

Development of a National E-Learning Training programme for NHS Staff undertaking UK Oncology Nursing Service (UKONS) guided 24 Hour Telephone Triage of Oncology/Haematology Patients - Evaluation report, June 2024

A collaborative working project between Bristol Myers Squibb Pharmaceuticals Ltd (BMS) and UK Oncology Nursing Society (UKONS)

Final report summary

Project background:

Part of the remit at BMS is to support the patient journey for immuno-oncology and haematology patients. The team have worked over recent years with a range of Cancer Centres and Trusts looking to improve the ongoing care of immuno-oncology and haematology patients, both on and off therapy, for the benefit of patients and the NHS.

Within the NHS there has long been a national requirement that oncology/haematology services provide access to specialist 24-hour telephone advice lines for all patients who are receiving, or have received Systemic Anti -Cancer Treatment (“SACT”). Patients who are concerned by symptoms must be able to access advice at any time and urgent care should be initiated if required.

The responsibility for the provision of these services falls mostly on the shoulders of the Oncology /Haematology nursing teams at individual Trusts and currently relies upon the individual knowledge and skill of the person who answers the call. To address any variation in advice and action dependent on the level of skill and expertise of the call handler, the UKONS 24 Hour Triage Tool was developed and has been very successful when correctly used. The triage tool was launched in 2010 following an extensive pilot and evaluation. This was updated in 2016 to ensure that the tool addressed the new and developing immunotherapy treatments. Patients were able to get early assessment and management of side effects following the correct use of the tool during the pilot and since the launch in 2010. To date, the training has been delivered in person, however, since the pandemic and with increasing workforce demands and staff turnover, the training needs to be accessible nationally, on demand and ideally to a wider NHS audience including emergency care staff. The triage tool is owned by UKONS and is subject to regular review and a robust governance process to ensure that it remains current, safe, and reliable to use.

The UK Oncology Nursing Society (UKONS) is a registered charity (1136972) run voluntarily for cancer nurses by cancer nurses. UKONS’ primary aim is to “Promote excellence in the nursing management and care of all those directly and indirectly affected by cancer in all four countries of the UK’. They do this by supporting cancer nurses in their research, learning and development, to inspire and promote excellence in cancer care [1].

The newly established UK Acute Oncology Society (UKAOS) is also a registered charity (1199351). UKAOS is a multidisciplinary society that aims to promote and develop acute oncology services within the 4 nations of the UK.

UKONS aims to work together with UKAOS and, collaboratively with BMS, to develop an online learning and evaluation resource that can be accessed nationally, to support the training of staff providing 24-hour telephone triage services. UKONS will provide educational content, created, and tested by a range of multi-disciplinary clinicians (some of whom would be affiliated to UKAOS). BMS will contribute project management support, expertise in creating interactive learning modules and funding to support engaging a specialist agency, who will create online content.

The plan will be to engage with Health Education England (HEE) and eLearning For Healthcare (eLFH) as experts in creating online healthcare training and that HEE will also host the completed training. With current unprecedented demands on capacity and workforce, this resource is deemed to be incredibly important. This is an innovative approach, in that it will be the first time this standard of learning and training will be freely accessible on demand, nationwide. The aim of creating the triage training online is ultimately to support the safe management and outcomes of cancer patients, to build confidence and capability in NHS staff caring for cancer patients and to create efficiency in the cancer patient journey, thereby addressing capacity and workforce challenges.

Project objectives/aims:

The aim of this project is for Parties to work together to support the setting up and development of a National E-Learning Training programme for NHS staff undertaking UKONS 24 Hour Telephone Triage of Oncology and Haematology Patients. This will sustainability increase capability and confidence in patient care which is a key part of the patient pathway for the NHS Cancer workforce. With the goal to enhance cancer patient care and support the safety of patients on cancer therapy.

Initially an assessment of training needs will be carried out by the Core Project Management Group (CPMG) to evaluate the most appropriate route to improve on the current training available. Training materials that exist will be reviewed and edited as appropriate by a wide group of experienced stakeholders, the Module Development Group (MDG), then checked and refined by a smaller group of experienced stakeholders, the Module Review Group (MRG) into raw content.

This will then be formatted with a digital agency into engaging online modules. Upon completion, to ensure good awareness and uptake of this new resource, UKONS and UKAOS leads will promote its availability via numerous routes, which include projects currently being worked on with the NHSE Lead for SDEC, national meeting symposia, poster presentations and e- mail newsletters to both societies' membership list (reach approximately 6000 members).

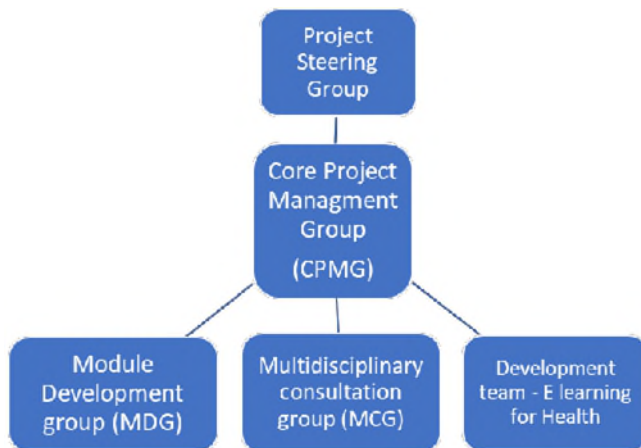
Project outcomes:

1. Determine the impact and effectiveness of updating current UKONS Triage tool training provision by creating succinct relevant and engaging online content to be hosted on UKONS/UKAOS and HEE websites
2. Support workforce development, competency, confidence and system capacity by devising and implementing a freely available, modular, structured online UKONS Telephone triage training resource for NHS staff who assess patients having anti-cancer treatment with acute problems relating to their treatment or disease for the purpose of upskilling them in responding appropriately.
3. Promote awareness of this resource so that Trusts and organisations are aware of the training resource thereby having access to standardised training to support the implementation and safe delivery of 24-hour triage for patients with acute problems relating to their treatment or disease.
4. Evaluation of the impact and effectiveness of the online training resource will be undertaken by a multi- disciplinary consultation group (MCG) both while the content is being created by the Module development group (MDG) and at the end of the Project. The Core Project Management group will utilise and share all the insights, learns and outcomes forthcoming from the Project to support development of future digital innovation in the NHS and as appropriate, recommend to UKONS and UKAOS Boards, further pathway developments for consideration.

Project plan structure:

Phase 1: Baseline & evaluation of current training content. CPMG will engage a wide group of stakeholders to support and contribute to the Project via the MDG and MCG. (See fig 1 below) The Development Team engaged, will be led by a Designer from the digital agency 'E learning for health', part of Health Education England, whose purpose is to design and upload training content, as directed by the CPMG, following content development by the MDG and review by the MCG and with the agreement of the Project Steering Group.

BMS will have representation in all working parties as below, except for the MCG, where clinical review expertise is the determinant of inclusion.



Phase 2 & 3 to run concurrently: Engaging a wide group of experienced stakeholders to create and review training content, known as the Module Development Group. The CPMG will have the final decision on content and format and will use the following criteria.

- clinical safety.
- improve understanding/clarity.
- reflect change in practice & improve flow of the pathway.

The increasing number of patients receiving systemic anti-cancer treatment and the rapid expansion of Immuno-oncology indications has resulted in ever increasing numbers of patients accessing advice line services; this coupled with the natural movement of staff within Oncology /Haematology and Radiotherapy services creates a consistent requirement and demand to provide training in the use of the triage assessment tool and having this resource is expected to increase clinician capability and confidence to prescribe immuno-oncology therapy.

At the end of Phase 2, digital content and assessment tools will be completed and uploaded to UKONS, UKAOS and HEE websites and will be freely accessible.

Phase 3: Promotion of the project in progress to invite comment and feedback which will be considered at all points by the CPMG. Towards completion and upon completion a full programme to build awareness of this resource will be widely promoted using NHS networks, in person meetings and written communication.

Phase 4: Evaluation of the Project and assessment of the impact of the availability of the training over a 3-month period once the online content has been uploaded.

Project benefits:

NHS	Patients
<ul style="list-style-type: none">• Improved access to education and information supports cancer workforce confidence & capability, including with immuno-therapy• Efficiency and capacity challenges addressed across a system, in line with Cancer strategy• Supports Governance and consistency of patient care• Increased NHS clinician confidence in management of immuno-oncology patients• Efficient triage of patients will reduce numbers of patients asked to attend clinic for review, thereby freeing capacity needed for new patients.	<ul style="list-style-type: none">• Timely and appropriate response to any therapy side effects flagged with NHS• More information about therapy concerns and treatment options• Standardisation of response means that health inequalities are reduced.

Conclusion:

- The project was completed within the agreed timelines.
- Nine pilot site trusts were recruited to evaluate the modules.
- Four online Triage training modules were launched in February 2024.
 - Module 1- Principles of telephone assessment and triage
 - Module 2 -Governance and implementation of the service
 - Module 3 -The UKONS tool, it's use and application in practice.
 - Module 4 -UKONS tool scenarios
- Promotion of the launch of the Triage training modules consisted of:
 - UKONS/BMS symposium 17th November 2023 at the annual UKONS conference.
 - Launch event in Central London 9th February 2024.
 - Triage training modules launch promoted on the UKONS website.
 - Triage training modules accessible via the UKONS website.
- There were 4033 session launches in the first three months since the launch of the modules.

Qualitative feedback:

- This is a fantastic resource, and I will be glad to encourage use of it as part of our training on use of the UKONS tool.
- Fantastic piece of work, will be really useful and great to standardise training for these crucial roles.
- Very good and will use to help train new staff.
- This is a great education tool which already as part of my service will be embedded in the governance. These training modules should be a pre-requisite to being a call handler in acute oncology. Thank you.
- Good start but needs more.
- Difficult navigation in parts, arrows going left and right and up and down.
- I really like the scenarios and more of them would be great.
- Good programme for new starters in oncology.
- Delighted to have standardised national training, previously I have attended train the trainer events, but this is much better and supports us when assessing competence.

