care Review Letter](#)
- [Macmillan Concerns Checklist](#)
- [Snomed Codes](#)



What Cancer Care Review templates are available?

Macmillan updated the Cancer Care Review template which can be accessed on all major IT systems following the changes to the 2021/22 Quality Outcomes Framework. The update introduced a new an 'initial 3-month review' tab that supports the CAN005 indicator and allows professionals to meet the requirements of the initial review, before the full review within 12 months.

By using the Cancer Care Review template alongside other tools such as the Holistic Needs Assessment and Care Plans, it has been found that it enables higher quality discussions around personalised care to take place. The Cancer Care Review is also a record of what discussions have been held with the patient which can be coded on the relevant GP IT portal.

The updated Cancer Care Review template can be found on the following systems:

- Ardens
- EMIS
- INPS Vision
- TPP SystemOne

If you experience any difficulties in accessing the Macmillan Cancer Care Review template, undertaking searches on the system or would just like further information please email mac_docs@macmillan.org.uk

Clinical coding of cancer care patients in Primary Care

It is important that any contact made with patients are recorded on the Snomed CT system. The codes are the same regardless of what clinical system is used.

Cancer diagnosis discussed

395672005 (with patient) or
395081000, (generic) or
395671003 (discussed with
significant other or partner)

There are several codes which
could be used, follow the link
above and use search
function and click on details
tab for more info

Cancer monitoring first letter

413738001

Cancer monitoring telephone
invitation

248331000000109

Methods of contacting a patient for a Cancer Care Review

Virtual consultation or telephone call

Primary Care teams may choose to contact patients by holding a virtual consultation or a telephone call after they learn of a patient's diagnosis. The patient will have an opportunity to discuss any concerns they may have and to explain what support they may need going forward if they know at the time. This may also be a good opportunity to signpost the patient to support which may be available locally/nationally.

Send the patient a letter

Most practices have robust practices in place for contacting patients after a new cancer diagnosis. Macmillan have created a [sample letter](#) which can be sent to patients which may be useful in helping to explain what help may be available to them. It can be personalised and includes links to support available from Macmillan along with the option to any local services that may be available to help support them further.

Send the patient a text message

Macmillan have worked alongside accuRx to produce an SMS text message template which practices can send to patients. This service signposts patients to trusted information and support after a cancer diagnosis. The SMS text message template can be found on the Macmillan website – search for the template title 'Macmillan Support Services' or find it via this pathway in your accuRx system: Clinical > Useful services - <https://www.accurx.com/primary-care>

Social prescribing for cancer patients

Patients' living with cancer may have several needs which affect various areas of their daily lives; these can range from managing their physical/psychological wellbeing, to relationships with their family, carers and friends and worrying about how they are going to manage their finances amongst other things.

Patients should be offered the opportunity to speak to a social prescriber as part of the Cancer Care Review process. The social prescriber will make information available and signpost the patient to relevant services/support available to them both within the community which will help them to live life as normal as possible.

They can also give them the tools to help them become more resilient and confident in managing their own health and wellbeing. The social prescriber can also help the patient by helping them navigate between healthcare professionals and other health and wellbeing services.

Patients can also be signposted to 5k Your Way, Move Against Cancer, a local a community-based initiative to encourage those living with and beyond cancer, families, friends, and those working in cancer services to walk, jog, run, cheer or volunteer at a local 5k Your Way parkrun. Groups in the Humber and North Yorkshire can be found following [5k Your Way Move Against Cancer](#).





Additional resources and other useful links

Further useful information along and support available can be found via the following links:

- [Top 10 Tips for Social Prescribing](#)
- [Social Prescribing for Cancer Patients - A Guide for Primary Care Networks](#)
- [Humber and North Yorkshire Cancer Alliance Health and Wellbeing Directory](#)
- [Cancer Care Map](#)
- [Yorkshire Cancer Community](#)

Quality of Life Survey

This survey is for all patients in England who have received a cancer diagnosis. They will be invited to complete the survey approximately 18 months after diagnosis. The aim is to get as many patients as possible to complete the survey in order to determine how their quality of life may have changed from the point of receiving their diagnosis. The results of the survey will be analysed to find out where care is working well/not so well and whether any new services are needed in order that people can be supported to live as long and well life as possible.



During their 12-month Cancer Care Review is a good time to remind patients that they will be invited to take part in the Quality of Life Survey in a few months' time.

The link and further information about the Quality of Life Survey can be found using the link below:

<https://www.cancerqol.england.nhs.uk/>

If you have any questions about this Cancer Care Review pack please contact:

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