

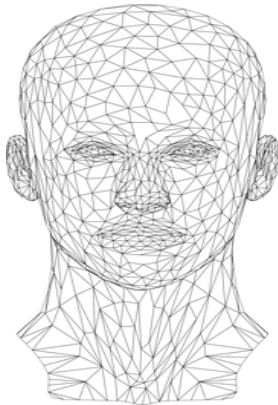
Head and Neck Workstream

(Head & Neck Cancer & Oral and Maxillofacial Services)

Programme Briefing and Key Messages

Issue 4: April 2019

Welcome to the fourth edition of the Head and Neck Programme briefing which aims to keep stakeholders informed and up to date about the work of the Head and Neck Steering Group by regularly providing Key Messages and requesting your comments and views.



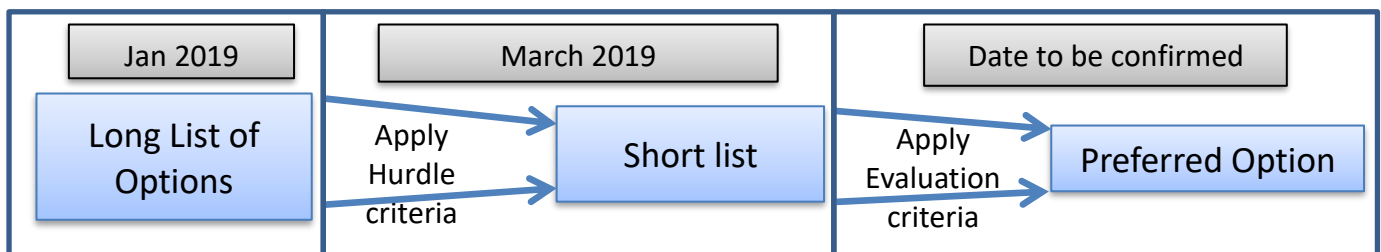
Options for delivering head and neck services in Lancashire and South Cumbria

It's been a productive time in the Head and Neck services programme with significant progress being made...and lots of involvement still needed going forwards.

In January 2019, a workshop took place where representatives from head and neck services shared their suggestions for:

- options to deliver head and neck services across Lancashire and South Cumbria
- hurdle criteria – these are criteria that must be met in order for an option to be shortlisted for further consideration
- service evaluation criteria – these are criteria that enable a fuller assessment of the shortlisted options

The March meeting of the Head and Neck Steering Group was held as a workshop for attendees to apply the hurdle criteria to the long list of possible options for delivering head and neck services, in order to obtain a smaller number of shortlisted options for service delivery. The process being followed is illustrated in the diagram below:



The exercise resulted in three possible options for delivering head and neck services being shortlisted and a fourth model is currently undergoing hurdle criteria review.

Key Messages from the April 2019 Head and Neck Steering Group meeting

- The shortlisted options

Steering Group members agreed that the additional option proposed at the March workshop would be accepted and will have the hurdle criteria applied to it in order to determine whether or not it will make the short list. All the options that successfully make it through the hurdle criteria stage will be worked up in more detail in preparation for applying the evaluation criteria later in the programme.

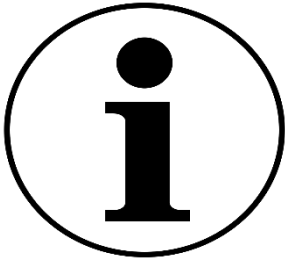
- Weighting the service evaluation criteria

Before the evaluation criteria can be used it is necessary to determine if any of the themes are more important than others and should therefore be weighted accordingly. The weighting, or importance, may vary depending on people's relationship with head and neck services e.g. clinicians, patients and commissioners so all these viewpoints need to be represented within the final weighting. The Steering Group split into two groups – patients and Providers. Each group discussed and agreed which criteria, if

any, were of higher importance than others and provided a rationale for their view. The exercise was carried out with Commissioners at a separate meeting.

The results from the three groups will be amalgamated and those criteria identified as more important will be given a higher percentage weighting. The overall outcome will be shared at the next Steering Group meeting.

- Engagement event for the head and neck services workforce on Friday 10th May 2019



This Key Messages document is one way to provide updates about the Lancashire and South Cumbria Head and Neck services programme. In addition to this, a workforce engagement event is planned for the afternoon of Friday 10th May in Preston. This is an opportunity for the people who work in head and neck services to find out more about the programme, the progress so far, the shortlisted options that will be considered etc. and to ask questions, share views and concerns etc. If you would like to attend or find out more about this event, please contact katiewaugh@nhs.net

- Insight from people who use head and neck service

The Provider organisations have completed a Strengths, Weaknesses, Opportunities and Threats (SWOT) analysis of their head and neck services and the patients' perspectives on what works well, what could be improved and what is important to them when receiving care are also required. This patient insight was obtained via a number of methods:

- an on-line survey
- carrying out the survey face to face in head and neck cancer and OMFS clinics
- meeting with the East Lancs Laryngectomy Club and members of the Swallows.

Responses demonstrated a great appreciation for the workforce, the speed of treatment and the different methods of communication. Some suggestions for areas for improvement were to have more choice in attending appointments – different days and locations, raising awareness of head and neck conditions in other specialities, to have individualised information and a more joined up administration system. To view the full report, please click [here](#).

- Creating a single Head and Neck Multidisciplinary Team (MDT) Network Meeting

A meeting took place in January with head and neck cancer services clinicians, and in March with pathologists and radiologists to agree the essential and desirable elements of a good Head and Neck MDT Network meeting. The next step is to meet with MDT co-ordinators and business managers to start to work up the necessary actions and associated timescales for implementing a Head and Neck MDT Network meeting.

Next meeting of the Head and Neck Steering Group

The next meeting of the Head and Neck Steering Group is due to take place on Tuesday 7th May 2019.

Questions and Queries

This briefing is for use within your own organisation and across your local system, for discussion and information. Please feel free to include it on meeting agendas and circulation lists as you see fit.

If you have any questions or queries, please contact healthier.lsc@nhs.net and we will endeavour to respond as soon as possible.