

Aim

In order to achieve this Aim...

Primary Driver

We need to ensure...

Secondary Driver

Which requires...

By [insert date] NHS [insert board] will operate a Single Point of Contact [SPoC] service in [cancer pathway] to improve patient experience* and release clinical time

* Definition of improved patient experience:

- Have a single point of contact for discussing questions or anxieties related to their clinical care from the point of diagnosis and where appropriate, improve communication during the diagnostic process i.e. longer/more complex pathways, particularly when delays occur.
- Receive timely and accurate advice on their appointments, tests and results.
- Have the chance to discuss what non-clinical support may be available for them and their family following a cancer diagnosis.
- Understand their treatment plan and expected timelines for treatment delivery.
- Self-manage (aspects of) their condition and access available services as appropriate during and after discharge.

Infrastructure

- Governance structure, including IG
- Data to inform pathway design
- Quality improvement support
- SOPs & processes
- EQIA
- Ongoing measurement and evaluation

Leadership and stakeholder engagement

- SPoC as a Board priority
- Strategic and operational leadership
- Clear national policy
- Patient involvement in design
- Collaborative pathway design

Clear communication

- Learning from existing SPOC services.
- Design in collaboration with other services
- Clear service aims and objectives
- Patient communications
- Service promotion

Workforce

- Recurring funding
- Office location
- Line management
- Training and development