

Head and Neck Workstream

(Head & Neck Cancer and Oral & Maxillofacial Services)

Programme Briefing and Key Messages

Issue 6: June 2019

Welcome to the sixth 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.

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

- **Workforce engagement event**



The Key Messages document is one way to provide updates and invite feedback on the Healthier Lancashire and South Cumbria Head and Neck services programme. An engagement event took place on 10th May to provide an alternative opportunity for the people who work in head and neck services to find out more about the progress so far, and to ask questions, share views and concerns etc. The Programme team and Clinical Lead outlined the case for change, the process and the progress made to date by the Head and Neck steering group.

It is essential that meaningful engagement and involvement takes place with the head and neck services' workforce, and the people who use these services and their families and as such, attendees were asked a set of questions relating to

communication and engagement for the programme. The insight provided will be used to inform future communications and create a "Frequently Asked Questions" document which will be shared with stakeholders. It will also be used to shape the documentation outlining any reconfiguration recommendations, making sure that the views of the people working in the service are known to those responsible for approving service change.

Whilst benign ENT services are not included in the scope of this work, attendees at the event recognised the involvement of ENT services is important.

Those at the event and Steering Group members agreed another engagement event is required before the scoring of the shortlisted service options takes place, and this event will include a focus on the ENT service aspect. This event is due to take place on the afternoon of Friday 13th September, invitations will be sent out shortly.

- **The services that head and neck services need access to**

The Steering Group discussed the co-dependency framework – this is a recognised approach to understanding which services head and neck services need access to e.g. dietetics, pain management, radiology and within what time scale e.g. does the service need to be located on the same site and within one hour, accessed within 24 hours or does the service not need to be located on the same site and can be accessed via an appropriate referral process. Having a full understanding of the head and neck services' requirements will help to inform the development of the service models.

- **Data group**

A data subgroup, chaired by Maire Morton, is supporting the programme by providing relevant activity data. A discussion took place in the Steering Group meeting around the inconsistencies and anomalies that exist in the first draft of the data pack and the work that is required to resolve this.

- The shortlisted options for delivering head and neck services

Three shortlisted options for delivering head and neck services, were obtained at the March meeting of the Steering Group (see below).

Theme	No.	Option
1 Provider	2a	1 Provider - one hub (inpatient services centralised) + day case and outpatient spokes. Provider may be L&SC or out of area.
	2b	1 Provider - 2 or more inpatient sites (split services) + day case and outpatient spokes. Provider may be L&SC or out of area.
2 Providers (All options include a collaborative network of providers)	3a	2 Providers - 2 inpatient sites (split services) + day case and outpatient spokes.

Further detail and description are being added to these options in preparation for the scoring exercise which will assess each option against a set of evaluation criteria that were agreed at the January Steering Group meeting. It is essential that there is complete clarity and understanding around what each option entails to enable the scoring exercise to take place effectively.

- Who will score the possible options for delivering head and neck services?

The Steering Group discussed and agreed the representation of the panel of people who will score the shortlisted options to ensure there is a balance in the represented organisations and professions. The proposed representatives will be contacted and the resulting panel details will be shared at the next meeting.

An information pack is being created to support the members of the panel to carry out the scoring exercise by providing relevant evidence and information. Steering group members worked through the emerging information pack to share their views on what would be useful to include to help the scorers provide a more informed answer.

- Involvement and engagement

For the success of the programme, it is essential that there is full engagement from Steering Group members and a willingness to work collaboratively going forward. The recent workforce engagement event was an opportunity for the people who work in head and neck services to find out more about the programme and to ask questions, share views and concerns etc. Any suggestions for other methods to encourage involvement would be welcomed and can be sent to healthier.lsc@nhs.net so that we can ensure there are the right opportunities in place for anyone interested in this work to find out more.

- Any Other Business

The group discussed progress of the MDT subgroup with concerns being raised that work to centralise the Head and Neck cancer MDT had not concluded.

The issue of the fragility of the OMFS on-call rota at Lancashire Teaching Hospitals Trust was raised and the need to urgently address this emphasised.

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 2nd July 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.