National Cancer Action Team



Part of the National Cancer Programme

National Cancer Peer Review Programme Evidence Guide for: Network Psychological Support Group



Foreword

This evidence guide has been formulated to assist Networks and their constituent cancer service teams in preparing supporting evidence for peer review. The contents of this guide are not exhaustive and organisations should continue to tailor their policies to reflect activity of the respective team, whilst demonstrating compliance with the quality measures. Networks and their constituent teams during the review process will be required to demonstrate ownership of all policies, and assure visiting Review Teams that policy is reflective of practice.

Agreement

Where agreement to guidelines, policies etc is required this should be stated clearly on the cover of the relevant evidence document including date and version. Similarly, evidence of guidelines, policies etc requires written evidence unless otherwise specified. The agreement by a person representing a group or team (chair or lead, etc) implies that their agreement is not personal, but that they are representing the consensus opinion of that group.

Confirmation of Compliance

Compliance against certain measures will be the subject of spot checks or further enquiries by peer reviewers when a peer review visit is undertaken.

When self assessing against these measures a statement of confirmation of compliance contained within the relevant key evidence document will be sufficient.

Key themes for a Network Psychological Support Group

Introduction

With reference to the guidance on Key Themes, when completing a report, please provide comments including details of strengths, areas for development and overall effectiveness of the Network Psychology Group. Any specific issues of concern or good practice should also be noted. It is important to demonstrate any measurable change in performance compared to previous assessments.

Network Psychological Support Group Key Themes:

1. Structure and function of the service

Comment in relation to the establishment of a psychological support group – agreed leadership & membership, agreed terms of reference, secretarial/administrative support. As well as the general activities of the psychological support group, that it has an agreed work

programme, that it has produced an annual report. In addition, individual representation from each of the localities of the network, their disciplines and who attends the psychological support group meetings. The percentage of time the lead devotes to this role, training requirements of the members and staffing across the network.

2. Coordination of care/ patient pathways

Comment on coordination and patient centred pathways of care, network guidelines and communication. The primary function of the psychological support group is to enable consistency of practice across the network. Comment on the agreement of network wide psychological support referral pathways, baseline mapping of current service provision, service specification and needs assessment for services across the network. In addition, the psychological support group may demonstrate within their evidence implementation of other network-wide initiatives, not covered by the existing measures that fit in here.

3. Patient experience

Comment on patient experience and gaining feedback on patients' experience, communication with and information for patients and other patient support initiatives. Information from the National Cancer Patient Experience Survey should be included here. It is important to demonstrate any measurable change in performance regarding these parameters.

Teams should comment specifically with regard to:

 What are the national patient experience survey results/local patient experience exercise feedback results?

4. Clinical outcomes/ indicators

Include results of network audit projects.

Network Psychological Support Group Constitution (Terms of Reference) - Agreement Cover Sheet

The constitution has been agreed by:

| Position: Chair of the Network Psychological Support Group | |
|--|----------|
| Name: | |
| Organisation: | |
| Date Agreed: | |
| Position: Chair of the Network Board | |
| Name: | |
| Organisation: | |
| Date Agreed: | |
| Position: Chair of | Locality |
| Name: | |
| Organisation: | |
| Date Agreed: | |
| Position: Chair of | Locality |
| Name: | |
| Organisation: | |
| Date Agreed: | |

| Position: Chair of | Locality |
|---|----------|
| Name: | |
| Organisation: | |
| Date Agreed: | |
| | |
| Position: Chair of | Locality |
| Name: | |
| Organisation: | |
| Date Agreed: | |
| | |
| Network Psychological Support Group members agreed the constitution on: | |
| Date Agreed: | |
| Review Date: | |
| Constitution Review Date | |

Psychological Support Group Evidence Guide - Psychological Support Group Constitution

| Category | Link to Measure | Guidance for Compliance* (Please refer to full details of the measure) | Additional Guidance |
|--|--------------------------|--|--|
| Agreement/ cover sheet | | Include date that terms of reference were agreed. Confirm agreement by the chair of network board, psychological support group chair, chair of each locality. | Include date for review of terms of reference. |
| Terms of Refere | nce | | |
| Leadership Arrangements & Responsibilities | 11-1A-301x | State the name of the psychological support group lead, giving a list of agreed responsibilities and a copy of their timetable or job plan showing specified time for this role. | |
| Membership of the group | 11-1A-301x | State the names and professional role of each of the psychological support group members. | Useful to include details of the group quorum. |
| | | Include details of agreed mechanism for obtaining user advice if there are not two user representatives on the psychological support group. | Annual report should include details of meeting frequency and actual attendance. |
| | | There should be named administrative support for the group. | |
| | | State role and function of the network psychological support group | Useful to include details of the group's role in influencing commissioning decisions across the network and how this will be achieved. |
| Training and education | 11-1E-101x | The group should show a list of agreed trainers and assessors for level 2 | The list should include the level |
| education | 11-1E-102x 11-1E-103x | competences of training for health professionals from non-psychological disciplines to cover points i & ii of the measure. | of competency of the individual trainers and assessors. |
| | | The list should also include named practitioners who provide professional advice and support to the network level 2 practitioners and agreed methodology. | |
| | 11-1E-104x | Show details of a Network wide induction programme for level 3 practitioners. | |
| Screening | 11-1E-105x | Show methodology for assessment screening of patients and/or their carers by level 1 and 2 practitioners | Show distribution methodology to a minimum of lead clinicians of MDTs in the network and PCT cancer leads |

| Category | Link to Measure | Guidance for Compliance* (Please refer to full details of the measure) | Additional Guidance |
|------------------------------|--------------------|--|---|
| Referral guidelines | 11-1E-106x | Include responsibility for agreeing network referral guidelines which are kept up to date and reflect current practice and cover points i-iii in the measure. Attach the latest version. | Ensure all guidelines have a local context so that it is clear how the patient pathway is navigated across or outside of the network. |
| | | Guidelines should be distributed to a minimum of all lead clinicians of the MDTs in the network and PCT cancer leads | Methodology of distribution should be given. |
| Service Specification | 11-1E-108x | Outline the network wide service provision needed to provide psychological support to patients and/or their carers. | Ensure this covers points i – vii of the measure. |
| Cancer Services Directory | 11-1E-112x | Show the psychological support section for each locality in the network to include the contact points for psychological support relevant to that locality. | |

Network Psychological Support Group Work Programme - Agreement Cover Sheet

This Work Programme has been agreed by:

| Position: Chair of the Network Psychological Support Group |
|---|
| Name: |
| Organisation: |
| Date Agreed: |
| Position: Chair of the Network Board |
| Name: |
| Organisation: |
| |
| Date Agreed: |
| Network Psychological Support Group members agreed the work programme on: |
| Date Agreed: |
| Review Date: |

Psychological Support Group Evidence Guide -Psychological Support Group Work Programme

| Category | Link to Measure | Guidance for Compliance* (Please refer to full details of the measure) | Additional Guidance |
|---------------------------------------|--------------------|--|---|
| Agreement | | Include date that the work programme was agreed. Confirm agreement by chair of the network board and psychological support group chair (include date of meetings where this agreement was obtained). | |
| Development strategy | 11-1E-110x | Outline a 3 year network development action plan for the three years subsequent to the baseline mapping. Ensure this covers points i – ii of the measure. | Include named person(s) responsible for implementing actions with agreed timeframes. Annual update to be included in subsequent years. Confirmation that strategy has been submitted to network board |
| Training and Education Strategy | 11-1E-111x | The work programme should include a training and education strategy with milestones for its implementation | Include named person(s) responsible for implementing actions with agreed timeframes. Confirmation that strategy has been submitted to network board. |

Network Psychological Support Group Annual Report -Agreement Cover Sheet

This Work Programme has been agreed by:

| Position: Chair of the Network Psychological Support Group |
|--|
| Name: |
| Organisation: |
| Date Agreed: |
| Position: Chair of the Network Board |
| Name: |
| Organisation: |
| Date Agreed: |
| Network Psychological Support Group members agreed the annual report on: |
| Date Agreed: |
| Review Date: |

Psychological Support Group Evidence Guide -Psychological Support Group Annual Report

| Category | Link to Measure | Guidance for Compliance* (Please refer to full details of the measure) | Additional Guidance |
|-----------------------------|--------------------|---|--|
| Agreement | | Include date that the annual report was agreed. Confirm agreement by chair of the network board and psychological support group chair (include date of meetings where this agreement was obtained). | |
| Introductions | | Include short narrative giving summary assessment of the group's achievements and challenges faced over the previous year. | Define period report relates to (i.e. state year covered) The group's annual report should show details of which pathways have been developed over the previous year. |
| Baseline Mapping | 11-1E-107x | Show details of current service provision across the network ensuring this covers points I and ii of the measure | |
| Service Needs Assessment | 11-1E-109x | Show a network wide needs assessment from the identified gaps between the current service provision and the baseline mapping carried out | Ensure that this assessment fulfils point's i-iii of the measure. |

Psychological Support Measures for MDTs

These two measures need to be evidenced into each individual topics operational policy and/or annual report.

| Category | Link to Measure | Guidance for Compliance* (Please refer to full details of the measure) | Additional Guidance |
|-----------|--------------------|---|---|
| Agreement | | Include date that the operational policy and/or annual report were agreed. Confirm agreement by lead clinician of the MDT (include date of meetings where this agreement was obtained). | |
| | 1 | State name/s of clinical core member/s that have completed the training to enable them to practice at level 2 for psychological support. | Evidence of completion of training provided by relevant training establishment. |
| | 2 | Evidence of job plans for both the level 2 practitioner and level 3 or 4 practitioners clearly showing clinical supervision time allocated. | Evidence of the practicalities of how and when this takes place. |



