



# ‘Good support is more than medicine’

Delivering personalised integrated care and support for people affected by cancer, closer to home.

This project, known as Right by You Wessex and funded by **Wessex Cancer Alliance and Macmillan Cancer Support** has been designed to test and evaluate a service which aims to provide integrated, personalised care and support for people with a cancer diagnosis in two areas of Wessex: Southampton City and Portland.

Experienced cancer clinical nurse specialists and cancer support workers see people from the point of diagnosis who are referred for support, by health and social care professionals working in hospital, primary care, community or in the voluntary sector and also accept self-referrals. Homeless people with cancer are one disadvantaged group with particular challenges being supported in these geographical areas.

The service provides personalised, flexible and responsive support, based on the complexity of each individual’s needs, how much support they want, and where and when it is required.

## Support is offered that is:

- closer to or in the home
- for individuals and their families
- provided by the right person with the right skills, at the right time
- in collaboration with other people and services involved in that person’s care
- focused on what matters to individuals to create plans of support and information based on what they need.

## Service delivery is supported by four other workstreams:

- **Involvement and engagement:** a lived experience advisory group has been instrumental in co-design of promotional resources and personalised care plan
- **Learning and development:** this work has focussed on mentoring and supporting primary care staff to undertake meaningful cancer care reviews as a route to identifying those needing the additional support of this service and establishing a community of practice to bring together hospital/community and primary care to enable mutual learning and support
- **Evaluation:** qualitative and quantitative data collection is ongoing to address the following key questions:
  - What is the impact of RbY Wessex on experience and outcomes? (e.g. are people’s holistic needs met by personalised care and support?)
  - How is RbY Wessex’s model of integrated, personalised care designed and delivered?
  - Does RbY Wessex deliver effective integrated working between primary, secondary and community care?
  - What is the impact of RbY Wessex on health professional experience and outcomes (e.g. levels of satisfaction, knowledge, skills, confidence)?
  - What is the impact of RbY Wessex on health service delivery (e.g. reduced unplanned care, improved local service provision)?
- **Sustainability and commissioning:** work has commenced alongside project evaluation to provide analysis of the financial costs and impacts of service; to understand and describe where there is demonstrable good practice, efficiency and added value within the RbY programme and to inform the case for future service sustainability.

## Analysis of data from Southampton City so far



Just over half are women



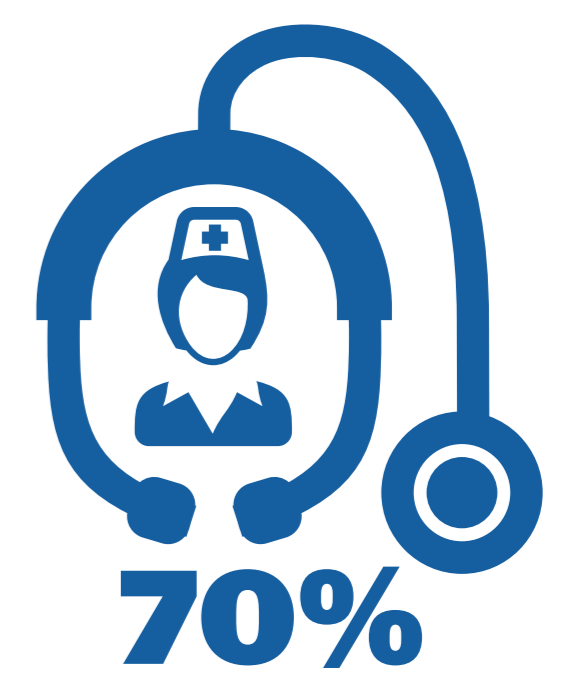
Around two thirds are aged over 60



Most live locally



Emotional and psychological support is most commonly needed and many need more than one kind of support



Most referred by a hospital CNS

