How to use this toolkit

This toolkit has been developed to help GP practice teams to deliver the TVCA GP Quality Improvement Scheme for 2018-19. The toolkit is a resource for all GP practice team members, both clinical and non-clinical, and the intention is to make relevant information easily accessible within your practice. Below is an index for the toolkit, if you click on a section heading below, it will take you to the relevant place in the toolkit.
### Accessing information in other languages or formats

<table>
<thead>
<tr>
<th><strong>Cancer Information in your language</strong></th>
<th>Macmillan Cancer Support</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>How to meet the information and communication needs of patients</strong></td>
<td>NHS England guidance</td>
</tr>
<tr>
<td><strong>Advice and guidance on the health needs of migrant patients</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Health information in other languages</strong></td>
<td>NHS Choices</td>
</tr>
<tr>
<td></td>
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</tbody>
</table>

Some hospital trusts and/or CCGs will provide easy read, large print, or braille leaflets on request. Contact your CCG cancer lead for more information on what is available in your area.

Translates a website into a different language using [Google Translate](https://translate.google.com).

### Interpreter and translation services

<table>
<thead>
<tr>
<th><strong>Berkshire East</strong></th>
<th>Contact your CCG lead for information, Dr Anant Sachdev <a href="mailto:anant.sachdev@nhs.net">anant.sachdev@nhs.net</a></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Berkshire West</strong></td>
<td>Contact your CCG lead for information, Dr Kajal Patel <a href="mailto:kajal.patel9@nhs.net">kajal.patel9@nhs.net</a></td>
</tr>
<tr>
<td><strong>Buckinghamshire</strong></td>
<td>Contact your CCG lead for information, Dr Christine Campling <a href="mailto:christine.campling@nhs.net">christine.campling@nhs.net</a></td>
</tr>
<tr>
<td><strong>Oxfordshire</strong></td>
<td>Contact your CCG lead for information, Dr Shelley Hayles <a href="mailto:shelley.hayles@nhs.net">shelley.hayles@nhs.net</a></td>
</tr>
<tr>
<td><strong>Swindon</strong></td>
<td>Swindon Borough Council ‘My Care My Support’ Language Line Solutions 0800 169 2879 Hands on Communication <a href="mailto:office@handsoncom.co.uk">office@handsoncom.co.uk</a> 01793 814148 Alpha Plus <a href="mailto:office@alphaplus.eclipse.co.uk">office@alphaplus.eclipse.co.uk</a> 01984 656751</td>
</tr>
</tbody>
</table>

### Online resources

| **NHS Choices information for patients** | Bowel Breast Cervical |
| National screening programmes | Bowel leaflets Breast leaflets Cervical leaflets |
| Cancer Research UK (CRUK) ‘About Cancer’ section | Leaflets |
| Macmillan Cancer Support ‘Information and support’ section | |
| Jo’s Cervical Cancer Trust ‘Information’ ‘Support’ | |
| Bowel Cancer UK | About bowel cancer |
| | Currently there is not a national screening programme for prostate cancer. However, men may request and book a prostate check at their GP practice. PHE guidance on PSA testing Prostate Cancer UK Evidence summary - PSA screening in men without any symptoms |
National guidance

- NHS good practice guide for bowel, breast and cervical cancer screening in primary care
- NHS bowel cancer screening (BCSP) programme
- NHS breast screening programme (BSP)
- NHS cervical screening (CSP) programme
- Informed consent for taking part in screening
- PHE blog: GP's role in helping people decide whether they want screening
- RCGP cancer toolkit for primary care

Cervical screening

- How to make cervical screening more accessible
- Cervical screening: It's your choice
- PHE Health Matters: Your questions on cervical screening
- Breast screening:
  - Best practice and standards guidelines
  - Information leaflets & promotional materials
- Bowel screening:
  - PHE Increasing uptake of bowel cancer screening
  - Bowel screening resources to support best practice
  - A 'Good Practice Guide' booklet for GPs (England version)

How to...

- rebook a breast or cervical screening appointment
- order a new bowel screening kit

Practices should provide notification of the screening round 6-8 weeks in advance.

Bowel:
- To order a bowel screening kit, call Freephone 0800 707 6060

Breast:
- Appointments can be rebooked even if the mobile unit is not in your area.
- To arrange, contact your local number:
  - Aylesbury & Wycombe 01494 425689
  - West Berkshire Screening Service 0118 322 8282
  - Oxford Breast Imaging Centre 1865235621

Cervical:
- Cervical screening samples are taken at the patient’s practice. Appointments are booked with the practice.

Reaching out to specific patient groups

- NHS guidance on working with minority or hard to reach groups
- Guidance for screening post-hysterectomy
- Helping trans and non-binary people decide whether they want screening
- Information for trans people for participating in screening
- Easy Read cancer leaflets
- PHE guidance for supporting people with learning disabilities to take part in cancer screening
- Smear test film – Educational film by Jo’s Trust for women with learning disabilities
- Breast screening leaflet for women with learning disabilities
Improving the uptake of cancer screening

**Screening pathway flowcharts**
- Breast
- Bowel
- Cervical

**Guidance on how to improve uptake**
- London Screening Good Practice Guide
- TVSCN resources for primary care

**Processes and actions to improve uptake:**
- CRUK Evidence on making cervical screening more accessible
- PHE Health Matters - Making cervical screening more accessible
- Royal College of GPs cancer toolkit for primary care
- NHS England South (Wessex) - Practical guide to increasing cervical screening in primary care

**National programme letters to patients**
- 60th birthday bowel screening letter

**Templates:**
- SMS prior to screening
- Pre-screening letter from the GP
- Letter for non-attenders – stand alone doc
- Phone call for non-attenders – stand alone doc
- SMS for non-attenders – stand alone doc
- London Screening Good Practice Guide

**Screening alerts and prompts within your clinical system**
- Screen prompts and alerts
- London Cancer and Macmillan: A guide to good quality coding and safety-netting

**How to use prior notification lists to increase cervical screening uptake**
- How to use prior notification lists (PNLs) - for cervical screening only
- NHS good practice guide for bowel, breast and cervical cancer screening in primary care page 8

**How to follow up DNAs and non-responders**
- How to follow up DNAs and non-responders
- London Screening Good Practice Guide page 7

**How to improve patient engagement and interaction**
- London Screening Good Practice Guide

**Health improvement/health promotion**
- CRUK images for waiting area screens:
  - 4 in 10 cases preventable
  - Alcohol
  - Bowel screening
  - E-cigarettes
  - Quit smoking
  - Tobacco
  - Obesity risk
  - Healthy diet
  - Screening
  - Spotting cancer early
  - Lifestyle risks
  - Tips

**Understanding your cancer data**
- Making best use of data and READ codes
  - Cervical data from PHE at CCG and practice level
  - Interactive cervical screening data at CCG and practice level
  - Bowel, breast and cervical screening data from Fingertips at CCG and practice level

**How to code your data**
- London cancer coding guidance
  - Making best use of coding - guide to coding
  - Best practice READ codes for:
    - Breast screening
    - Bowel screening
    - Cervical screening
    - Safety netting
Referral guidance

NICE NG12
- NG12 NICE guidance for suspected cancer recognition and referral
- How to comply with NG12 in your practice – a case study

Two-week wait referral
- Patient information on urgent referral for suspected cancer from CRUK
- Two–week wait referral leaflets
  - Berkshire East
  - Berkshire West
  - Buckinghamshire
  - Oxfordshire
  - Swindon

Reducing emergency presentations
- Best practice tips for reducing the risk of emergency presentations

Decision support tools
- CRUK desk easel
- CRUK poster
- Macmillan cancer decision support tool
- QCANCER risk tool
- CRUK risk assessment tools
- Risk assessment tool - p13-14
- Tumour markers guidance

Best practice tips for reducing the risk of emergency presentations
- CRUK desk easel
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- QCANCER risk tool
- CRUK risk assessment tools
- Risk assessment tool - p13-14
- Tumour markers guidance
Quality improvement activities for primary care

**Audit**
- National cancer diagnosis
  - National cancer diagnosis audit
  - [RCGP Quality Improvement Toolkit For Early Diagnosis Of Cancer](anyone can register for access)
- Auditing 2WW referrals
  - [RCGP- University of Manchester guidance](RCGP- University of Manchester guidance) shows an example of a ‘good ‘ audit process, tool, case study
  - [List of examples of audits that might be done](List of examples of audits that might be done)
- Cervical screening sample taker audit
  - [Audit tool](Audit tool)

**Analysis**
- How to complete a significant event analysis (SEA)
  - [RCGP SEA guidance](RCGP SEA guidance)
- How to complete a case-based discussion
  - [CbD for MRCGP Workplace Based Assessment](CbD for MRCGP Workplace Based Assessment)
- The economic case for early diagnosis of bowel cancer, colon cancer and rectal cancer. A tool for creating an economic case
  - [PHE: Return on investment tool: colorectal cancer](PHE: Return on investment tool: colorectal cancer)

**Other**
- PHE - National Cancer Registration and Analysis Service : [Routes to diagnosis](Routes to diagnosis)
Definition of safety netting

Best practice guidance

- Cancer Research UK guidance including safety netting summary
- London Cancer and Macmillan - A guide to good quality coding and safety-netting - see section 4
- Safety netting consensus guidelines from Oxford University
- TVCA best practice tips for reducing the risk of emergency presentations

Best practice tools for safety netting

- CRUK safety netting checklist
- CRUK summary of safety netting flowchart
- RCGP Safety netting for cancer diagnosis in primary care this guide is on the QI Ready network but anyone can register and use it

Best practice read codes for safety netting

Tips and checklists

- RCGP cancer toolkit for primary care
- Macmillan Top 10 Tips for Safety Netting
**Data for primary care**

### Cancer profiles
- GP practice profiles for cancer on Fingertips
  Data on cancer services at GP and CCG level
  [Fingertips Cancer Services Profiles](#)
- South region cancer dashboard
  National NHS cancer stats dashboard from PHE

### Cancer screening at practice level
- NHS Digital Cervical Screening Programme - interactive coverage statistics
  Data available for your Practice, CCG and Local authority
- Cervical screening coverage and data
- Breast screening data at practice level:
  [Fingertips Cancer Services Profiles](#)
  Data for your practice and CCG
- Bowel screening data at practice level:
  [Fingertips Cancer Services Profiles](#)
  Data for your practice and your CCG
- Quality assurance of screening data using Safety and Quality Assessment System (SQAS):
  [PHE Screening and Quality Assurance Guidance](#)

### National Cancer Patient Experience Survey (CPES)
- [Patient Experience by CCG](#)
- Thames Valley Cancer Patient Experience Survey (CPES) Report - June 2017

### 2WW conversion rates
- 2WW conversion rates
  [Fingertips Cancer Services Profiles - 2WW conversion rates](#) – choose the ‘2WW’ tab on the web page

### Right Care data
- Right Care offers performance data and comparisons with the CCGs most like yours
  [Right Care CCG data packs](#) for your CCG
### Education, training and support for primary care

<table>
<thead>
<tr>
<th><strong>Clinical</strong></th>
<th><strong>Non-clinical</strong></th>
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<tbody>
<tr>
<td><strong>E-Learning for Health (e-LfH) training modules</strong> - for all three NHS Screening Programmes</td>
<td><strong>Knowledge of screening programmes</strong></td>
</tr>
<tr>
<td><strong>Macmillan resources for health professionals</strong></td>
<td><strong>Communicating with patients</strong></td>
</tr>
<tr>
<td>For information about Macmillan GPs in your area, contact Lyn Bruce, Learning and Development Manager <a href="mailto:lbruce@macmillan.org.uk">lbruce@macmillan.org.uk</a></td>
<td><strong>Be Clear On Cancer</strong> - PHE Resource Centre <strong>Be Clear on Cancer resources</strong></td>
</tr>
<tr>
<td><strong>CRUK Facilitator Team support to GPs and clinical staff</strong></td>
<td><strong>Information on screening programmes</strong></td>
</tr>
<tr>
<td><strong>BMJ Learning – primary care</strong> – for subscribers</td>
<td><strong>Bowel Cancer UK information on bowel screening</strong></td>
</tr>
<tr>
<td><strong>London Regional Cytology Training Centre (LRCTC) training modules</strong></td>
<td><strong>CRUK Facilitator Team support to non-clinical staff - cancer awareness</strong></td>
</tr>
<tr>
<td><strong>National training guide</strong> for cervical screening</td>
<td><strong>How to talk about cancer – CRUK online training</strong></td>
</tr>
<tr>
<td><strong>Jo’s Cervical Cancer Trust, Information for practice nurses and GPs</strong></td>
<td><strong>NHSGGC bowel screening engagement workbook</strong> a case study</td>
</tr>
<tr>
<td><strong>CRUK resources for health professionals</strong></td>
<td><strong>Macmillan South West education and development opportunities for Macmillan professionals and wider paid or unpaid workforce</strong></td>
</tr>
</tbody>
</table>

### For clinical and non-clinical staff

- **Talking about cancer: Reducing risk, early detection and mythbusting**
- **Macmillan LearnZone** – Useful online resources and training modules for staff on cancer
- **Macmillan bespoke learning events** - swmidslearning@macmillan.org.uk 01904 756443

For information about Macmillan GPs in your area, contact Lyn Bruce, Learning and Development Manager lbruce@macmillan.org.uk
National cancer awareness campaigns

What is happening and when?

Awareness campaigns calendar and PHE campaign resources

Be Clear on Cancer campaigns on the PHE Resource Centre

Be Clear on Cancer including breast screening

Be Clear on Cancer including bowel screening

Cervical screening awareness week

Cancer Research UK (CRUK) – Race for Life

Movember – prostate cancer. Raising awareness of men’s health – including prostate and testicular cancers

Decembeard - Bowel Cancer UK: Bowel cancer awareness month

Cancer Research UK (CRUK) images for waiting area screens

4 in 10 cases preventable Alcohol Bowel screening
E-cigarettes Quit smoking Tobacco
Obesity risk Healthy diet Screening
Spotting cancer early Lifestyle risks Tips

BeMacmillan – Online resources
Berkshire East
CCG’s clinical lead for cancer
Dr Anant Sachdev
anant.sachdev@nhs.net
Cancer Research UK
Louise Forster, Facilitator
louise.forster@cancer.org.uk
Macmillan
Jen Ramsey, Learning and Development Manager
jramsey@macmillan.org.uk

Milton Keynes
CCG’s clinical lead for cancer
Dr Nessan Carson
nessan.carson@nhs.net
Cancer Research UK
Louise Forster, Facilitator
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Macmillan
Lyn Bruce, Learning and Development Manager
lbruce@macmillan.org.uk

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CCG’s clinical lead for cancer
Dr Shelley Hayles
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Cancer Research UK
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Hannah.williams1@cancer.org.uk
Macmillan
Lyn Bruce, Learning and Development Manager
lbruce@macmillan.org.uk

Swindon
Swindon CCG’s clinical lead for cancer
Dr Sarah Bruern
sarah.bruern@nhs.net
Cancer Research UK
Hannah Williams, Facilitator
Hannah.williams1@cancer.org.uk
Macmillan
Lyn Bruce, Learning and Development Manager
lbruce@macmillan.org.uk

For information on this resource: Robert Elvin
robert.elvin1@nhs.net