



Collaborative Working Summary

Evolving Acute Oncology Patient Access: Regional Phone Line Service development across Wessex Cancer Alliance

Summary of Collaborative Working Project

This project aims to establish a region-wide Acute Oncology triage phoneline system using Netcall across nine providers within the Wessex Cancer Alliance region to support cancer patients during their Systemic Anti-Cancer Therapy (SACT). The service will deliver 24/7 specialist triage and aim to reduce unnecessary emergency department (ED) visits and hospital admissions while improving patient outcomes and experience.

The organisations involved are

- Wessex Cancer Alliance
- Chugai Pharma UK Ltd

The Objectives of the Collaborative Working Project

The objectives are:

- Establish a region-wide, accessible Acute Oncology triage phoneline system utilising “Netcall” software across 9 providers (7 Trusts) for cancer patients during SACT, aiming to reduce hospital admissions and improve outcomes and experience for patients vs the current model of care.
- Ensure 24/7 specialist triage advice is available to help avoid unnecessary ED visits, admissions and support timely, appropriate care.
- Capture detailed service metrics (e.g. call volumes, handling times, abandoned call volume, demographics, primary diagnoses and symptoms) to inform staffing and service plans.
- Provide a full service evaluation report by the end of year 2 to secure sustained funding, enabling service continuation once the project ends.

Expected Outcomes

Benefits to the Patient include:

- Equitable, safe and reliable access to the acute oncology service helpline.
- Improved multi-modal communication options that will address language barriers.
- Potential reduction in ED visits and admissions as a result of improved triage processes.
- Potentially improved likelihood of completing SACT treatment due to improved side effect management following triage.
- Better supportive care treatment and escalation due to improved recording and transmission of information to clinical teams through the use of Netcall.
- Potentially better clinical outcomes as a result of an improved triage service.

Benefits to the NHS and Wessex Cancer Alliance include:

- Improved data generation due to software capability.
- Potential reduction in admissions and ED presentations due to improved triage process.
- Increase in virtual/remote activity reducing demands on other services.
- Improved governance due to effective data capture and ability to identify variation in delivery of care.
- Scalable system UK wide.

Benefits to Chugai include:

- Partnering in a significant AOS project, increasing Chugai’s presence in supportive care and oncology at a regional and national level.
- Scalable project in other areas.
- Improved relationship and reputation with local, regional and national NHS partners.

Time Frame

2 Year project