

London Cancer, Integrated Cancer System

Project Manager – Primary and Community Care Engagement

JOB DESCRIPTION

London Cancer is an Integrated Cancer System for north central & north east London and west Essex. It brings together providers from across the health community, academia and the voluntary sector to drive step change improvements in outcomes and experience for the patients and populations we serve.

In April 2011, responding to London's cancer challenge to improve survival and patients' experience of care, the Model of Care for Cancer (NHS London, 2010) noted that cancer services can only be substantially improved if care is provided through co-ordinated networks taking collective responsibility for whole pathways of care rather than individual NHS organisations. Services would be built around the needs of cancer patients, rather than patients and their carers having to navigate the different approaches of individual NHS organisations. As such, it proposes a fundamental system shift with the creation of Integrated Cancer Systems (ICS) as provider collaborations to improve the delivery of cancer care.

The following provider organisations have co-created *London Cancer*:

•Barnet and Chase Farm Hospitals NHS Trust •Barts and the London NHS Trust •Barking, Havering and Redbridge University Hospitals NHS Trust •Great Ormond Street Hospital for Children NHS Trust •Homerton University Hospital NHS Foundation Trust •Moorfields Eye Hospital NHS Foundation Trust •Newham University Hospital NHS Trust •North Middlesex University Hospital NHS Trust •Princess Alexandra Hospital NHS Trust •Royal Free Hampstead NHS Trust •Royal National Orthopaedic Hospital NHS Trust •University College London Hospitals NHS Foundation Trust •Whipps Cross University Hospital NHS Trust •Whittington Health

The following universities are affiliated with three Universities, UCL, Queen Mary (QMUL), University of London and City University. The three universities bring significant strengths in basic, translational, applied and clinical cancer research. They encompass substantial research structures including Cancer Institutes, CR-UK Centres, NCRN Cancer Research Networks, Clinical Trials Units, Experimental Cancer Medicine Centres and NIHR Biomedical Research Centres to co-ordinate and steer cancer research across the universities and their affiliated hospitals. Research relationships also exist with, for example, Marie Curie Hospices and Sarah Cannon Research UK.

As partners we have developed *London Cancer* through engagement efforts reaching over 1000 staff, patients, carers, primary care and the voluntary sector, with the vision to:

- Be patient-focused through listening, communication, involvement, information, education, choice, and personalisation. Patient need and the patient journey will be the organising framework for care,

- Optimise care along a co-ordinated pathway through earlier diagnosis, excellent treatment for all, local treatment where appropriate, compassionate aftercare and empowering/supporting patient self-management.
- Embed research for personalised care, equitable access to trials, the discovery of new treatments and evaluating new ways of working together with patients,
- Increase value through superior outcomes for patients per pound invested; continual improvement over time against our previous performance.

Core to effective delivery will be patient and population engagement, strong partnership working and clear clinical leadership across traditional organisational boundaries. This radical refocusing of local providers into a partnership around patients will require us to work together as a co-ordinated, coherent system; providing comprehensive pathways of excellent care and access to research for every patient irrespective of where they access our system or the type of cancer they have.

Throughout the co-creation process, *London Cancer* has relied on expert advice and input from Macmillan Cancer Support. In particular they have helped us begin to think through how best to address three areas where we must do more to deliver excellence for our patients and population: user involvement & patient experience, earlier diagnosis and survivorship. Going forward, Macmillan Cancer Support and *London Cancer* have agreed to work together on these three system-wide issues and in particular, Macmillan Cancer Support has kindly provided resource (funding and expertise) to enable work in all three areas, central to which is engagement with the primary and community care community.

JOB SUMMARY

This position is the Project Manager – Primary and Community Care Engagement in *London Cancer*, Integrated Cancer System across north central London and north east London & west Essex. The post holder is responsible for leading the *London Cancer* / Macmillan Cancer Support Primary and Community Care engagement work programme. This will feed into a number of the *London Cancer* work streams and Boards.

The post holder is accountable to the Director of Integrated Cancer for a period of 12 months with a quarterly review. The position is a full time (40 hours per week) commitment. The salary for this post begins at £35,000 per annum pro rata.

Key working relationships for the post holder are as follows; user and carer representatives, Macmillan Cancer Support (and in particular, national leads), local General Practitioners and practices, commissioning clusters, community organisations and providers, Cancer Pathway Directors, *London Cancer* management support team, Cancer Networks, Public Health Leads in NCL &WE and NEL and Health and Wellbeing Boards, user and patient representative organisations, universities and research organisations.

OBJECTIVES OF THE ROLE

- To lead the co-development of a primary and community care engagement programme that will support delivery of the *London Cancer* vision to improve patient experience and outcomes that matter to patients. This will cover two strands of work: developing an understanding of the mechanisms for engaging primary care and community providers in the work of *London Cancer* (including gathering information about local partners and services, developing relationships with primary and community

care; design, planning and evaluation of events and communications) and facilitating particular projects aimed at improving the care pathway for cancer across the hospital and community setting.

- To achieve consensus on the system-level actions needed to deliver *London Cancer's* primary and community care engagement objectives which will include supporting the agreement of objectives, identifying shared measures of improvement and approaches to measurement, and the establishment of a Community of Practice for specific projects.
- To provide a single point of leadership for *London Cancer's* primary care and engagement strategy, supporting partner providers to deliver this. The post holder will act as a figurehead for the work programme in *London Cancer*.
- To articulate and explain what excellence in primary care and community engagement looks like for *London Cancer*/ provide examples of good practice and help others understand what improvements may be achieved, working closely with Macmillan Cancer Support across the UK and the *London Cancer* Leads for Early Diagnosis & Survivorship to do this.
- To promote the work of the programme to relevant leaders across a broad range of different partner organisations, to ensure that primary and community care engagement is considered fundamental to everyone working within *London Cancer*, regardless of role.
- To remain up-to-date with national and international approaches to engagement to inform the work programme, and to make recommendations to the ICS Leads within partner Trusts, the Early Diagnosis & Living With and Beyond Cancer Work streams, Pathway Boards and the *London Cancer* Board on changes required to improve patient care.
- To proactively seek advice and support from identified Macmillan national leads, to work with Macmillan to ensure learning on implementation and impact is codified and disseminated, and to ensure accurate and timely reporting to Macmillan on programme progress.

ROLES & RESPONSIBILITIES

The Project Manager – Primary & Community Care Engagement has overall responsibility for the design and implementation of the *London Cancer* User Involvement and Patient Experience Programme. The roles and responsibilities are as follows:

Leadership and Governance

- Co-design the *London Cancer* Primary & Community Care Engagement programme, and take responsibility for its delivery on behalf of *London Cancer*, including the development and monitoring of a project plan for the programme of work and metrics for tracking progress.
- Build relationships throughout the partnership with Primary Care staff and colleagues in the Community, to involve them in the co-design of the Primary & Community Care Engagement programme together with cancer patients and carers and to achieve the objectives of the Programme.
- Provide a mechanism for Primary Care, Community partners, provider acute organisations and universities to be involved and contribute to discussions, and to input to development and delivery of the programme.
- With the Clinical Lead for Earlier Diagnosis, take responsibility for maintaining the terms of reference for the Earlier Diagnosis Board, including defining outcome / output measures.

- Organise, with the assistance of the *London Cancer* management team, Earlier Diagnosis Board meetings at least four times in the 12 month period, including preparation of an agenda, timely approval of minutes and attending the meetings.
- Ensure that the Earlier Diagnosis Board demonstrates it has supported delivery of its aim to improve cancer care for patients accessing *London Cancer* and the local population, by, for example, the production of progress reports
- Develop and maintain a risk register for the objectives and work programme, reporting risks to the Director of Integrated Cancer according to risk assessment framework.
- Retain a robust understanding of the key opportunities to strengthen involvement and improve Primary & Community Care Engagement throughout *London Cancer*.
- Provide Primary & Community Care Engagement specific advice to *London Cancer* Board and Cancer Pathway Boards and work streams or Subgroups as requested.
- Lead collaboration with Pathway Boards, Subgroups, work streams and corresponding leads in other networks/integrated cancer systems on issues of common interest.
- Attend a regular 1:1 meeting with the Director of Integrated Cancer to review progress and objectives for the Programme.
- Ensure reporting requirements to Macmillan Cancer Support are met in a timely and comprehensive manner.
- To drive and develop opportunities to involve Primary & Community Care engagement in research, working with the Research and Implementation Group to explore ways that more primary care, community partners and patients/public can be involved in, and benefit from, innovation.

Strengthening Primary & Community Care Engagement

- Meet with primary care and community groups across the system and experts in Macmillan to think through the options for engagement, which will deliver the greatest benefit for patients
- Implement and evaluate model/s with continual prototyping to ensure an effective and sustainable model (include recruitment of primary and community care partners, reimbursement model, development of guides to ensure learning can be shared)
- Include within this strand of work a theme on improving information for Primary & Community Care Engagement, including clinical information and the usage of the *London Cancer* website
- Strengthen and embed approaches to Primary & Community Care engagement across the care pathway and across the partnership through, for example, sharing expertise with Pathway Directors, establishing a System-wide infrastructure to facilitate involvement, etc.
- Support full and active Primary & Community Care participation in the work of the Pathway Boards and demonstrate how this input has been used for the benefit of local people.
- Map, with support from Macmillan, examples of best practice locally, nationally and internationally around improving and measuring Primary & Community Care engagement and their characteristics of success

PERSON SPECIFICATION FOR THE ROLE

Essential Criteria

- Show commitment to changing processes and systems in order to strengthen Primary & Community Care engagement for the benefit of patients and the population

- Demonstrate enthusiasm for, and experience of working collaboratively with patients, carers, the public, clinicians, and a range of organisations (third sector, commissioners, providers).
- Demonstrate robust knowledge around different approaches to engagement
- Be capable of leading and influencing a team of clinical and non-clinical staff within a complex organisational network, across universities, provider Trusts and Primary & Community Care
- Be able to influence others to develop a commonly held vision on a Primary & Community Care Engagement strategy, which improving the experience and outcomes of patients and the population as its principal focus
- Show an awareness of the wider strategic issues affecting health and health care delivery in the NHS, especially in north central and north east London and for Cancer services.
- Be energetic and enthusiastic, capable of generating enthusiasm in others and gaining confidence among a diverse multi-professional team.
- Demonstrate previous experience of leading teams through improvement and change.
- Demonstrate previous experience of project management, and involvement in implementing change and quality improvement initiatives

Desirable Criteria

- Experience of working in Primary or Community Care
- Have held a leadership/managerial position within a *London Cancer* partner organisation that demonstrates experience monitoring and improving patient experience.

HOW TO APPLY

All applicants will be acknowledged.

Candidates wishing to apply should submit by email a detailed CV and a covering letter or supporting statement which addresses the criteria set out in the candidate specification. Applications should be sent by **15th March 2012** to **applications@uclpartners.com**

FOR FURTHER INFORMATION

Please contact the Director of Integrated Cancer for the *London Cancer* ICS, Charlotte Williams, charlotte.williams@uclpartners.com, 02031082346.