

Healthwatch IW Cancer Services for Isle of Wight Residents: Co-ordination, Travel and Urgent Assistance

Isle of Wight Council's response to the Healthwatch recommendations

Recommendation	Actions	By when
<p>1. This report to be shared with all managers and clinicians involved with cancer services for Isle of Wight residents. All staff to be mindful of connections between services as well as their own specific contribution. Impact of increased awareness to be monitored through feedback from patients and patient groups.</p>	<p>The Healthwatch report in relation to Cancer Services for IOW Residents has been shared with senior managers within Adult Social Care. In response to the final report Adult Social Care will be formally sharing the document with the ASC Leadership Group and will circulate the same to the Isle of Wight Councils Corporate Management Team and Executive. This will be done by the end of September 2018.</p>	<p>By the end of September 2018</p>
<p>2. Improvements in co-ordination between cancer services in different NHS Trusts should be implemented without delay. Establishing good practice in cancer services to be used a model for other specialties which become more integrated in future.</p>	<p>Whilst this is not an area over which the local authority has any influence or control we will support both the NHS Trust and Clinical Commissioning Group when appropriate to ensure the best outcomes for the Islands residents.</p>	<p>Ongoing</p>
<p>3. Barriers to communication between specialist cancer services, general practice and community support services should be identified at an early date with the help of patients and patient groups. Improvements should then be implemented without delay.</p>	<p>The Local Authority will ensure that, so far as is possible, where a person receiving support from Adult Social Care is in receipt of specialist cancer services the officer working with the person will adopt a multi-disciplinary approach thereby ensuring that there is open communication with other professionals involved in providing care and support.</p>	<p>Ongoing</p>

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<p>4. A Charter should be developed without delay setting out the standards expected of NHS providers with regard to travel needs of patients. To include treatment and appointment schedules, admissions and discharge, and processes for service change. This to be a model for other specialities with regard to cross-Solent travel.</p>	<p>The Isle of Wight Council is keen to be consulted in this process. The development of a local NHS charter provides the opportunity for greater transparency of the existing support offers available in relation to cross-Solent travel and will help to ensure that the people of the Isle of Wight are aware of the options available to them. ASC are already active participants in the Patient Travel Improvement task and finish group and will continue to be so. Whilst it is not within the gift of the Isle of Wight Council to influence treatment and appointment schedules, admissions and discharge, and processes for service change, we will work closely with our colleagues in the integrated Commissioning Team to provide advice and assistance in the development of options to address these areas.</p>	<p>Ongoing</p>
<p>5. Local agencies should no longer take decisions in isolation about financial assistance to people travelling for cancer treatment. Before any proposed change, partners including the local NHS, local authority and voluntary and community sector should jointly explore all options to maintain and improve travel support.</p>	<p>The Isle of Wight Council is reviewing the provision of funding which supports the current NHS Trust discretionary cross Solent travel scheme. The IW Council currently funds cross Solent travel for patients receiving Radiotherapy, Chemotherapy or Renal Dialysis and provision of this support makes us nationally unique. Local authorities have no duty or responsibility to fund transport for NHS patients. Indeed, that is why there is a national scheme, the Healthcare Travel Cost Scheme (Travel Expenses and Remission of Charges) Regulations 2003 (HTCS), which is means tested and provides statutory funding to people on low income or specific qualifying benefits.</p>	<p>Consultation Oct 2018 Review of consultation information Nov-Dec 2018 Decision on future funding Dec 2018/Jan 2019</p>

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	<p>The Council has provided additional funding of £60,000 per year to enable people who do not qualify under the statutory scheme to receive financial support with their travel costs as in 2005 the NHS Trust withdrew their funding in this regard. The support currently provided by the IW Council is not means tested.</p> <p>Provision of this funding is not a statutory obligation of the Isle of Wight Council and therefore we will be undertaking a public consultation to inform decisions about any future funding provision. The Council will be working with an independent organisation to develop and undertake this consultation.</p> <p>The role of ASC within the Patient Travel Improvement task and finish group will enable the opportunity for wider discussion about both the consultation and the information that consultation provides.</p> <p>Any decision in relation to ongoing financial support for cross-Solent travel will be informed by the public consultation with a final decision being taken by Cabinet.</p>	
<p>6. Ways need to be found for cancer patients to bypass the accident and emergency department when admissions to St Marys Hospital occur, and to ensure ward moves and discharge take place at appropriate times, with a suitable level of planning and support.</p>	<p>Whilst this is not an area over which the local authority has any influence or control we will support both the NHS Trust and Clinical Commissioning Group when appropriate to ensure the best outcomes for the Islands residents within the relevant clinical guidelines.</p>	<p>Ongoing</p>

