

Freedom of Information Request

Ref: 23-092

20 February 2023

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

Which of the following is offered to a patient at the point of a positive cancer diagnosis?

Item	Yes	No	Additional Information (where requested)
1. Face to face counselling		No	We do not have 'counsellors' employed by UHBW, but can refer to 3 rd sector services for counselling. Face to face emotional and psychological support is offered to all patients, from pre-diagnosis onwards. This is provided by many staff groups, including clinical nurse specialists and cancer support workers.
2. Literature relevant to proposed cancer pathway	Yes		Provided initially by CNS teams, each patient has option of being referred to Macmillan Cancer Support Worker who signposts. CISC has full range of information regarding treatment and cancer type.
3. Lifestyle advice	Yes		Each patient has option of being referred to Macmillan Cancer Support Worker who signposts and connects with community/acute support including lifestyle and supported self-management
4. A formal psychological assessment (if yes, by whom)	Yes (if appropriate)		If a patient is experiencing moderate to severe psychological distress, as identified in the Holistic Needs Assessment or in conversations with their clinical team, they can be referred to Psychological Health Services for an assessment by a Clinical Psychologist.

5. An extended psychological support programme (if yes, by whom)	Yes (if appropriate)		Following psychological assessment with a Clinical Psychologist, intervention of between 4-8 sessions can be offered, to work on identified goals using evidenced based approaches.
6. Regular formal psychological assessments (specify frequency)		No	Not routinely offered to all patients, however, patients can be referred to Psychological Health Services more than once during their cancer treatment and follow-up. They are able to access the service up to two years following the end of treatment. As part of this they may receive more than one assessment and episode of psychological care/ intervention.
7. Restricted access to a nurse specialist	Yes		There are CNSs available to support people with all different cancers and Access is unrestricted, in that people affected by cancer (PABC) can keep in contact for as long as they wish (ie, through treatment and into follow-up), it could be seen as 'restricted' perhaps in that the CNSs are generally available for the core hours of M-F 9-5, though PABC can leave messages / email outside of these core hours and the CNS team will return their calls asap on their return. The CNS teams work across their complex cancer pathways, so access could be interpreted as restricted or unrestricted in this regard. They provide continuity of service across the Trust, though may not always be physically available in every location on every day. Some examples include: the Gynae CNSs work in St Michael's hospital (for diagnosis and surgery) and in BHOC and Weston for oncology support. The lung cancer CNSs, work in the BRI for respiratory diagnosis, thoracic surgery and BHOC and Weston for oncology support. Most breast cancer CNSs are based in Southmead (for diagnosis and surgery, there is no breast cancer surgery or diagnosis in the BRI) and continue to provide remote support when people with primary breast cancer come across to BHOC for adjuvant oncology treatment. There are also some breast cancer CNSs in Weston and some in BHOC specifically to support those with secondary breast cancer.

8. Unrestricted access to a nurse specialist	Yes		<p>There are CNSs available to support people with all different cancers and Access is unrestricted, in that people affected by cancer (PABC) can keep in contact for as long as they wish (ie, through treatment and into follow-up), it could be seen as 'restricted' perhaps in that the CNSs are generally available for the core hours of M-F 9-5, though PABC can leave messages / email outside of these core hours and the CNS team will return their calls asap on their return. The CNS teams work across their complex cancer pathways, so access could be interpreted as restricted or unrestricted in this regard. They provide continuity of service across the Trust, though may not always be physically available in every location on every day. Some examples include: the Gynae CNSs work in St Michael's hospital (for diagnosis and surgery) and in BHOC and Weston for oncology support. The lung cancer CNSs, work in the BRI for respiratory diagnosis, thoracic surgery and BHOC and Weston for oncology support. Most breast cancer CNSs are based in Southmead (for diagnosis and surgery, there is no breast cancer surgery or diagnosis in the BRI) and continue to provide remote support when people with primary breast cancer come across to BHOC for adjuvant oncology treatment. There are also some breast cancer CNSs in Weston and some in BHOC specifically to support those with secondary breast cancer.</p>
9. Referral to a cancer support charity	Yes		<p>Each patient has the option of being referred to Macmillan Cancer Support Worker who signposts and connects with community/acute support including lifestyle and supported self-management. Wider referrals to our local charity networks are given by the cancer support worker teams. This information can be provided by our drop in centre (CISC)</p>
10. One or more self-help apps (specify)	Yes		<p>Patients are signposted/referred to self-help apps.</p>

11. One or more supervised digital self- help programmes or apps (specify)	Yes		Certain patients - those who enter follow up pathway (PIFU) may be invited to use a follow up programme.
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This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust