



Healthy London
Partnership

Pan-London Mapping of Psycho-oncology Services

February 2020

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Disclaimer

We recognise that services are constantly changing and evolving. The information provided in this report was correct as of February 2020.

Acknowledgements

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This report was funded by Macmillan Cancer Support

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1. Introduction

In November 2017, the Transforming Cancer Services Team (TCST) for London undertook a mapping exercise to examine:

- 1) Mapping London provision: An overview and details of psychological support services for adults affected by cancer in London (per STP)
- 2) Information and Support Centres (ISCs): are there sufficient Information and Support Centres (ISCs) available at all acute trusts as recommended in the [2015 Psychological support guidance document](#)¹?
- 3) IAPT (Improving Access to Psychological Therapies services) in London
- 4) Number of Integrated IAPT services (seeing people with long-term conditions) and location
- 5) Other third sector led cancer specific supportive care services
- 6) Services specific to those from diverse backgrounds with cancer

The information obtained through this exercise was instrumental in supporting TCST's work in 2017-2019 in that gaps, particularly in psycho-oncology provision, were identified and bespoke support to specific areas of London was provided to reduce inequity and develop appropriate services. To identify what progress has been made with regards to psychosocial support for adults affected by cancer across London and where gaps remain, in November 2019 TCST conducted an exercise to refresh the mapping information obtained in November 2017.

This report sets out the current provision of psycho-oncology services across London and examines commissioning arrangements where this detail was obtained. This document also provides an updated view of the Information and Support Centres for cancer patients throughout London, as well as current provision of Improving Access to Psychological Therapies Services (IAPT) in London and cancer specific provision. Finally, this report discusses the main challenges currently experienced by psycho-oncology services, as reported by service leads.

This report does not provide an updated view of third sector cancer specific services as a decision was made to prioritise NHS commissioned services. Additionally, as there has been a recent mapping of cancer rehabilitation services in London (available here: <https://www.healthylondon.org/resource/mapping-of-pan-london-cancer-rehabilitation-services/>) this mapping has focused on psychological specialists rather than other Allied Health Professionals.

The aim of this document is to:

- Provide an overview of current provision of psycho-oncology services across London
- Examine where gaps in psycho-oncology services remain
- Discuss the key challenges faced by psycho-oncology services
- Provide an updated view of cancer-specific Information and Support Centres across London

¹ London Mental Health Strategic Clinical Network and Transforming Cancer Services Team for London (2015) Psychological support for people living with cancer: Commissioning guidance for cancer care in London. Available here: <http://www.londonscn.nhs.uk/wp-content/uploads/2015/06/mh-cancer-commissioning-guide-062015.pdf>

- Provide an update with regards to IAPT services provision for cancer patients across London

This report is designed to be used alongside the TCST Business Case (2020), as well as the TCST refreshed Commissioning Guidance for cancer psychosocial support (2020). These publications are available here: <https://www.healthylondon.org/psychosocial-support/>

This report acknowledges that services consistently evolve and change. The information contained in this report was correct as of November 2019.

2.1. Methodology

A mapping exercise was undertaken to understand the provision of psycho-oncology services for adults affected by cancer across London.

A survey was developed and circulated to service leads for their consideration. In most cases this was followed up with a structured telephone interview to go through the questions on the survey. A small number of service leads completed the survey themselves and provided the information via email.

The full survey questions are provided in Appendix A. In summary, the survey asked service leads to identify:

- Name of service
- How the service is commissioned
- The makeup of the psycho-oncology service (including position titles, bands, posts at NICE guidance level 3 or 4², Whole Time Equivalent (WTE), how each position is commissioned and whether it is fixed term or substantive)
- Whether those in the service work exclusively in oncology or palliative care, or a combination
- If there is access to psychiatry or liaison psychiatry for cancer patients in the trust
- If there are other professionals within the wider psycho-oncology service (for example trainees, assistant psychologists, arts therapists etc)
- How many (cancer) Clinical Nurse Specialists (CNSs) within the trust.
- Provision and details of level 2 training and supervisor for CNSs and other professional groups (if this is not provided, what are the barriers to doing so?)
- How many hours of supervision and training were delivered by level 3-4 practitioners in the last year
- How many level 2 people participated in training and supervision
- Is any other specialised training or supervision provided for other professional groups within the trust
- Any additional activities the service runs or is involved in (support groups, Health and Wellbeing events, small group sessions etc.)
- Additional challenges faced by the service

Appendix B details all additional activities reported by each service.

² National Institute for Clinical Excellence, Guidance on Improving Support and Palliative Care for Adults with Cancer (2004). Available here: <https://www.nice.org.uk/guidance/csg4>. Further detail of this is outlined below.

Leads from all 38 acute hospitals (all acute hospitals with the exception of Great Ormond Street Hospital) in London were contacted as part of this exercise. Results are provided per acute trust, with the 24 trusts accounting for 42 hospitals across the region. As the TCST also covers West Essex and the service lead for Princess Alexandra Hospital was also contacted as part of this exercise. Information was supplied by 23 trusts. A summary of all of the results is provided below.

2.2. Key considerations and context:

As outlined in the updated TCST commissioning guidance, [*the psychological impact of cancer: commissioning recommendations, pathway and service specifications on psychosocial support for adults affected by cancer*](#) (2020), all care provided by psycho-oncology services should be provided within the framework of the 4-level model recommended by the NICE Supportive and Palliative Care Guidance 2004². This guidance has not been refreshed since 2004, but remains in effect and is a well-recognised framework, which is understood by service providers, the third sector and commissioners. For the purposes of this report, level 3 and 4 is defined in accordance with this guidance, as set out below.

Table 1: Level 3 professionals

| Level 3 | Responsibilities |
|--|---|
| <ul style="list-style-type: none"> • Psychotherapists | Assess and deliver interventions with complex presentations that include psychosocial factors |
| <ul style="list-style-type: none"> • Family therapists | |
| <ul style="list-style-type: none"> • Counsellors | Provide triaging with complex presentations that include psychosocial factors |
| <ul style="list-style-type: none"> • Mental health therapists accredited in a particular modality (e.g. CBT accreditation by BABCP) | Contribute to service developments aimed at delivering the biopsychosocial care delivered by the organisation |
| <ul style="list-style-type: none"> • Social workers with accredited psychotherapeutic training and specialist training in cancer care | Provide supervision, consultation and training relating to psychosocial factors |
| <ul style="list-style-type: none"> • Mental health nurses with accredited psychotherapeutic training and specialist training in cancer care | Provide training placements to trainees in their professional discipline to develop the future workforce. |

Table 2: Level 4 professionals

| Level 4 | Responsibilities |
|---|--|
| <ul style="list-style-type: none"> Clinical psychologists Consultant liaison psychiatrists | assess and intervene with complex presentations that include a combination of physical, social and psychological variables |
| <ul style="list-style-type: none"> Counselling psychologists who: | able to make differential diagnosis/construct biopsychosocial formulations |
| <ul style="list-style-type: none"> <i>have substantive mental health training</i> | lead the triaging process |
| <ul style="list-style-type: none"> <i>are accredited to deliver interventions across a range of modalities</i> | provide supervision/consultation/training relating to severe and enduring mental health issues especially in the context of risk |
| <ul style="list-style-type: none"> <i>are able to use formal methods to adapt, evaluate and deliver interventions</i> | lead service developments aimed at enhancing the biopsychosocial care delivered by the organisation |
| Level 4 professionals have knowledge through training and experience of other mental health services and have completed specialist training (e.g. teaching, supervision and formal courses) with specific reference to cancer care. | lead psycho-oncology teams/services |
| | liaise with and work in combination with other services and agencies (e.g. IAPT, community mental health teams, primary care) |
| | provide training placements to trainees in their professional discipline to develop the future work force. |

As identified above, there is currently no updated version of the 2004 NICE guidance document. Although it is recommended that this framework remains and has been useful for developing psycho-oncology services and cancer psychological care, some notes of caution must be offered. The most important considerations for services must be the needs of the local population and the skills mix required to deliver the range of therapeutic offers from each service as well as the leadership skills required.

Additionally, it is acknowledged that for some people, the level 3 and 4 distinction is perceived as hierarchical, suggesting a two-tier system of provision with Level 4 being superior to Level 3. This is not what is intended in this report so although the distinction is made between these two levels no judgement is made about the levels, it is purely a reflection of the most common current make up of teams and what is considered to be the key components of psycho-oncology services. Historically, most psycho-oncology services are led by Level 4 professionals, as their training provides leadership expertise in a wide range of areas which support service delivery and development.

As also noted in the TCST commissioning guidance: [the psychological impact of cancer: commissioning recommendations, pathway and service specifications on psychosocial support for adults affected by cancer](#), provision of sufficient administrative support within psycho-oncology services is important in supporting the functioning of the service, and impacts patient safety, patient experience and response times for referrals and follow-up appointments. Section 2 therefore provides an oversight of available administrative support, as part of the additional posts section of each psycho-oncology service. This additional post section also covers other relevant posts within each service.

3.1. Provision of psych-oncology services across London and West Essex



Figure 1 provides a visual representation of psycho-oncology services in London and West Essex in 2017. Figure 2 provides an updated view of provision as of November 2019.

Figure 1: Map of psychological services by Acute Trust and STP in 2017

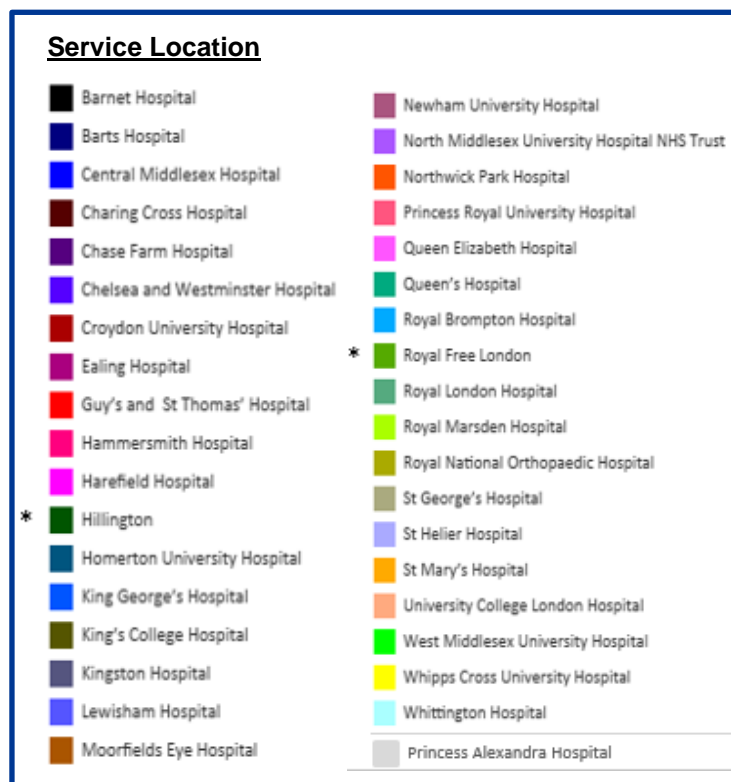
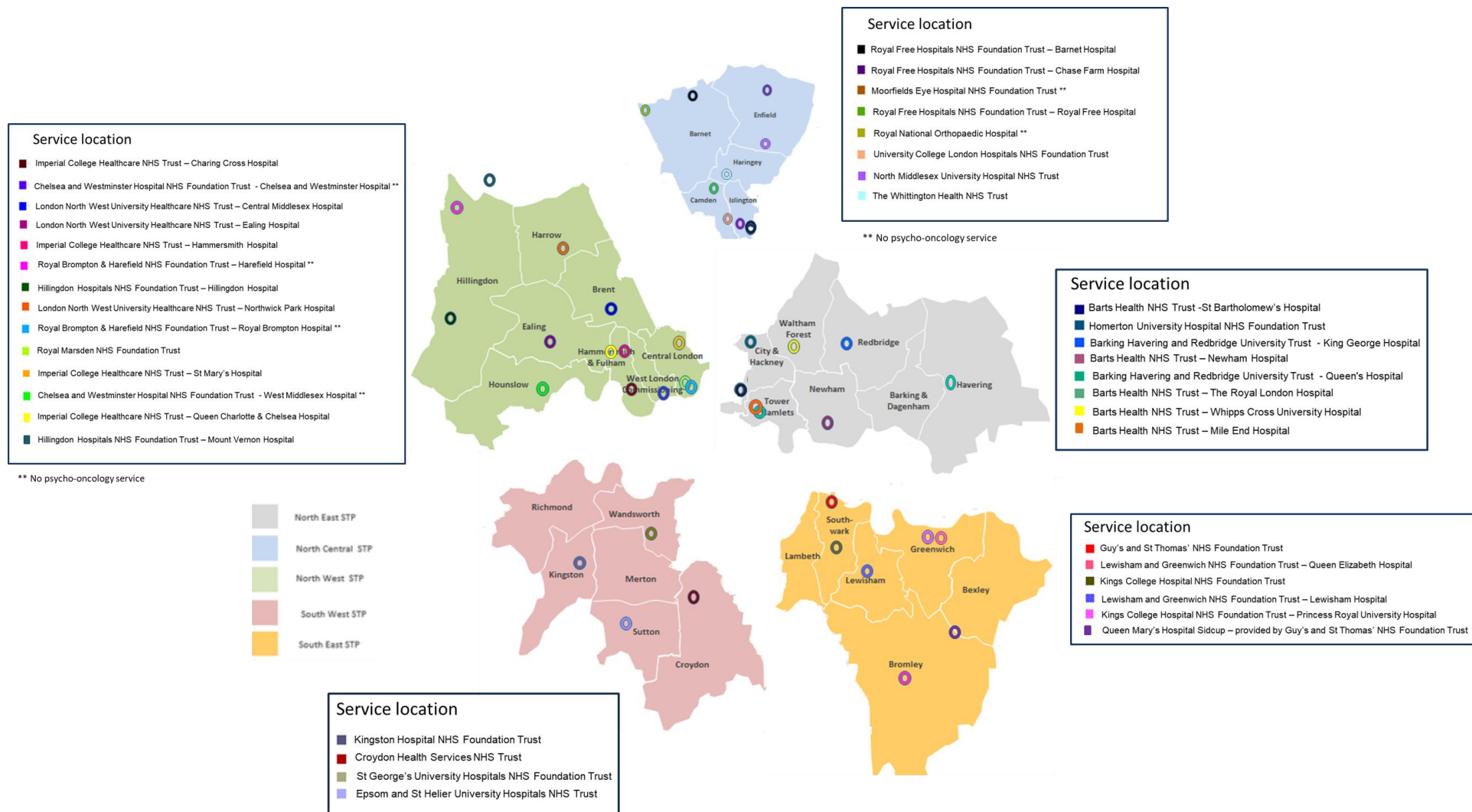


Figure 2: Map of psychological services by Acute Trust and STP in 2019



3.2. Highlights:

Psycho-oncology provision

There is at least some level of dedicated psychosocial support for cancer patients available at each of the acute trusts in London, with the exceptions of:

- Chelsea and Westminster NHS Foundation Trust (no dedicated service, but do have two volunteer counsellors offering half a day each for cancer patients)
- Royal Brompton & Harefield NHS Foundation Trust (have no dedicated oncology sessions, although would see lung cancer patients admitted for surgery). However, this trust does not provide oncological treatments except lung cancer surgery, for which the trust's clinical health psychologist team can provide input
- Princess Alexandra Hospital (no dedicated service)
- Royal National Orthopaedic Hospital NHS Foundation Trust
- Moorfields Eye Hospital NHS Foundation Trust (nurse counsellors in part-time posts. CNSs will refer patients to NHS or third sector counselling services via the patient's GP if urgently needed, or through signposting by Macmillan Cancer Support or finding what is available locally for the patient).

Following the previous mapping exercise conducted in 2017, the following new services have been/are being established:

- Kings College Hospital NHS Foundation Trust
- Northwick Park and Central Middlesex Hospitals

Both of these services are funded by Macmillan Cancer Support for a two-year period, following which they will require NHS funding to continue.

Provision of level 4 and level 3 support is variable across London, particularly in terms of Whole Time Equivalent (WTE). However, all psycho-oncology services have some provision of level 4 support with the exception of:

- Croydon University Hospital (there is a commitment to address this gap and funding has been agreed)
- Kingston Hospital NHS Foundation Trust
- Mount Vernon Hospital

Access to psychiatry

Access to psychiatry is an important consideration for psycho-oncology services because of the added value of expertise in several areas including: understanding the interactions between cancer treatments and psychiatric medications, supporting those with serious mental illness (SMI) throughout the cancer pathway and coordinating and linking with community mental health teams when needed.

There are various models regarding how best this input is delivered. Some services in London as shown below have access to dedicated psychiatry within their psycho-oncology teams. The other option is ensuring that there is access to liaison psychiatry who could provide both inpatient and outpatient support to those affected by cancer.

Only three trusts provide access to dedicated psychiatry as part of the psycho-oncology service. These cover South West London, South East London and North West London and include:

- St George's University Hospitals NHS Foundation Trust (0.8 WTE)
- Guy's and St Thomas' NHS Foundation Trust (0.2 WTE)
- Royal Marsden NHS Foundation Trust (0.6 WTE)

All other trusts provide access to general hospital liaison psychiatry, with the exception of Mount Vernon Hospital as this post is currently vacant. Many services cited access to psychiatry as a challenge, particularly in managing co-morbidities and providing medical understanding of cancer and treatment on pre-existing diagnoses. In particular, there is a problem with the lack of out-patient liaison psychiatry clinics. Patients who have co-existing psychiatric and psychological needs are routinely treated in acute psychology clinics but are unable to access the relevant liaison psychiatry expertise. As a result, holistic care is either disjointed or inadequate.

Level 2 supervision and training provision

Level 2 supervision and training for CNSs is provided at all acute trusts mapped in this report, with the exception of:

- Epsom and St Helier University Hospitals (due to lack of resources but new post established and so provision could be developed)
- Royal Brompton & Harefield NHS Foundation Trust (no dedicated psycho-oncology service)
- Chelsea and Westminster Hospital NHS Foundation Trust (no dedicated psycho-oncology service)

Psycho-oncology service provision per STP

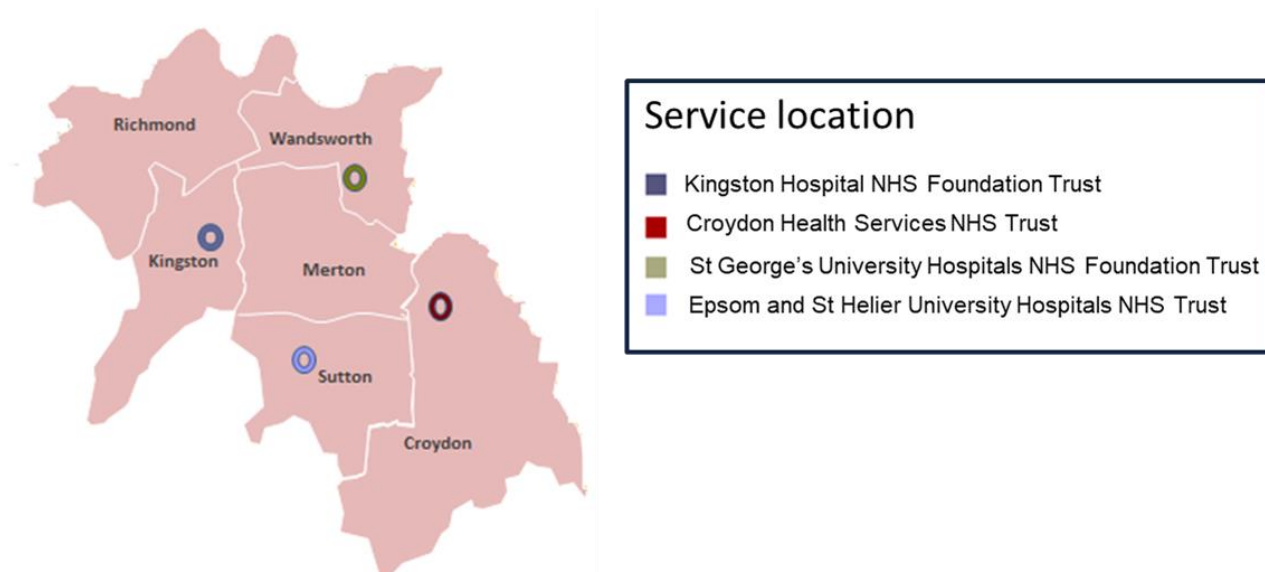
It is recommended that psycho-oncology service provision per STP is considered alongside:

- TCST cancer prevalence data for each STP (available here: <https://www.healthylondon.org/resource/2017-cancer-prevalence-dashboard/>)
- TCST health inequalities toolkit (available here: <https://www.healthylondon.org/resource/cancer-inequalities-toolkit/inequalities-toolkit/>)
- TCST commissioning guidance for adults affected by cancer (refreshed 2020) (available here: <https://www.healthylondon.org/psychosocial-support/>)
- TCST Psycho-oncology business case and service specification (available here: <https://www.healthylondon.org/psychosocial-support/>)

3.3. South West London (SWL)

Psycho-oncology provision

Figure 3: Map of psycho-oncology services in South West London



Provision of psycho-oncology services is variable across SWL, particularly with regards to level 3 and level 4 support, but there is some dedicated provision at each of the acute trusts in the STP footprint.

St George's University Hospitals NHS Foundation Trust provides the **Macmillan Cancer Psychological Support (CaPS) team**. This is commissioned via block contracts with Wandsworth CCG and Merton CCG. This team was initially funded for two years by Macmillan Cancer Support and also covered Epsom and St Helier NHS Foundation Trust and Croydon University Hospital. This service has since been picked up by Wandsworth and Merton CCGs as a stand-alone service which only covers St George's University Hospitals NHS Foundation Trust.

The CaPS team works exclusively with cancer patients and palliative cancer patients, as well as their families and carers. The service has 3 WTE at Level 4 and 1.0 WTE at Level 3, as well as 0.8 WTE of a dedicated Consultant Psychiatrist. All posts are commissioned as substantive posts and the team is comprised of:

| | | | | |
|-------------------------------|---|---|--|----------------------|
| Level 4 | 1 x Band 8c Consultant Psychologist (1.0 WTE) | 1 x Band 8a Clinical Psychologist (1.0 WTE) | 1 x Band 7 Clinical Psychologist (1.0 WTE) | Total = 3 WTE |
| Level 3 | 1 x Band 7 Counsellor (1.0 WTE) | Total = 1.0 WTE | | |
| Dedicated Psychiatrist | Consultant Liaison Psychiatrist (0.8 WTE) | Total = 0.8 WTE | | |
| Additional posts | 1 x Band 4 Administrator (1.0 WTE) | | | |

Croydon University Hospital provides the Macmillan Cancer Psychological Support Service. This is funded by Croydon Health Services NHS trust. It was previously funded by Macmillan Cancer Support from 2013-2015. The service works exclusively with cancer patients and carers/relatives, including palliative cancer patients. The team is made up of two Level 3 posts including a Psychotherapist post and Counsellor post. Both of these are substantive 0.5 WTE band 7 posts (one post holder is currently a developing band 6) and are funded by the trust. These include:

| | | | |
|----------------|--|--|------------------------|
| Level 4 | Funding agreed for 1 x Band 8a Clinical Psychologist (under recruitment) | | |
| Level 3 | 1 x Band 7 Psychotherapist (0.5 WTE) | 1 x Counsellor (in development Band 6) (0.5 WTE) | Total = 1.0 WTE |

Epsom and St Helier University Hospitals NHS Trust have a newly funded post for a band 8a Clinical Psychologist at 1.0 WTE to provide Level 4 support to cancer patients, including palliative cancer patients. This post is funded by Macmillan Cancer Support for a two-year period is planned to commence in December 2019. This post will therefore come to an end in October 2021 if an alternative permanent funding source is not agreed. The service provides:

| | | |
|----------------|---|------------------------|
| Level 4 | 1 x Band 8a Clinical Psychologist (1.0 WTE) | Total = 1.0 WTE |
| Level 3 | No provision | |

Kingston Hospital NHS Foundation Trust provides a Cancer Counselling Service which is funded by the trust and is dedicated to cancer patients, including palliative cancer patients. This service now includes an additional 19 hours of service time which was funded by Macmillan Cancer Support until March 2019, which was then picked up by the trust. The service also receives some funding via the Royal Marsden NHS Foundation Trust for its satellite chemotherapy site. The service provides level 3 support and comprises of a band 8a Senior Counsellor (the service lead) at 0.33 WTE and two band 7 Cancer Counsellors both at 0.33 WTE. The team would like to develop an additional 19 hours to be split across all three posts, but this would be dependent on a funding agreement at trust or CCG level, but as this has not yet taken place, the service has only 1.0 WTE provision which is challenging with service demand. The team also has plans to submit a bid to Macmillan Cancer Support for a band 3 or band 4 administrator. All current posts are funded by the trust on a permanent basis and include:

| | | | |
|-------------------------|---|--|------------------------|
| Level 4 | No provision | | |
| Level 3 | 1 x Band 8a Senior Counsellor (service lead) (0.33 WTE) | 2 x Band 7 Cancer Counsellors (0.33 WTE) | Total = 1.0 WTE |
| Additional posts | No provision (plans to bid for a band 3 or 4 administrator) | | |

Access to psychiatry for cancer patients

The CaPS Team at St George's University Hospitals NHS Foundation Trust has a dedicated psychiatrist at 0.8 WTE as part of the team, who also works closely with the trust liaison psychiatry team. Access to psychiatry covers both inpatient and outpatient.

Croydon University Hospital, Epsom and St Helier University Hospitals and Kingston Hospital NHS Foundation Trust provide only inpatient liaison psychiatry which cancer patients can access if required. There is no dedicated psychiatry provision for cancer patients. The Cancer Counselling Service at **Kingston Hospital NHS Foundation Trust** are in the process of formalising links with liaison psychiatry to develop greater support between the two services.

Level 2 training and supervision for CNSs and other level 2 professionals

The CaPS Team at St George's University Hospitals NHS Foundation provides Level 2 training and supervision for CNSs within the trust. Two days of training are provided annually for CNSs. The team provides additional communications and cancer care training for surgical nurses on an ad hoc basis dependent on need (approximately annually presently). The team provides monthly group supervision for CNSs – there are 6 groups who meet for 1.5 hours supervision each month.

The Macmillan Cancer Psychological Support Service at Croydon University Hospital is due to start providing level 2 training to CNSs in November 2019. Level 2 supervision is provided externally with a total of 35 hours of supervision annually for 14 cancer CNSs. The team provides internal supervision for Advanced Nurse Practitioners and Macmillan Support Officers.

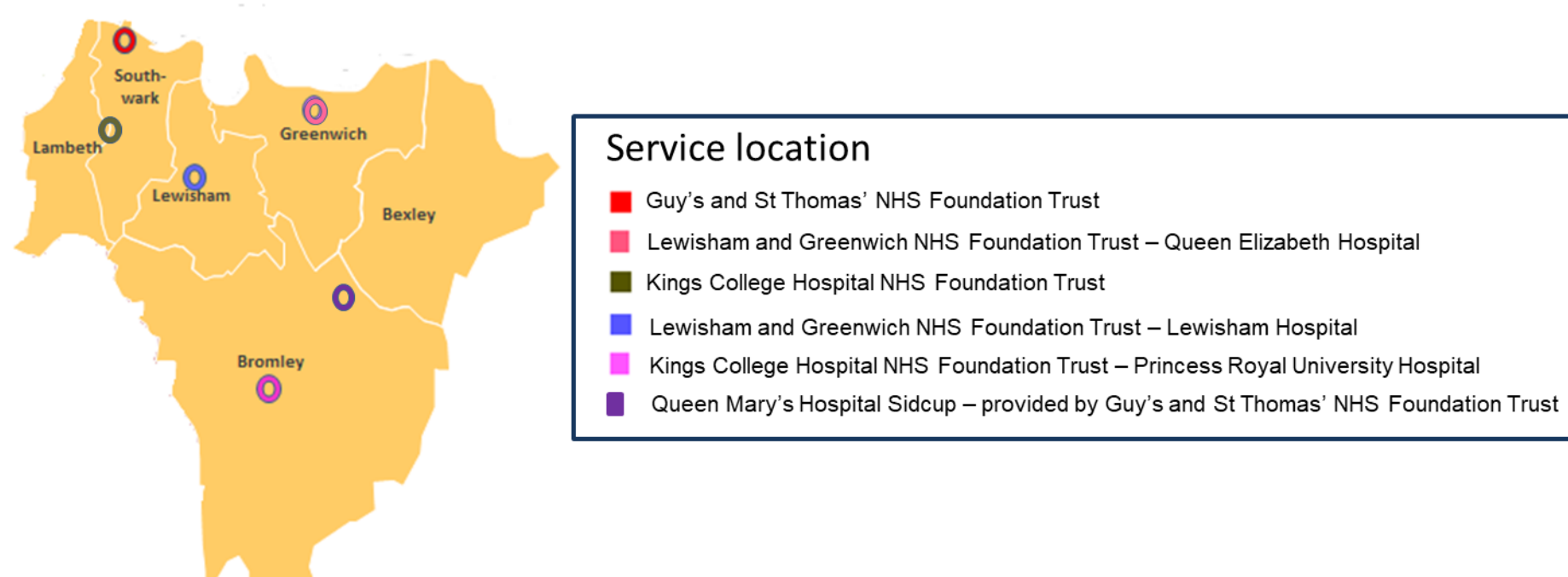
Epsom and St Helier University Hospitals has only one band 8a Clinical Psychologist post dedicated to oncology and so no level 2 training and supervision is currently provided. This post commenced in October 2019 and so it is not yet clear if this provision may be developed.

The Cancer Counselling Service at Kingston Hospital NHS Foundation Trust provides level 2 training and supervision for cancer and palliative care CNSs in the trust. Training is provided on a bi-monthly basis for 1.5 hours and supervision takes place monthly for one hour.

3.4. South East London (SEL)

Psycho-oncology provision

Figure 4: Map of psycho-oncology services in South East London



There is dedicated provision at each of the acute trusts in South East London, but the largest provision is concentrated at Guy's and St Thomas' NHS Foundation Trust.

Guy's and St Thomas' NHS Foundation Trust provides the **Psycho-oncology Support Team (POST)**, which covers Guy's Hospital and Queen Mary's Hospital in Sidcup. This service is commissioned as part of a block contract and is provided for cancer patients, including palliative cancer patients. The service will see a very small number of non-cancer palliative patients, but this is likely to reduce with limited resourcing and increasing levels of referrals. POST provides four level 4 posts at a total of 2.9 WTE and five level 3 posts with a total of 3.2 WTE. All posts are substantive and funded via block contract. The team also provides a dedicated Psychiatrist at 0.2 WTE. The team sits within the Dimpleby Cancer Care which provides

wider service including complementary therapies. The trust also funds a Clinical Health Psychologist for skin cancer, as well as a service dedicated to Genetics (Cancer and BCA family service) and a Teenage and Young Adult Cancer service. POST includes:

| | | | | | |
|-------------------------------|--|--|--|---|------------------------|
| Level 4 | 1 x Band 8c Consultant Clinical Psychologist in Cancer (0.7 WTE) | 1 x Band 8a Clinical Psychologist (based at Queen Mary's Hospital) (0.8 WTE) | 1 x Band 8b Specialist Clinical Psychologist (0.6 WTE) | 1 x Band 7 Counselling Psychologist (0.8 WTE) | Total = 2.9 WTE |
| Level 3 | 1 x Band 8a Family Therapist in Adult Cancer (0.6 WTE) | 2 x Band 7 Existential Psychotherapist (0.8 WTE and 0.6 WTE) | 1 x Band 7 Psychodynamic Psychotherapist (0.8 WTE) | 1 x Band 7 Psychotherapist (0.4 WTE) | Total = 3.2 WTE |
| Dedicated Psychiatrist | Psychiatrist (0.2 WTE) | Total = 0.2 WTE | | | |
| Additional posts | 2 x Band 5 Assistant Psychologist (2 WTE) | Trainee Clinical Psychologists (always at least one) | Trainee Psychotherapists (usually 3 at 0.6 WTE) | | |

Specialist skin service:

| | | |
|----------------|--|------------------------|
| Level 4 | 1 x Band 8a Clinical Psychologist/Practitioner (1.0 WTE) (job-share) | Total = 1.0 WTE |
|----------------|--|------------------------|

Specialist genetics service:

| | | | | |
|----------------|--|--|--|--------------------------------|
| Level 4 | 1 x Band 8a Clinical Psychologist/Practitioner (0.6 WTE) | New Post: 1 x Band 8a Clinical Psychologist/Practitioner (0.2 WTE) | New Post: 1 x Band 7 Clinical Psychologist | Current Total = 0.6 WTE |
|----------------|--|--|--|--------------------------------|

Specialist Teenage and Young Adults service:

| | | |
|----------------|--|-------------------------------|
| Level 4 | 1 x Band 8a Clinical Psychologist/Practitioner (0.8 WTE) | <u>Total</u> = 0.8 WTE |
|----------------|--|-------------------------------|

Surgery pathway for Upper GI:

| | | |
|----------------|--|-------------------------------|
| Level 4 | 1 x Band 8a Clinical Psychologist/Practitioner (0.8 WTE) | <u>Total</u> = 0.8 WTE |
|----------------|--|-------------------------------|

Kings College Hospital NHS Foundation Trust provides a new **Psycho-oncology service** which was established in May 2019 for cancer patients, including palliative cancer patients. The service is funded by Macmillan Cancer Support for a two-year period and there are early discussions with the trust around developing a business case to continue the service from May 2021. The team comprises three level 4 posts at 3 WTE as follows:

| | | | |
|-------------------------|--|--|-----------------------------|
| Level 4 | 1 x Band 8a Macmillan Lead Psychologist Cancer (1.0 WTE) | 2 x Band 7 Macmillan Psychologist Cancer (1.0 WTE) | <u>Total</u> = 3 WTE |
| Additional posts | 1 x Band 5 Assistant Psychologist (1.0 WTE) | | |

The trust also provides a **Haemato-Oncology Counselling & Psychotherapy Service** embedded in to the Department of Haematology at King's College Hospital. This service is provided exclusively for haematology patients at King's College Hospital and therefore does not see haematology patients at the Princess Royal University Hospital. There are ongoing discussions about whether these patients will be able to access the psycho-oncology service. Approximately half of the service is funded by NHS England for Bone Marrow Transplant patients. The additional part of the service is funded by the trust. The team comprises two level three substantive posts at a total of 2 WTE. The service includes:

| | | | |
|----------------|---|---|-----------------------------|
| Level 3 | 1 x Band 8a Senior/Lead Psychotherapist (1.0 WTE) | 1 x Band 7 Psychotherapist/Counsellor (1.0 WTE) | <u>Total</u> = 2 WTE |
|----------------|---|---|-----------------------------|

Lewisham and Greenwich NHS Foundation Trust provides the Macmillan Psychological Support (MAPS) Team. This service was initially funded by Macmillan Cancer Support for a two-year period from 2017-2019 and this is now funded via block contract. This is a cross-site cancer service for cancer patients, including palliative cancer patients. The team comprises two level 4 posts at 1.6 WTE and two level 3 posts at 1.5 WTE. All posts are now substantive and include:

| | | | |
|-------------------------|--|--|------------------------|
| Level 4 | 1 x Band 8b Principal Psychologist (team lead) (0.6 WTE) | 1 x Band 7 Clinical Psychologist (1.0 WTE) | Total = 1.6 WTE |
| Level 3 | 1 x Band 7 Psychotherapist (0.8 WTE) | 1 x Band 6 Psychotherapist (0.7 WTE) | Total = 1.5 WTE |
| Additional posts | 1 x Trainee Clinical Psychologist | | |

Access to psychiatry for cancer patients

The **Psycho-oncology Support Team (POST)** at **Guy's and St Thomas' NHS Foundation Trust** has a dedicated psychiatrist at 0.2 WTE. Provision is provided for both inpatients and outpatients. There is also access to site liaison and St Thomas' Hospital and Guy's Hospital. There is no liaison psychiatry provision at Queen Mary's Hospital.

There are significant gaps in access to psychiatry for cancer patients at **Kings College Hospital NHS Foundation Trust**. King's Hospital provides a part-time psychiatrist on a two-year fixed term contract in the **haematology service**, as well as good access to the general liaison psychiatry service. Haematology patients can also access the Mind and Body service's psychiatrist at Denmark Hill. For all other cancer patients, there is only access to liaison psychiatry, unless there is a specific agreement with the Mind and Body Service to facilitate access for a particular tumour group.

Cancer patients at **Lewisham and Greenwich NHS Foundation Trust** have access to the trust's inpatient liaison psychiatry service and the **Macmillan Psychological Support (MAPS) Team** work closely with this service and ward staff to facilitate appropriate referrals.

Level 2 training and supervision for CNSs and other level 2 professionals

The **Psycho-oncology Support Team (POST)** at **Guy's and St Thomas' NHS Foundation Trust** provides 11 level 2 supervision groups for 62 CNSs on a monthly or six weekly basis. This supervision is also provided for oncology AHPs. Level 2 supervision is undergoing review in 2020 to examine levels of attendance and accessibility for CNSs. The team also delivers level 2 training for CNSs, as well as AHPs and palliative care CNSs and doctors.

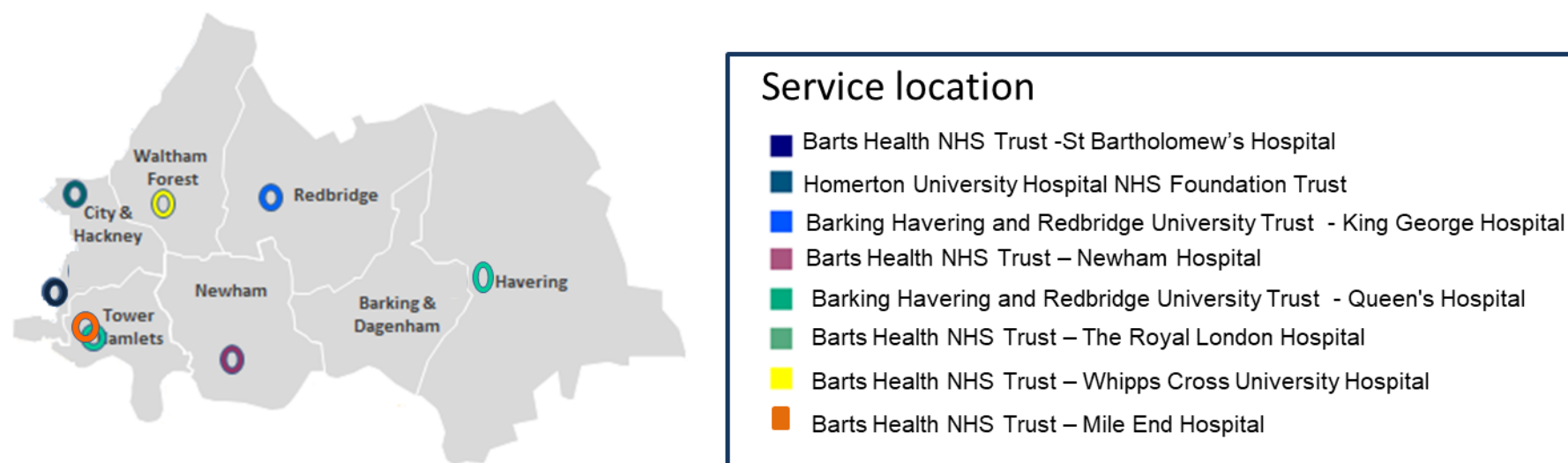
Level 2 supervision for CNSs at **Kings College Hospital NHS Foundation Trust** is provided by an external company until February 2020. The new Psycho-Oncology service and the Haemato-Oncology Counselling & Psychotherapy Service are in discussions to take over level 2 supervision and are meeting with CNSs to examine their needs and how best to meet them. Supervision is provided for an hour on a monthly basis. Level 2 training is provided as a bespoke model developed by practitioners in SEL and also includes advanced communications training. Approximately 30 hours of training have been provided in the last year.

The **Macmillan Psychological Support (MAPS) Team** at **Lewisham and Greenwich NHS Foundation** provides monthly level 2 supervision for CNSs in 4 groups. The team also deliver a bespoke model of level 2 training for CNSs, which comprises two six-hour courses annually.

3.5. North East London (NEL)

Psycho-oncology provision

Figure 5: Map of psycho-oncology services in North East London



There is dedicated provision at each of the acute trusts in North East London, with level 3 and 4 support across the region. However, provision is largely concentrated across the inner London Boroughs (including Tower Hamlets, City and Hackney, Waltham Forest and Newham), with less provision across the outer London Boroughs (including Barking and Dagenham, Havering and Redbridge).

Barts Health NHS Trust provides the **Cancer Psychological Services team**, which offers an inpatient service at St Bartholomew's Hospital. Mile End Hospital, The Royal London, and Newham Hospital can refer out-patients but all clinics are based at St Bartholomew's Hospital. The service takes referrals for cancer patients and palliative patients with non-malignant conditions. It is not clearly commissioned, but all posts are substantive. Funding is generally provided from trust cancer budgets, with the exception of two posts which are either partially or fully funded by third sector organisations. By 2021 only 0.2wte of a level 3 post will be externally funded. The team is made up of five level 4 posts at a total of 3.7 WTE and one level 3 post at 0.4 WTE.

Whipps Cross University Hospital has a palliative and bereavement counselling service. There is no provision for cancer patients pursuing treatments with curative intent. The service is commissioned by Waltham Forest CCG and comprises two level 3 posts at a total of 2.0 WTE.

Barts Health NHS Trust also provides a Community Palliative Psychological Service for Tower Hamlets, which comprises two level 4 positions at a total of 1.3 WTE and covers Tower Hamlets only.

Cancer Psychological Services:

| | | | | | | | |
|-------------------------|--|--|---|--|---|--|------------------------|
| Level 4 | 1 x Band 8c Consultant Clinical Psychologist (0.7 WTE) | 1 x Band 8b Lead Clinical Psychologist (0.6 WTE) | 1 x Band 8b Anthony Nolan Clinical Psychologist (1.0 WTE) | 1 x Band 8a Senior Clinical Psychologist (1.0 WTE) | 1 x Band 8a Senior Counselling Psychologist (0.1 WTE) | 1 x Band 7 Clinical Psychologist (0.4 WTE) | Total = 3.8 WTE |
| Level 3 | 1 x Band 8a Lead Art Psychotherapist (0.4 WTE) (0.2 WTE funded by Corinne Burton Trust and 0.2 WTE by trust) | Total = 0.4 WTE | | | | | |
| Additional posts | Trainee Clinical Psychologists (usually one or two) | | | | | | |

Whipps Cross Palliative and Bereavement and Counselling Service

| | | | |
|----------------|---|----------------------------------|------------------------|
| Level 3 | 1 x Band 8b Head of Service (Psychotherapist) (1.0 WTE) | 1 x Band 8a Counsellor (1.0 WTE) | Total = 2.0 WTE |
|----------------|---|----------------------------------|------------------------|

Community Palliative Psychological Service for Tower Hamlets

| | | | |
|----------------|--|---|------------------------|
| Level 4 | 1 x Band 8b Lead Clinical Psychologist for End of Care (0.7 WTE) | 1 x Band 8a Senior Clinical Psychologist for End of Life Care (0.6 WTE) | Total = 1.3 WTE |
|----------------|--|---|------------------------|

The **Psychology in Cancer & Palliative Care service** is provided at the **Homerton University Hospital NHS Foundation Trust**, which is commissioned via block contract for cancer care. The service is provided for cancer patients, including a very small number of cancer palliative patients. The team can also see non-cancer patients if they are inpatients under the care of the palliative care team, but this is also a very small number of patients.

The makeup of the team has recently been revised; previously the service had one band 8b Level 4 Clinical Psychologist in Cancer Care at 1 WTE. However, there are now two level 4 posts at a total of 1.1 WTE, one at band 8b as the service lead and a band 7 to cover more of the clinical caseload. Both are substantive posts funded via block contract and include:

| | | | |
|-------------------------|---|--|------------------------|
| Level 4 | 1x Band 8b Clinical Psychologist in Cancer Care (0.6 WTE) | 1 x Band 7 Clinical Psychologist (0.5 WTE) | Total = 1.1 WTE |
| Level 3 | No provision | | |
| Additional posts | 1 x Trainee Clinical Psychologist (1 at a time at 0.6 WTE). | | |

Barking Havering and Redbridge University Trust (BHRUT) provides both the acute **Cancer Psychological Service**, and the community **Clinical Health Psychologist Service**, which includes cancer.

The **Cancer Psychological Service** is commissioned by a Service Level Agreement with **Barking Havering and Redbridge University Trust** and North East London NHS Foundation Trust. The service covers Queen's Hospital and King George Hospital and is provided for cancer patients, including palliative cancer patients. There are four level 4 posts at a total of 2.0 WTE and one level 3 post at 0.4 WTE. All posts are funded via the SLA on a substantive basis, with the exception of the Band 8a Counselling Psychologist post, 0.3 WTE of which is funded by Barking and Dagenham CCG. The service includes:

| | | | | |
|-------------------------|--|--|---|------------------------|
| Level 4 | 2x Band 8a Clinical Psychologist (0.4 WTE) | 1 x Band 8a Counselling Psychologist (0.4 WTE) | 1 x Band 7 Counselling Psychologist (0.8 WTE) | Total = 2.0 WTE |
| Level 3 | 1 x Band 8a CBT Therapist (0.4 WTE) | Total = 0.4 WTE | | |
| Additional posts | Trainee Clinical Psychologists | | | |

The community based **Clinical Health Psychologist Service** covers Waltham Forest and is funded by the CCG. The service includes cancer provision for cancer patients, but also sees palliative and other patients. It comprises one permanent level 4 professional at 1.0 WTE as follows:

| | | |
|----------------|--|------------------------|
| Level 4 | 1x Band 8a Clinical Psychologist (1.0 WTE) | Total = 1.0 WTE |
| Level 3 | No provision | |

Access to psychiatry for cancer patients

There is no dedicated psychiatry for the **Cancer Psychological Services team** at **Barts Health NHS Trust** and at the **Homerton University Hospital NHS Foundation Trust**. Cancer patients in these trusts can access inpatient only liaison psychiatry services. At the Homerton, there is also very limited crisis-only outpatient provision.

There is also no dedicated psychiatry as part of the **Cancer Psychological Service** at **Barking Havering and Redbridge University Trust**, but cancer patients can access inpatient liaison psychiatry or be referred to the community mental health team which includes both inpatient and outpatient.

Level 2 training and supervision for CNSs and other level 2 professionals

The **Cancer Psychological Services team** at **Barts Health NHS Trust** provides level 2 supervision for CNSs across the trust, but a recent shortfall in this provision has been identified and the team has insufficient capacity to pick this up completely. Supervision is provided for 1.5 hours every month and CNSs are required to maintain a 75% attendance rate. The team also provides level 2 one-day training as prescribed by the former London Cancer³ model.

The Psychology in Cancer & Palliative Care service at the **Homerton University Hospital NHS Foundation Trust** provides level 2 supervision monthly for CNSs. The team also provides level 2 training for CNSs, in accordance with the former London Cancer model.

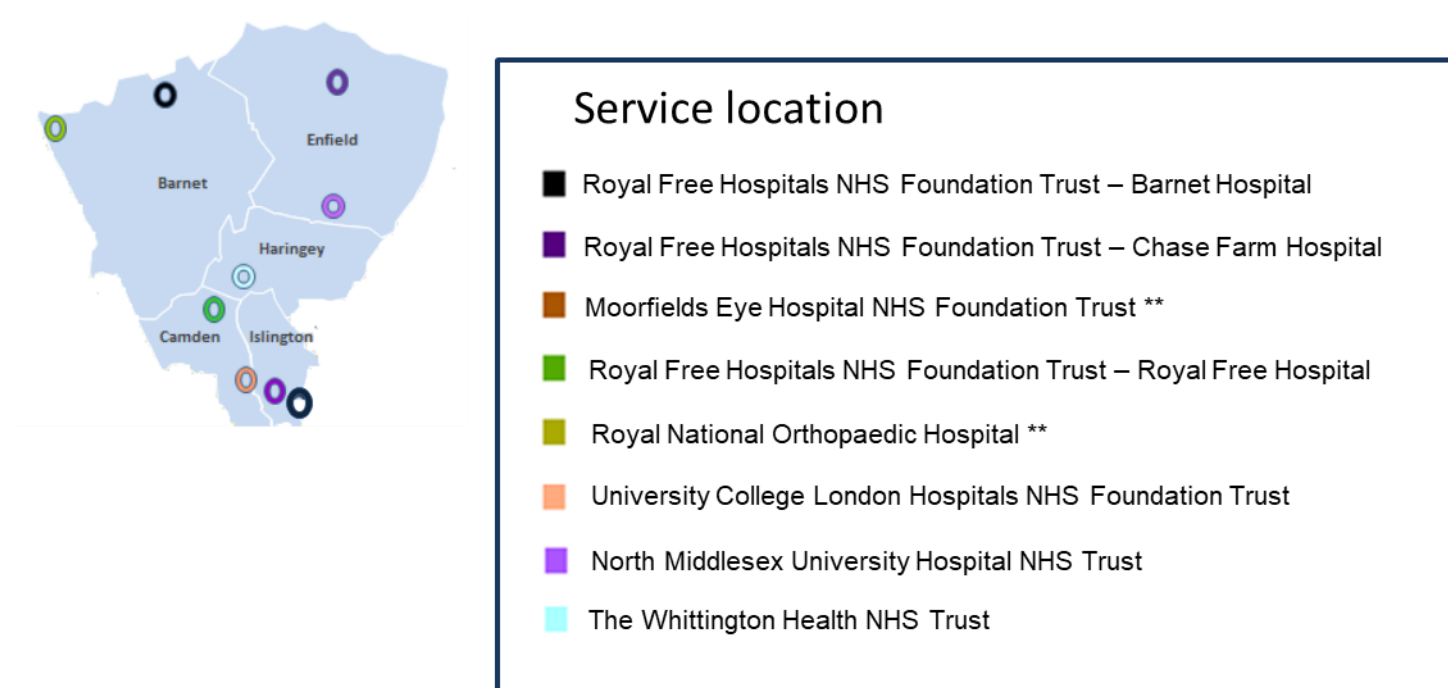
The Cancer Psychological Service at **Barking Havering and Redbridge University Trust** provides level 2 supervision for CNSs on a monthly basis, as well as level 2 training as per the former London Cancer model.

³ London Cancer, *Service Specification Psychological Support Services London Cancer*, June 2014. Available here: <http://londoncancer.org/media/89175/psychological-service-specification-final-2014june-.pdf>. NB: London Cancer was the former Cancer Alliance for North Central and North East London, prior to the establishment of North Central and East London Cancer Alliance

3.6. North Central London (NCL)

Psycho-oncology provision

Figure 6: Map of psycho-oncology services in North Central London



** No psycho-oncology service

There is provision of psycho-oncology at all acute trusts in North Central London, with the exception of the specialist hospitals; Moorfields Eye Hospital NHS Foundation Trust and Royal National Orthopaedic Hospital. However, provision is variable, particularly with regards to the size of the service and workforce, and level 3 and level 4 support.

University College London Hospitals NHS Foundation Trust provides the UCLH Macmillan Support and Information Service, which is funded via block contract. The service comprises five level 3 staff at a total of 3.64 WTE and six level 4 staff at a total of 4.1.0 WTE.

Of the level 4 support, 1.2 WTE level 4 is provided by the Women's Health Division specifically for women with gynaecological cancers. All posts are funded by block contract on a substantive basis, with the exception of the Assistant Psychologist Post. The team is as follows:

| | | | | | | | |
|-------------------------|---|--|---|---|---|-----------------------------------|------------------------|
| Level 4 | 1x Band 8c Consultant Psychologist (0.5 WTE) | 1x Band 8c Consultant Psychologist (0.6 WTE) | 1x Band 8b Principal Psychologist (0.4 WTE) | 1x Band 8a Principal Psychologist (1.0 WTE) | 1x Band 8a Principal Psychologist (0.6 WTE) | 1 x Band 7 Psychologist (1.0 WTE) | Total = 4.0 WTE |
| Level 3 | 1 x Band 7 Senior Counsellor (1.0 WTE) | 1 x Band 7 Senior Counsellor (0.8 WTE) | 1 x Band 7 Senior Counsellor (0.4 WTE) | 1 x Band 7 Senior Counsellor (0.75 WTE) | 1 x Band 7 Senior Counsellor (0.69 WTE) | Total = 3.64 WTE | |
| Additional posts | 1 x Band 5 Assistant Psychologist (1.0 WTE) (fixed term until October 2020 funded by Macmillan Cancer Support for a specific project) | | | | | | |

North Middlesex University Hospital NHS Trust provides the **Macmillan Cancer Clinical Psychologists**, who are funded by the oncology service of the trust via a service level agreement with Barnet, Enfield and Haringey Mental Health NHS Trust. The team works with cancer patients only, including palliative cancer patients and is comprised of two level 4 substantive posts at a total of 1.5 WTE. Both posts were initially funded by Macmillan Cancer Support for a two-year period and were then adopted by the trust. The 8a Clinical Psychologist post is currently vacant due to maternity leave, but there is locum cover in place. The team is as follows:

| | | | |
|----------------|--|--|------------------------|
| Level 4 | 1x Band 8c Consultant Psychologist (0.5 WTE) | 1x Band 8a Clinical Psychologist (1.0 WTE) | Total = 1.5 WTE |
| Level 3 | No provision | | |

The **Royal Free Hospitals NHS Foundation Trust** provides the **Oncology Psychological Support Service**, which covers Barnet Hospital, Chase Farm Hospital and Royal Free Hospital, although working across all three sites can be challenging. The commissioning arrangements for the service are unclear. The one level 4 post as the service lead was initially funded by Macmillan Cancer Support for 23 months with the intention that the post will be picked up by the Trust pending a successful business case. The post was filled for 12 months of this funding period, but the postholder has since left. This post will be recruited to as a Band 8a but due to limited funding will be for 12 months at 0.8 WTE, and recruitment is ongoing at the time of this report. A business case will be prepared to seek long-term funding for the post.

The team is exclusively oncology and is made up of two substantive level 3 posts at a total of 1.0 WTE, both are Macmillan badged and funded by the trust. The team has one level 4 post as mentioned above, which is in recruitment. The service has access to a level 4 palliative post at 1.0 WTE with provision for palliative cancer patients, and limited level 4 support focused on body image for breast and skin patients. The CAMHS team also provide limited liaison work via a formalised agreement for five or six referrals annually to help parents talking to children around adults with cancer in complex circumstances.

Current provision:

| | | | |
|-------------------------|---|---------------------------------|------------------------|
| Level 4 | 1x Band 8a Clinical Psychologist (0.8 WTE) (Vacant) | Total = 0.8 WTE (Vacant) | |
| Level 3 | 1x Band 7 Counsellor (0.6 WTE) | 1x Band 7 Counsellor (0.4 WTE) | Total = 1.0 WTE |
| Additional posts | 1x Band 8a Palliative Clinical Psychologist (1.0 WTE) | | |

The Whittington Health NHS Trust provides the **Cancer Care Psychology service**, which is commissioned in a variety of ways including Camden and Islington NHS Foundation Trust, the Whittington Health NHS Trust and Macmillan Cancer Support. This team provides support exclusively for cancer patients, including palliative patients.

This service has recently lost a band 8a Clinical Psychologist level 4 post at 0.7 WTE, as the trust did not continue the funding for this post from Macmillan Cancer Support. This post has been replaced with a band 7 level 4 Clinical Psychologist post at 0.2 WTE, which is due to commence in January 2020 as a permanent post. This will be purchased by the Whittington Health NHS Trust from Camden and Islington NHS Foundation Trust.

The team has one other level 4 post, a band 8a Clinical Psychologist post at 0.6 WTE purchased by the trust from Camden and Islington NHS Foundation on a permanent basis, as well as an additional 0.1 WTE funded by Macmillan Cancer Support until March 2021. The team includes:

| | | | |
|-------------------------|--|--|-------------------------------------|
| Level 4 | 1x Band 8a Macmillan Clinical Psychologist (0.7 WTE) | 1x Band 7 Macmillan Clinical Psychologist (0.2 WTE) (due to begin in January 2020) | Total = 0.9 WTE (0.2 Vacant) |
| Level 3 | No provision | | |
| Additional posts | Honorary Assistant Psychologist (0.2 WTE) – project specific | | |

Moorfields Eye Hospital NHS FT and there is no designated psycho-oncology team. Limited support is provided as part of ocular oncology services and is funded by NHS England. There are two CNSs within the ocular oncology service who support patients at diagnosis, as well as before and after treatment, but no dedicated psycho-oncology support. This is a gap noted by the ocular oncology team.

The trust also has a counselling service comprised of four part-time counsellors which is open to all cancer patients. All patients within the eyelid oncology service are offered counselling with the nurse counsellors and/or are referred to counselling services closer to home where needed, as arranged by the Eyelid Oncology CNS where possible. The trust has recently commissioned East London Foundation Trust to provide an advice and guidance phone helpline, which will be open to all staff who are responsible for the clinical management of patients with chronic or acute mental health diagnoses. This helpline will be open 24 hours a day, seven days a week. However, the lack of dedicated psycho-oncology provision is noted as a challenge.

No information was provided for the **Royal National Orthopaedic Hospital**, but it is known that there is no dedicated psycho-oncology team available at this trust.

Access to psychiatry for cancer patients

There is no dedicated psychiatry provision for cancer patients at **University College London Hospitals NHS Foundation Trust, North Middlesex University Hospital NHS Trust, the Royal Free Hospitals NHS Foundation Trust and The Whittington Health NHS Trust**, but the oncology teams can access liaison psychiatry for inpatients only.

The **Royal Free Hospitals NHS Foundation Trust** previously had additional outpatient provision, with a one-hour consultation provided every six weeks and a monthly outpatient clinic, but these are no longer in place and no specific funding is provided for this.

There is no access to psychiatry for cancer patients at **Moorfields Eye Hospital NHS FT**. This would require referral to other trusts who do provide access to psychiatry.

Level 2 training and supervision for CNSs and other level 2 professionals

The **UCLH Macmillan Support and Information Service** provides level 2 training and supervision for CNSs as per the former London Cancer model. This provision is currently being reviewed as there are insufficient supervisors for all CNSs and attendance is not adequately regular. The team offers level 2 training twice a year.

The **Macmillan Cancer Clinical Psychologists** at **North Middlesex University Hospital NHS Trust** facilitate clinical discussion groups for CNSs. There are currently three groups running on

a monthly basis, as per the London Cancer model. The team also provides teaching and training for CNSs on an ad hoc basis.

The **Oncology Psychological Support Service** at the **Royal Free Hospitals NHS Foundation Trust** provides level 2 supervision for CNSs for 1.5 hours monthly. There is concern that attendance is increasingly poor due to additional service pressures. The team also provides annual level 2 training as per the former London Cancer model³. Additionally, the team delivers level 2 presentations to radiographers and chemotherapy nurses.

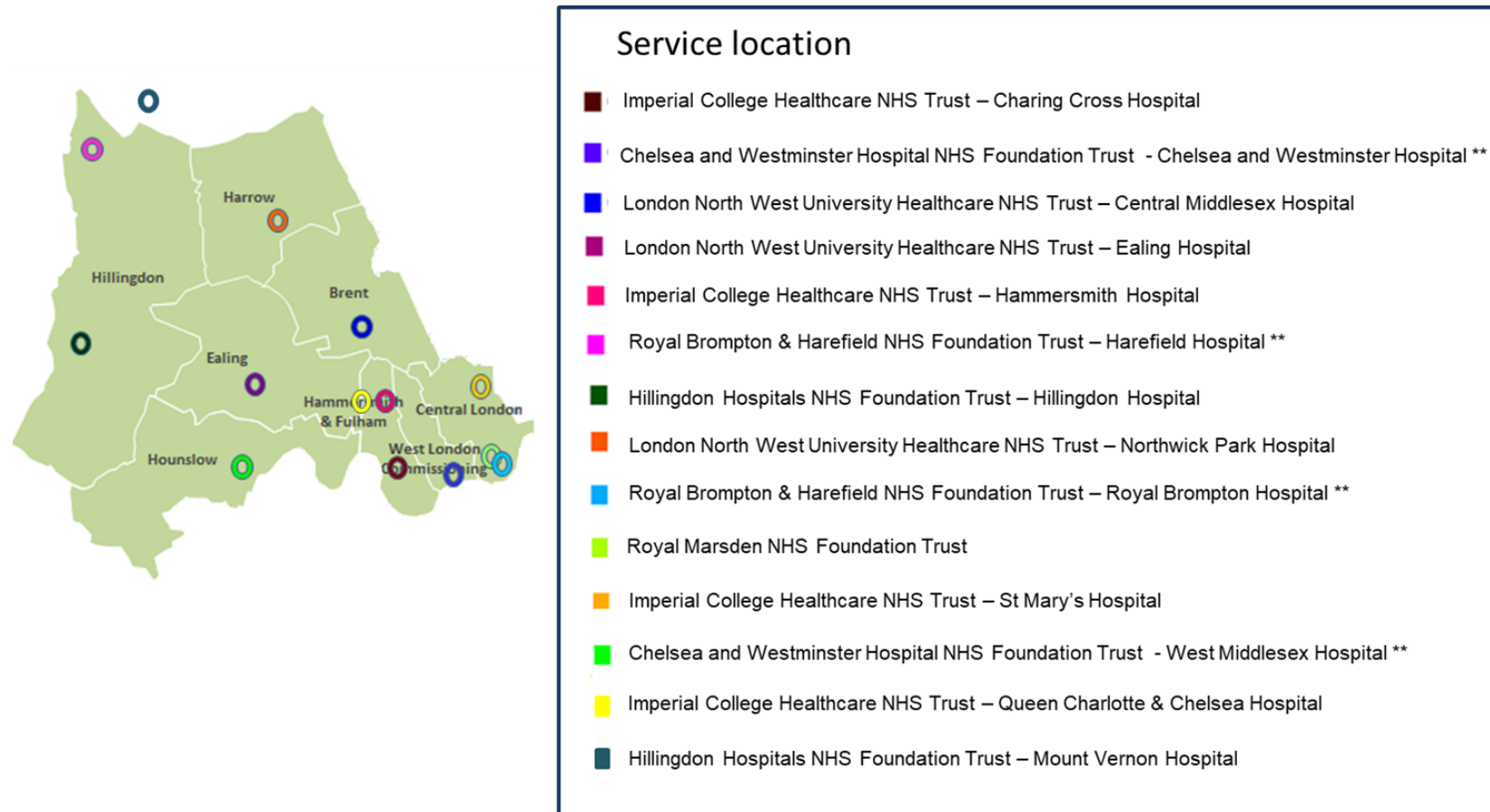
The **Cancer Care Psychology service** at the **Whittington Health NHS Trust** provides level 2 supervision for CNSs monthly for 1.5 hours. These groups include chemotherapy nurses, stoma nurses and the Macmillan Information and Support Manager. The team also provides level 2 training for CNSs in accordance with the former London Cancer model³.

There is no level 2 supervision and training provided for CNSs at **Moorfields Eye Hospital NHS Foundation Trust**. The nurse counsellors do receive supervision.

3.7. North West London (NWL)

Psycho-oncology provision

Figure 7: Map of psycho-oncology services in North West London



** No psycho-oncology service

Provision of psycho-oncology services is variable across North West London, particularly with regards to service size and level 3 and level 4 support. There is a dedicated service at all acute trusts in the region with the exception of Chelsea and Westminster Hospital NHS Foundation Trust and the Royal Brompton & Harefield NHS Foundation Trust.

Imperial College Healthcare NHS Trust provides the **Psycho-Oncology Team at Imperial** which is open to cancer patients, including palliative cancer patients. This team covers St Mary's Hospital, Charing Cross Hospital, Hammersmith Hospital, Queen Charlotte & Chelsea Hospital. The team comprises three level 4 posts at 3.0 WTE and one level 3 post dedicated to the tertiary gestational trophoblastic disease (GTD) service at 0.5 WTE, with this post currently vacant. Two posts are substantive and funded by the acute Trust, the Consultant Psychologist post (at 1.0 WTE) is funded by Central and North West London (CNWL) NHS Foundation Trust, and the level 3 band 7 GTD counsellor/psychologist post is funded under the tertiary specialist service's commissioning. The full team is as follows:

| | | | | |
|----------------|---|--|--|-------------------------------|
| Level 4 | 1x Band 8c Consultant Clinical Psychologist (1.0 WTE) | 1 x Band 8a Clinical Psychologist (1.0 WTE) | 1 x Band 7 Clinical Psychologist (1.0 WTE) | <u>Total</u> = 3.0 WTE |
| Level 3 | 1x Band 7 Counsellor /Psychologist (<i>tertiary GTD service</i>) (0.5 WTE) (in recruitment) | <u>Total</u> = 0.5 WTE (in recruitment) | | |

The Royal Marsden NHS Foundation Trust provides the **Adult Psychological Support and Liaison Service**, which covers both sites within the trust and is available for cancer patients, including palliative cancer patients. The majority of the service is funded by the Royal Marsden Charity, with the exception of the Arts Therapist post, the Consultant Psychiatrist post and two mental health nurses, which are funded by the trust. The team comprises five level 4 posts at a total of 4.4 WTE, and four level 3 posts at 2.5 WTE. All posts are substantive and also include an Arts Therapist, an Assistant Psychologist and two Mental Health Nurses. The team is as follows:

| | | | | | |
|-------------------------------|--|---|--|---|------------------------|
| Level 4 | 1x Band 8c Consultant Psychologist/Clinical Lead (1.0 WTE) | 1x Band 8a Highly Specialised Clinical Psychologist (1.0 WTE) | 1x Band 8a Highly Specialised Clinical Psychologist/Family Therapist (0.8 WTE) | 2 x Band 7 Counselling Psychologist (0.8 WTE) | Total = 4.4 WTE |
| Level 3 | 1 x Band 7 Family Therapist (0.6 WTE) | 1 x Band 7 Senior Oncology Counsellor (0.6 WTE) | 2 x Band 7 Nurse Counsellor (1.3 WTE total) | Total = 2.5 WTE | |
| Dedicated Psychiatrist | 1 x Consultant Psychiatrist (0.6 WTE) | | | | |
| Additional posts | 1x Band 7 Arts Therapist (0.4 WTE) | 1 x Assistant Psychologist | 2 x Mental Health Nurses (1.0 WTE) | 1 x Administrator | |

The **Hillingdon Hospitals NHS Foundation Trust** provides the **Palliative Care and Oncology Service**, which is commissioned via block contract from Hillingdon CCG. Provision includes cancer patients and palliative patients. The team comprises two substantive level 4 posts at a total of 1.2 WTE as follows:

| | | | |
|----------------|---|---|------------------------|
| Level 4 | 1x Band 8c Macmillan Consultant Clinical Psychologist (0.6 WTE) | 1x Band 7 Macmillan Clinical Psychologist (0.6 WTE) | Total = 1.2 WTE |
| Level 3 | No provision | | |

Mount Vernon Hospital, as part of the **East and North Herts NHS Trust**, provides the **Specialist Psychological Therapies service** which is available for cancer patients, including palliative cancer patients. This is based in the charitable Lynda Jackson Macmillan Centre, but is funded via block contract.

The team has one substantive level 4 post at a total of 0.6 WTE which is the service lead. This post is a job-share but the 0.4 WTE is currently vacant. This might be replaced by a level 4 Psychologist post or a level 3 Psychotherapist post. The team also has two substantive level 3 posts at a total of 0.6 WTE (with 0.2 WTE currently vacant), as follows:

| | | | | |
|-------------------------|---|---|---|---|
| Level 4 | 1x Band 7 Psychologist or Psychotherapist (tbc – level 4 or 3 accordingly). | 1x Band 7 Macmillan Counselling Psychologist/ Specialist Psychological Therapies - Service Lead (job share) (0.6 WTE) | Total = 1.0 WTE | |
| Level 3 | Lead (job share) (0.4 WTE) (Vacant) | 1 x Band 6 Oncology Counsellor (0.4 WTE) | 1 x Band 6 Oncology Counsellor (0.2 WTE) (Vacant) | Total = 0.6 WTE (0.2 WTE Vacant) |
| Additional posts | 1 x Band 7 Arts Psychotherapist (0.4 WTE) (Level 3) | | | |

London North West University Healthcare NHS Trust provides the Clinical Health Psychology service at **Ealing Hospital** and a new psycho-oncology service at **Northwick Park and Central Middlesex Hospitals**.

The Clinical Health Psychology Service at Ealing Hospital is commissioned by the trust and **includes** service provision for cancer patients as part of the Clinical Health Psychology service. In this service there is one level 4 post of which 0.4 WTE is dedicated to cancer. There is also palliative provision available at Meadow House Hospice, which covers Ealing and Hounslow. This provides level 4 support at 0.8 WTE for palliative patients, the majority of whom are palliative cancer patients. The posts are as follows:

| | | | |
|----------------|--|---|------------------------|
| Level 4 | 1 x Band 8b Principal Clinical Psychologist (Ealing Hospital) (0.4 WTE for cancer) | 1 x Band 8a Highly Specialist Clinical Psychologist (Meadow House Hospice) (0.8 WTE for palliative patients, majority palliative cancer patients) | Total = 1.2 WTE |
| Level 3 | No provision | | |

The **new psycho-oncology service at Northwick Park and Central Middlesex Hospitals** is funded by Macmillan Cancer Support for a two-year period. This is due to begin in November 2019 and will run through until November 2021. This service is currently being set up and a sustainability plan of funding will need to be developed and agreed. Provision is exclusively for cancer patients, including palliative cancer patients. The team comprises two posts of level 4 support at 2 WTE. Both posts are funded for a two-year period until November 2021 and include:

| | | | |
|-------------------------|--|---|------------------------|
| Level 4 | 1 x Band 8c Consultant Clinical Psychologist (1.0 WTE) | 1 x Band 8a Principle Applied Psychologist (1.0 WTE) (in recruitment) | Total = 2.0 WTE |
| Level 3 | No provision | | |
| Additional posts | 1 x Band 5 Assistant Psychologist | | |

The **Royal Brompton & Harefield NHS Foundation Trust** provides the **Psychological Medicine team**. This service has no dedicated oncology sessions but would see lung cancer patients admitted for surgery. Level 3 support is provided at 3.6 WTE, but only a small percentage of this would be for surgical lung cancer patients. The service also provides palliative level 3 support at 5.2 WTE, and whilst a small percentage of this would include cancer patients, there are again no dedicated oncology sessions.

Chelsea and Westminster Hospital NHS Foundation Trust has no dedicated psycho-oncology provision. The Trust provides the Macmillan Information and Support Service which has very limited level 3 support provided by two BACP accredited volunteer counsellors for four hours a week each.

Access to psychiatry for cancer patients

There is no dedicated outpatient psychiatry provision for cancer patients at **Imperial College Healthcare NHS Trust**, only access for inpatients via general hospital liaison psychiatry. The only outpatient provision is via Single Point of Access community mental health services.

The **Adult Psychological Support and Liaison Service** at the **Royal Marsden NHS Foundation Trust** has dedicated psychiatry provision at 0.6 WTE.

The **Hillingdon Hospitals NHS Foundation Trust** provides no dedicated psychiatry provision for cancer patients, but access only to inpatient liaison psychiatry.

There is no liaison psychiatry available at **Mount Vernon Hospital**, as this post is currently vacant and not being recruited to given on-going recruitment freeze. The only provision is via community mental health services.

There is no dedicated psychiatry provision at **London North West University Healthcare NHS Trust**, but cancer patients can access inpatient liaison psychiatry via emergency pathways at Ealing Hospital, Northwick Park Hospital and Central Middlesex Hospital.

There is inpatient and outpatient psychiatry provision within the **Psychological Medicine Team** at the **Royal Brompton & Harefield NHS Foundation Trust**, and access to liaison psychiatry, but there is no provision dedicated to oncology.

There is access only to inpatient liaison psychiatry at **Chelsea and Westminster Hospital NHS Foundation Trust**.

Level 2 training and supervision for CNSs and other level 2 professionals

The **Psycho-Oncology Team at Imperial** provides level 2 supervision for CNSs and oncology AHPs. Supervision is monthly for an hour. The team also delivers level 2 training for CNSs, provided as four-sessions, which run twice a year.

The **Adult Psychological Support and Liaison Service** at the **Royal Marsden NHS Foundation Trust** provides level 2 supervision for CNSs on a monthly basis for one hour. Level 2 training is provided through two half-day training workshops each year.

The **Palliative Care and Oncology Service** at the **Hillingdon Hospitals NHS Foundation Trust** provides level 2 supervision for CNSs, which includes reflective practice with elements of teaching. The team also provides level 2 training for CNSs using the Jenkins model.

The **Specialist Psychological Therapies service** at **Mount Vernon Hospital** provides limited level 2 supervision for CNSs for 1 hour each month. As one of the two job-share service lead posts is vacant, the supervision groups which fell under this post are currently on hold. The team has also provided level 2 training for CNSs through two courses annually which are 4.5 days each, but this is also on hold due to vacant posts.

The **Clinical Health Psychology Service** at **Ealing Hospital** provides monthly level 2 supervision for 1 hour for all 8 CNSs in the hospital. At **Northwick Park and Central Middlesex Hospitals**, level 2 supervision for CNSs is provided externally for one hour monthly. This is likely to be taken over by the new psycho-oncology service as it begins to take shape.

There is no level 2 supervision or training provided for CNSs at the **Royal Brompton & Harefield NHS Foundation Trust**. The **Psychological Medicine Team** note that they would like to provide this if they were to secure additional resources and capacity. Similarly, no level 2 supervision or training is provided for CNSs at **Chelsea and Westminster Hospital NHS Foundation Trust**, as there is no dedicated psycho-oncology team.

3.8. West Essex

Psycho-oncology provision

There is no dedicated psycho-oncology provision provided at Princess Alexandra Hospital. However, CNSs in the trust do have access to monthly group supervision which is provided externally.

4. Key challenges reported by services

Figure 8: Woordle of key challenges reported by psycho-oncology services



This mapping exercise also provided the opportunity for service leads to note the key challenges their service is currently facing. There were a range of common challenges which are outlined below.

Gaps in services

Several services reported the challenges presented by gaps in services and the additional pressures it places or could place on their service in the long-term. In **South West London** for example, as the CaPS team at St George's University Hospitals NHS Foundation Trust is now a standalone service and so no longer covers Croydon, Epsom and St Helier's Hospitals, this has meant the services provided in these hospitals is more limited. This is particularly so at Epsom and St Helier University Hospitals NHS Trust where there is only one level 4 post to cover the entire service. Furthermore, Croydon University Hospital and Kingston Hospital NHS Foundation Trust each provide only 1.0 WTE of level 3 support. There are ongoing discussions in the SWL region around the possibility of the St George's University Hospitals service being the hub of psycho-oncology in this region, which would have a significant impact given already limited resources within this service. However, funding has recently been agreed to recruit a Band 8a Clinical Psychologist post which will sit in the Macmillan Cancer Psychological Support Service at Croydon University Hospital.

In **South East London** the new Macmillan funded service at Kings College Hospital NHS Foundation Trust will provide additional resource in this region, but will require long-term funding for this to be effective and sustainable. There are early discussions taking place on how to best divide and maximise capacity in South East London, which also include King's Haemato-Oncology Counselling & Psychotherapy Service. However, if the service at King's Hospital is not continued beyond the two-year funding period, this will be likely to have a significant impact on the wider region, particularly the **Psycho-oncology Support Team (POST)**.

Services in **North West London** are impacted by the current uncertainty around the future of Mount Vernon Hospital. The service at Mount Vernon is currently under increasing pressure as members of the team have left and not been replaced given the current recruitment freeze. Furthermore, there is a lack of cancer specific provision at two of the acute trusts; Royal Brompton & Harefield NHS Foundation and Chelsea and Westminster Hospital NHS Foundation Trust (due to commissioning challenges), which likely impacts the other services in this area.

Lack of transparency in commissioning arrangements and lack of security and sustainability in funding arrangements:

The lack of consistency, transparency, security and sustainability in commissioning arrangements, and therefore in what is commissioned as a service, was cited frequently as a challenge by services across London. This is particularly challenging for the services and posts funded by Macmillan Cancer Support, which will need to be commissioned/funded by the NHS at the end of this funding (for example the services at **Kings College Hospital NHS Foundation Trust** and **Northwick Park and Central Middlesex Hospitals**). The above section highlights the variety of commissioning arrangements across London and the below sets out what services reported directly as a challenge.

Services in **North East London** are funded in several different ways, including via block contract, service level agreements and by trusts. The biggest psycho-oncology service as provided by Barts Health NHS Trust, has complex and unclear commissioning arrangements, many of which are based on historical agreements and come from the general trust cancer budget, with a small amount of charitable funding. This service noted the challenge this lack of clarity presents in ensuring long-term sustainability and security of the service, and also in developing the service in line with increasing and changing needs.

In **North Central London**, again psycho-oncology services are commissioned and/or funded in varying ways, with the service at the Whittington Health NHS Trust receiving funding from two trusts, as well as charitable funding. The service at the Royal Free Hospitals NHS Foundation Trust noted the lack of clarity in their commissioning arrangements and the service at University College London Hospitals NHS Foundation Trust highlighted significant changes in their commissioning arrangements which now limit the ability of the service leads to develop business cases based on volume and income, as part of service development. This impacts the ability of the service to develop in line with other service changes, presenting significant challenges.

In **North West London**, the service at the Royal Marsden highlighted the differences in their service model given their charitable funding. This highlights the lack of consistency of how and what is funded across London, demonstrating the need for greater transparency.

In **South East London**, whilst dedicated psycho-oncology provision is relatively well-spread, commissioning arrangements vary significantly. Furthermore, as noted above, the fixed two-year charitable funding arrangement for the new psycho-oncology service at Kings College Hospital NHS Foundation Trust presents the challenge of securing long-term funding arrangements at the

same time as setting up a brand-new service. This service also highlighted the challenge of limited flexibility in funding, in terms of what the team is and is not paid to deliver compared to what is expected or requested of them, particularly with regards to training/education for other professional groups, and how this can be sustained in the long-term. This is particularly challenging where the service interfaces with other short-term funded services such as the Mind Body service at Kings College Hospital NHS Foundation, which is also funded for a two-year period by Leukaemia UK. There are ongoing discussions in South East London around how to divide capacity efficiently, but long-term funding for the service at King's will be needed to ensure this is sustainable in the long-term.

The services in **South West London** also vary in their commissioning arrangements, with some funded via block contracts, others by the trust and the service in Epsom and St Helier University Hospitals as funded for a two-year period by Macmillan Cancer Support. This funding will end in October 2021 and presents not only a challenge in a one-post service for the whole trust, but also in securing long-term and permanent funding. Furthermore, the Cancer Counselling Service in **Kingston Hospital NHS Foundation Trust** noted historical difficulties with unclear commissioning arrangements, which is exacerbated by additional funding provided by the Royal Marsden for the chemotherapy satellite site at Kingston Hospital, the levels of which have not been regularly reviewed in line with actual service delivery.

Insufficient capacity and rising demand:

Many services across London reported increasing numbers of referrals and insufficient capacity in the team to meet these. Many services also highlighted the impact this was having on staff morale across the system.

In **South East London**, the **Psycho-oncology Support Team** at GSTT highlighted significant increases in the numbers of referrals recently, noting that this had risen to approximately 250 a month and seems to be increasing further. This presents a challenge to be responsive on referral and then balancing the gap between the initial appointment and the follow-up appointment. This gap is widening with increased demand. The service has suspended the inpatient service due to lack of capacity and is in negotiations with the palliative care team to help run this service. The team plan to undertake an audit next year of all referrals to examine how many referrals result in a patient being seen by the service, and levels of inappropriate referrals. Exacerbating capacity issues, demands for staff support are also increasing. For example, the recent provision of cancer navigators has meant requests for further provision of level 2 supervision as provided by the **Psycho-oncology Support Team (POST)**. Furthermore, potential future changes to the commissioning structures at Guy's and St Thomas' NHS Foundation Trust might also have an impact on the team's capacity.

The new service at Kings College Hospital NHS Foundation Trust reported that after two months of being clinically active, there is already a waiting list in place. The service noted that at least two additional posts were needed to cover service demand.

In **South West London**, the Cancer Counselling team at Kingston highlighted a significant challenge arounds staff capacity and the need to expand the service as only 1 WTE spread across three sites is not in line with service demand. Furthermore, should the CaPS service at St George's University Hospitals NHS Foundation Trust be expected to expand their remit and provision in response to gaps in the region, this will have resource and capacity implications on the team.

In **North West London**, the service at the Royal Marsden noted that levels of referrals have increased by 50% recently and there is now a waiting list in operation. The team also highlighted challenges in capacity and appropriate provision when they need specialist mental health input for a patient, or when it would be more appropriate for a mental health service to hold the patient, but they do not meet the threshold of the mental health service or the patient wishes to stay with the psycho-oncology team. The service at Mount Vernon Hospital also noted challenges with capacity, particularly given vacant posts in the team and the current recruitment freeze due to the uncertainty in the future of the hospital.

In **North East London** the service at Barking Havering and Redbridge University Trust noted that they have had to close waiting lists twice due to the number of referrals. There is a current staff shortfall of 7.2 WTE based on the length of waiting lists. Almost 50% of clinical care is provided by trainees, providing challenges with a consistently changing workforce. There are also expectations to manage capacity by providing only a certain number of sessions per patient, which the service feels can be inappropriate, particularly for palliative and end of life patients who should not have any restrictions on their service. The service at Barts also noted the challenge of ensuring appropriate referrals to manage service demand. To do this, the team needs to develop capacity for level 2 training for other professional groups to enable a more psychologically informed understanding of cancer. Furthermore, the service has recently identified a shortfall in the number of CNSs receiving level 2 supervision, which the team only has capacity to cover a percentage of.

In **North Central London**, the service at the Royal Free highlighted the challenge of working across three sites with very limited staffing provision. The team comprises one level 4 role at 1.0 WTE which is currently vacant, and two level 3 posts at a total of 0.5 WTE, which spreads the team very thinly, impacting patient access and care. The service at the Whittington has recently lost 0.7 WTE and it is likely this will be replaced with only 0.2 WTE, further impacting service provision. The team at UCLH noted that the lack of financial incentives to drive service development is challenging, as it is difficult to secure additional posts as service demand grows in line with the development of other services, for example the new haematology unit.

Access to dedicated psychiatry

Access to psychiatry for cancer patients is very limited, as discussed in section 2. Many services also self-reported this as a challenge, particularly in needing further psychiatric expertise to:

- ensure a medical understanding of the impact of cancer and treatment on pre-existing mental health diagnoses and co-morbidities
- support those with treatment-induced psychosis
- support those with serious mental illness throughout the cancer pathway
- coordinate and link with community mental health teams where needed
- Ensure understanding of medication interaction and potential toxicity between psychiatric medication and oncology treatments, such as chemotherapy

There are various models as to how best deliver psychiatric input. For example, some psycho-oncology services in London have access to dedicated psychiatry within their teams. Other services ensure access to liaison psychiatry, who can provide inpatient support to those affected by cancer. However, very few services have access to outpatient liaison psychiatry, and several services noted that there is a lack of access was challenging as patients who have co-existing psychiatric and psychological needs are routinely treated in acute psychology clinics, without

access to the relevant liaison psychiatry expertise. As a result, holistic care is either disjointed or inadequate.

The following services noted this lack of access to psychiatry as a particular challenge:

- Kingston
- Kings College Hospital
- Barts
- University College London
- Royal Free
- Mount Vernon (also no access to liaison psychiatry as post vacant and recruitment frozen)

Visibility of services and not always embedded in to the medical teams

Several services also noted the lack of visibility of the psycho-oncology service in the wider trust as a challenge. For example in **South East London**, the Psycho-oncology Support Team (POST) highlighted that they are not embedded in to medical teams which also impacts visibility, influence and referrals. The service also noted that new developments such as the trust establishing new navigator roles needs more consultation regarding how they will fit in to level 2 supervision and training as provided by POST.

In **North East London**, the psycho-oncology service at the Homerton noted that cancer treatment and living with and beyond cancer is not a trust priority, as the focus is on diagnostics and follow up. This can impact the visibility of the service and its subsequent resourcing, particularly with regards to physical space for service provision, for example support groups. In **North Central London**, this challenge was also noted in terms of access to physical space at North Middlesex University Hospital NHS Trust.

Lack of provision for carers and families

Several trusts across North Central, North East and South West London cited challenges around providing access for carers and/or families as part of their service. They frequently highlighted a lack of dedicated funding for this provision, placing limitations on the service and affecting long-term sustainability.

In **North Central London**, the service at the Royal Free noted that there is no ability to register carers on the trust system and therefore no way in which the service can charge for providing them with access. This affects the security of this access and limits it significantly – currently the service can only see carers where there is a direct link to the cancer patient's care. The service at North Middlesex University Hospital NHS Trust also noted that they can only usually see carers with the patient and this as coded as part of the patient session. The service at University College Hospitals does provide limited provision for carers but there is no dedicated funding for this and so it is not protected in the long-term.

In **North East London**, the service at BHRUT noted that carers can only access provision through family and couples' therapy. There is no funding for individual therapy for carers. The service at the Homerton can provide very limited provision for carers as part of the funding arrangements, but only where there is a direct link to the patient. At Barts Health carers can be seen in exceptional circumstances, for example where there is a significant impact on the patient and their treatment (although this is less strict where palliative patients are concerned). However, the Maggie's Centre at Barts Health provide psychosocial support for carers and so this is not a particular gap for this service.

In **South West London**, the service at Croydon noted a gap in service provision for families and children, in which the wider impacts of cancer on the family can be focused upon through family and individual therapy. The service would like to expand to include this if given greater resources.

5. Mapping of IAPT Services

The Improving Access to Psychological Therapies (IAPT) programme began in 2008 and aims to provide evidence-based treatments for people with anxiety and depression (implementing NICE guidelines).

As outlined by NHS England² IAPT services are characterised by:

1. Evidenced based psychological therapies: with the therapy delivered by fully trained and accredited practitioners, matched to the mental health problem and its intensity and duration designed to optimize outcomes
2. Routine outcome monitoring: so that the person having therapy and the clinician offering it have up-to-date information on an individual's progress. This supports the development of a positive and shared approach to the goals of therapy and as this data is anonymized and published, this promotes transparency in service performance encouraging improvement
3. Regular and outcomes focused supervision so practitioners are supported to continuously improve and deliver high quality care.

In 2018, TCST undertook a mapping exercise to ascertain:

1. The number and location of IAPT services across STPs – and ascertain if possible what cancer related services IAPTs offered
2. The number and location of Integrated IAPT services which are focused on providing care for those with Long-Term Conditions.

The below section provides an updated view of these findings.

IAPT Services overview:

- There are 32 IAPTs across London (and West Essex)
- There is a wide provision of IAPT services, with provision across each London STP and West Essex.

Appendix C provides a comprehensive list of all IAPT services in London and West Essex, broken down by CCG and STP.

Integrated IAPTs (IAPT-LTC)

The 'Implementing the Five Year Forward View for Mental Health'⁴ review noted plans to focus expansion of IAPT services on those with physical long-term (including diabetes, cardiac, COPD) and medically unexplained symptoms, in order to better integrate mental and physical

⁴ NHS England (2016) The Five Year Forward View for Mental Health <https://www.england.nhs.uk/wp-content/uploads/2016/02/Mental-Health-Taskforce-FYFV-final.pdf>

care. Approximately one third of people with long-term physical health conditions have a coexisting mental health problem, and where a mental health problem coexists with a long-term physical health problem, the potential for harm is greater. This includes poorer health outcomes, reduced quality of life and considerably higher healthcare costs⁵. 22 Early Implementer projects were established across the country to pilot the Integrated IAPT services, focusing on varying long-term conditions and medically unexplained symptoms. The NHS Long Term Plan prioritises further expansion of these services⁶.

The first wave of the Early Implementer projects included two London-based projects in Hillingdon and Richmond. Neither of these projects included cancer. The Hillingdon project focuses on respiratory problems and diabetes, and the Richmond project focuses on diabetes and medically unexplained symptoms.

The second wave of Early Implementer projects include IAPT services across:

- Brent CCG, Harrow CCG, Central London CCG, West London CCG, Hammersmith & Fulham CCG, Ealing CCG, Hounslow CCG
- Haringey CCG, Islington CCG

Additionally, the 2017-19 NHS Operational Planning and Contracting Guidance⁷ set out the following ambition:

From 2018/2019 CCGs will commission IAPT services integrated with physical healthcare and supporting people with physical and mental health problems. This should include increasing the numbers of therapists' co-located in general primary care practice by 3,000 by 2020/21.

From 2018/19 funding has been in CCG baselines to mainstream integrated services, building on the experience of Waves 1 & 2, in order to reach this ambition⁸. The National Collaborating Centre for Mental Health published the *Improving Access to Psychological Therapies (IAPT) Pathway for People with Long-term Physical Health Conditions and Medically Unexplained Symptoms: Full implementation guidance* in 2018⁹.

Number of cancer patients seen in IAPT services

NHS Digital publishes IAPT focused data, including patient demographics, care pathway information, care activities, waiting times and patient experience questionnaires. Currently, where care pathway data is published, this can include detail of long-term conditions and so provide the number of patients seen who have a long-term condition. However, this data is not separated out per long-term condition, and so it is not yet possible to see the number of cancer patients seen by an IAPT service. However, from 1 April 2020 a revised data set will be published which will provide separated data around long-term conditions, including cancer. Therefore, from this point it will be possible to review the number of cancer patients accessing

⁵ Healthy London Partnership (2017), *Integrated IAPT (IAPT-LTC) Frequently Asked Questions*. Available here: <https://www.healthylondon.org/wp-content/uploads/2017/11/Integrated-IAPT-FAQs.pdf>

⁶ NHS England (2019), *NHS Long Term Plan*. Available here: <https://www.england.nhs.uk/long-term-plan/>

⁷ NHS England (2017), *NHS Operational Planning and Contracting Guidance*. Available here: <https://www.england.nhs.uk/wp-content/uploads/2016/09/NHS-operational-planning-guidance-201617-201819.pdf>

⁸ Healthy London Partnership (2017), *Integrated IAPT (IAPT-LTC) Frequently Asked Questions*. Available here: <https://www.healthylondon.org/wp-content/uploads/2017/11/Integrated-IAPT-FAQs.pdf>

⁹ National Collaborating Centre for Mental Health (2018), *The Improving Access to Psychological Therapies (IAPT) Pathway for People with Long-term Physical Health Conditions and Medically Unexplained Symptoms: Full implementation guidance*. Available here: https://www.rcpsych.ac.uk/docs/default-source/improving-care/nccmh/iapt/nccmh-iapt-ltc-full-implementation-guidance.pdf?sfvrsn=de824ea4_4

an IAPT service, but this will only be for those who have disclosed their cancer diagnosis and where it has been recorded.

6. Mapping of Information and Support Centres

As part of the TCST mapping exercise in 2017, the number of Cancer Information and Support Centres (ISCs) available at all acute trusts in London was mapped, in order to see what provision was available in London. This exercise was repeated for the purposes of this report. Appendix D provides the full list of available services at the time this report was published. The main highlights of this exercise are provided below.

All 40 hospital sites across London were identified and of these, 32 were found to have a Cancer Information and Support Centre on site. Of the 8 which did not have provision on site:

- Two were non-cancer specialised hospitals (Moorfields Eye Hospital and Royal National Orthopaedic Hospital)
- Three have hospital partners who have centres (Ealing Hospital, St Mary's Hospital and Princess Royal University Hospital)
- Three indicated that it has a range of services which could fit under the ISC banner (Great Ormond Street Hospital and Lewisham Hospital and Queen Elizabeth)
- Two indicated they have Macmillan nurses onsite who can provide an ISC like service, and/or provided a Macmillan Benefits Advice Service (Harefield Hospital and Royal Brompton Hospital)

7. Recommendations

Short-term (2020 – 2021)

1. STPs/System leaders/commissioners to work with clinical leads in their region to examine psycho-oncology provision and identify gaps
2. STPs/System leaders/commissioners to work with clinical leads in their region to identify where psycho-oncology services do not have transparent, clear, secure and long-term funding arrangements
3. STPs/System leaders/commissioners to work with clinical leads in their region to examine the workforce of each psycho-oncology teams and identify gaps
4. STPs/System leaders/commissioners to work with clinical leads in their region to review access to dedicated psychiatry in their region and identify gaps
5. STPs/System leaders/commissioners to work with clinical leads in their region to review CNSs access to level 2 supervision and training, and identify gaps
6. All psycho-oncology clinical leads in London to form a peer-network to share learning, work with key stakeholders such as IAPT clinical leads, to implement pathways using the TCST London Integrated Pathway for Psychosocial Support for Adults affected by cancer (available here: <https://www.healthylondon.org/psychosocial-support/>) and work together to influence regional strategies. Further discussion will be needed regarding who coordinates this and appropriate governance arrangements to maximise influence and impact.

Medium-term (2022 – 2023)

7. Building on recommendations 1-6, all system leaders/commissioners to work collaboratively with clinical leads in their region and other key partners (including primary care-networks, community based mental health services, Integrated Care Systems, the voluntary sector and non-cancer services) to develop and implement an action plan with regard to gaps identified in recommendations 1-6, using the TCST London Integrated Pathway for Psychosocial Support for Adults affected by cancer
8. STPs/System leaders/commissioners to commit to developing psycho-oncology services in line with developments of other services, adapting to changing needs.

References

¹ London Mental Health Strategic Clinical Network and Transforming Cancer Services Team for London (2015) Psychological support for people living with cancer: Commissioning guidance for cancer care in London. Available here: <http://www.londonscn.nhs.uk/wp-content/uploads/2015/06/mh-cancer-commissioning-guide-062015.pdf>

² National Institute for Clinical Excellence, Guidance on Improving Support and Palliative Care for Adults with Cancer (2004). Available here: <https://www.nice.org.uk/guidance/csg4>. *Further detail of this is outlined below.*

³ London Cancer, *Service Specification Psychological Support Services London Cancer*, June 2014. Available here: <http://londoncancer.org/media/89175/psychological-service-specification-final-2014june-.pdf>.

NB: London Cancer was the former Cancer Alliance for North Central and North East London, prior to the establishment of North Central and East London Cancer Alliance

⁴ NHS England (2016) The Five Year Forward View for Mental Health <https://www.england.nhs.uk/wp-content/uploads/2016/02/Mental-Health-Taskforce-FYFV-final.pdf>

⁵ Healthy London Partnership (2017), *Integrated IAPT (IAPT-LTC) Frequently Asked Questions*. Available here: <https://www.healthylondon.org/wp-content/uploads/2017/11/Integrated-IAPT-FAQs.pdf>

⁶ NHS England (2019), *NHS Long Term Plan*. Available here: <https://www.england.nhs.uk/long-term-plan/>

⁷ NHS England (2017), *NHS Operational Planning and Contracting Guidance*. Available here: <https://www.england.nhs.uk/wp-content/uploads/2016/09/NHS-operational-planning-guidance-201617-201819.pdf>

⁸ Healthy London Partnership (2017), *Integrated IAPT (IAPT-LTC) Frequently Asked Questions*. Available here: <https://www.healthylondon.org/wp-content/uploads/2017/11/Integrated-IAPT-FAQs.pdf>

⁹ National Collaborating Centre for Mental Health (2018), *The Improving Access to Psychological Therapies (IAPT) Pathway for People with Long-term Physical Health Conditions and Medically Unexplained Symptoms: Full implementation guidance*. Available here: https://www.rcpsych.ac.uk/docs/default-source/improving-care/nccmh/iapt/nccmh-iapt-ltc-full-implementation-guidance.pdf?sfvrsn=de824ea4_4

Appendix A: Refreshing mapping of Psycho-oncology services across London Survey

1. Service information

- a) Name of service:
- b) STP area:
- c) Name and contact details for lead contact:

2. Commissioning, staffing and session details

- d) How is your service commissioned? (E.g. via block contract)
- e) Please provide the below details for each of the posts in your trust which are dedicated to cancer psychological care/palliative care work

Please provide information on all posts even if vacant. Please exclude any trainee or volunteer posts.

| Level | Position | Band | How many sessions of psychological support dedicated to cancer care? | How is this post commissioned? E.g. CCG/Trust/Macmillan Cancer Support | Is it a permanent or fixed term position? | If fixed term, when did the post start and when is it due to end? | If position is fixed term, is there agreement to continue the post or have discussions taken place about renewing funding? Please provide details |
|---------|----------|------|--|--|---|---|---|
| Level 4 | | | | | | | |
| Level 4 | | | | | | | |
| Level 4 | | | | | | | |
| Level 4 | | | | | | | |
| Level 3 | | | | | | | |
| Level 3 | | | | | | | |

f) Please provide the below detail about the number of staff and sessions provided by your trust for cancer and palliative psychological care

| | <u>Oncology</u> | | <u>Oncology</u> | | <u>Oncology Palliative Care</u> | | <u>Palliative Care</u> | |
|---------|---|----------------------------------|--|---------------------------------|--|---------------------------------|--|---------------------------------|
| | Staff who work exclusively with cancer patients and not palliative patients | | Staff who work exclusively with cancer patients and palliative cancer patients | | Staff who work exclusively within cancer palliative care | | Staff who work with palliative patients including palliative cancer patients | |
| | <i>Total number of staff</i> | <i>Total number of sessions*</i> | <i>Total number of staff</i> | <i>Total number of sessions</i> | <i>Total number of staff</i> | <i>Total number of sessions</i> | <i>Total number of staff</i> | <i>Total number of sessions</i> |
| Level 3 | | | | | | | | |
| Level 4 | | | | | | | | |

3. Psychiatry

g) Is there access to psychiatry available to cancer patients in your trust?

h) If so, is this part of the psycho-oncology team or is it separate?

i) Is there access to liaison psychiatry for cancer patients in your trust?

4. Other professional groups

- j) Are there any other professionals who make up psycho-oncology cancer support team who have not already been identified above? (e.g. Assistant Psychologist, Psychotherapists, Arts Therapists)

5. Supervision/training

- k) Approximately how many CNSs are there in your trust?
- l) Do you offer level 2 group training and supervision to CNSs?
- m) If not, do you plan to in the future? What are the barriers to doing so?
- n) If so, approximately how many hours of training and supervision by level 3/4 practitioners were delivered in the last year (2018/19)?
- o) How many level 2 staff members participated in training and supervision delivered by level 3/4 practitioners in the last year (2018/19)?
- p) Please provide brief details of types of level 2 training and supervision delivered by level 3/4 practitioners in your service in the last year (2018/19)?
- q) Please provide brief details of any additional activities your service provides (e.g. training to other groups - AHPs, Junior Doctors, IAPT, primary care etc, and/or Health and Wellbeing Events, Schwartz Rounds, support groups etc)

6. Additional comments

- r) Are there any other comments (e.g. about your service, staffing and retention, commissioning etc) which you would like to raise?

Appendix B: Detail of additional services provided by psycho-oncology teams per STP

South West London

The CaPS Team at St George's University Hospitals NHS Foundation is setting up additional supervision for support workers, which is due to be rolled out. The team also supports Health and Wellbeing Events and the Get Set 4 Surgery prehabilitation programme for surgery patients.

The Cancer Counselling Service at Kingston Hospital NHS Foundation Trust provides several additional activities. These include a rolling training programme for new CNSs around delivering HNAs, identifying depression and overwhelming anxiety, and talking about suicidal feelings. Training around breaking news is provided for pathway link nurses and for emergency department doctors around dealing with challenging patients. The team also provides a coping after cancer session for patients as part of the trust's Health and Wellbeing Events, as well as sessions within the Breast Cancer Care Moving Forward Course which focus on adapting and adjusting. The team would also like to expand teaching to ward staff and establish support groups for patients if these would be effective in reducing their waiting lists.

South East London

The Psycho-oncology Support Team (POST) at Guy's and St Thomas' NHS Foundation Trust provides support for Health and Wellbeing event and patient support groups (usually facilitated by trainees). As well as providing level 2 supervision for oncology AHPs, the team is also piloting reflective practice with junior doctors for 30 minutes weekly. The service also runs listening exercises with consultants as well as several training courses including:

- Anxiety and cancer, and cancer related fatigue and pain through Guy's Academy
- GP training – cancer and how to work psychologically
- Risk training – managing risk (also trying to embed this as part of the usual induction process for new stat alongside the current psychological components)

The team has also provided a staff wellbeing event, which included access to complementary therapies, and facilities ad hoc debriefs and serious incidents.

The Psycho-oncology service at Kings College Hospital NHS Foundation Trust is funded by Macmillan as part of a whole workstream, including workforce development, patient information, Health and Wellbeing events and HNAs, and so it is expected the team will support these. The team would also like to provide support for other professional groups, develop psycho-education sessions for newly diagnosed patients and those living with and beyond cancer, and establish patient support groups.

The Haemato-Oncology Counselling & Psychotherapy Service provides input in to various strands of nursing training and development, and offers reflective sessions for ward nurses and junior doctors at King's Hospital.

The trust facilitates several patient support groups, including a neuro-oncology support information session for newly diagnosed patients as well as an ongoing support group. There is also a support group for breast patients at Denmark Hill run by former-CNSs and a metastatic support group. **The Haemato-Oncology Counselling & Psychotherapy Service** facilitates a fear of recurrence support group for haematology patients, and discussions are ongoing whether this can be opened to other patients.

The Macmillan Psychological Support (MAPS) Team at Lewisham and Greenwich NHS Foundation provide level 1 and 2 training for ward staff and doctors, including hospital psychological skills training programme and training around delivering HNAs. The team also provides psycho education courses for patients, including for parents and grandparents or carers. The service contributes to Health and Wellbeing Events and facilitates several patient support groups. The team also facilitates critical incident debriefing, contributes to Schwartz Rounds and delivers resilience training. The team also liaises with IAPT and GP services as needed and on request.

North East London

The **Cancer Psychological Services team at Barts Health NHS Trust** supports Health and Wellbeing Events and also delivers Collaborative Document Sessions in which patients attend and talk around an identified theme. From this the patients then develop a document which they think other patients might find helpful, combining service user engagement with a therapeutic element. The team is currently reviewing provision of workshops, such as mindfulness for patients, to examine attendance and capacity of the team.

The service also provides training and support for staff, including a course on psychological skills development for registrars. This is a six-week course focused on cancer and palliative care and provides an hour of training weekly. The team also supports Schwartz Rounds and delivers a voluntary 8-week arts psychotherapy course in which staff attend as a patient would. Training is also provided on an ad-hoc basis as requested, for example around death and dying (often delivered in conjunction with the Tower Hamlets Palliative Community Psychological support team).

The Psychology in Cancer & Palliative Care service at the Homerton University Hospital NHS Foundation Trust supports the trust's breast general prehabilitation and education service for early stage breast patients, as well as regular Health and Wellbeing Events. The team also provides support and training for staff, including end of life care training for ward staff, supporting Schwartz Rounds and regularly attending the Palliative Care Team meeting. The general psychology team also runs in-house CPD accredited training on psychological knowledge for all staff, as well as various peer support networking for all staff in health psychology in the trust.

The Cancer Psychological Service at Barking Havering and Redbridge University Trust supports Health and Wellbeing events and the trust-run HOPE course. The team are also establishing a carers support group for end of life care, as well as an 8-week programme for cancer patients on their waiting lists which takes place for 1.5 hours weekly.

The service also provides support for staff, including two community palliative (including cancer) supervision/reflective practice groups monthly for 1.5 hours, as well as a reflective group for the Haematology MDT and additional reflective practice for acute ward staff (primarily cancer focused). The team also provides:

- Group and individual supervision (line management and clinical)
- Specialist EMDR supervision
- Psychodynamic supervision
- Debriefing as required

North Central London

The **UCLH Macmillan Support and Information Service** runs a wellbeing programme for cancer patients, which includes support around diet, physical activity, managing fatigue, sleep, yoga, creative writing and Look Good Feel Better workshops. The team also provides monthly Health and Wellbeing events and a number of support groups facilitated by the team's Support and Information Specialists who are cancer professionals with advanced communications and facilitator training. These include support groups for:

- Head and Neck
- Laryngectomy
- Bladder
- Penile
- London Sarcoma Support group
- Chinese support group
- Cancer Support Group
- Haematology Support Group
- Prostate

The **Oncology Psychological Support Service** at the **Royal Free Hospitals NHS Foundation Trust** supports Health and Wellbeing Events which take place monthly. The team also provides level 1 introduction to cancer care for nurses and junior doctors and supervise the 10 level 1 Macmillan volunteers who work in the information service.

The **Macmillan Cancer Clinical Psychologists** at **North Middlesex University Hospital NHS Trust** run sessions on the Breast Cancer Care Moving Forward course, which is held twice a year. The team also provides teaching and training sessions for oncology doctors on an ad hoc basis.

The **Cancer Care Psychology service** at the **Whittington Health NHS Trust** provides reflective practice for the palliative care team and doctors. However, due to loss of 0.7 WTE the reflective practice for doctors is currently on hold and the reflective practice for the palliative care team is also uncertain. The team liaises with the IAPT team as needed and provides occasional 1:1 support for CNSs. The service also delivers 1.5 hours training sessions for volunteers, and additionally runs an annual wellbeing event for World Mental Health Day. In order to support patients, in addition to 1:1 consultations, the team provides support for the trust's HOPE Course and have also created and delivered The C Factor, a creative group to address the emotional wellbeing of cancer patients. The team won a 2019 Macmillan Award for Excellence in Innovation.

North West London

The **Psycho-Oncology Team at Imperial** also supports Health and Wellbeing Events by contributing to the annual head and neck event organised with St George's University Hospitals NHS Foundation Trust and the Royal Marsden NHS Foundation Trust.

The team does not organise patient support groups, as these are run by the onsite Maggie's West London and onsite Macmillan Cancer Support pods (e.g. HOPE course).

The team provides additional support for staff. This includes monthly reflective practice session for each of the following groups:

- acute oncology ward staff, including junior doctors and AHPs

- review radiographers
- clinical and medical oncology registrars

The team also supports Schwartz Rounds with specific trust funding to run a trust-wide programme, including but not solely, cancer focus (the post for this is not included in the provision calculations provided above).

Additional activities include:

- Teaching as part of the University College London (UCL) Doctorate in Clinical Psychology (DClinPsy) students. This has also involved North West London IAPT staff
- Teaching to IAPT Psychological Wellbeing Practitioners (PWPs) training programme run by UCL
- Teaching as part of the training program run by Central and North West London NHS Foundation Trust for IAPT on supporting those with Long Term Conditions
- Teaching to every new rotation of acute ward oncology FY1 and FY2
- Open offer of 1-2 supportive consultations for any cancer staff
- Direct email/phone advice to IAPT services to discuss/advise on cases

The **Adult Psychological Support and Liaison Service** at the **Royal Marsden NHS Foundation Trust** attends the Palliative Care MDT, facilitates Schwartz Rounds and provide Sage and Thyme training. The team also supports Health and Wellbeing Events for patients, and provide ad hoc lecturing for professionals, as well as staff support initiatives, service evaluation projects and audits.

The **Palliative Care and Oncology Service** at the **Hillingdon Hospitals NHS Foundation Trust** provides a reflective group for end of life practitioners and delivers breaking bad news training for AHPs and doctors when requested. The team also provides teaching to IAPT services around cancer care.

The **Specialist Psychological Therapies service** at **Mount Vernon Hospital** provides additional supervision for Palliative Junior Doctors (currently none in post and so on hold). The team has also previously provided training around psychological first aid, but there is currently no scope for this. The currently vacant post has previously provided advanced communications training, and so this is currently on hold. The service is not currently facilitating any patient support groups, but has done so in the past

The **Clinical Health Psychology Service** at **Ealing Hospital** provides ad hoc training as required/requested. The new psycho-oncology service at **Northwick Park and Central Middlesex Hospitals**, is likely to provide additional training and activities, but it is not yet known what these will be.

The **Psychological Medicine Team** at the **Royal Brompton & Harefield NHS Foundation Trust** provide ad hoc training as required/requested.

Appendix C: List of all IAPT services in London and West Essex

| List of IAPT Services | | | |
|---|--|----------------------|---|
| Organisation Name | CCG | STP | Website |
| Let's Talk IAPT | Haringey, Enfield and Barnet | North Central London | http://www.lets-talk-iapt.nhs.uk/ |
| iCope Psychological Therapies & Wellbeing Service | Camden and Islington | North Central London | https://www.icope.nhs.uk/ |
| Newham Talking Therapies | Newham | North East London | https://www.newhamtalkingtherapies.nhs.uk/ |
| Tower Hamlets Talking Therapies | Tower Hamlets | North East London | https://towerhamletstalkingtherapies.nhs.uk/ |
| Talk Changes: City and Hackney IAPT | City and Hackney | North East London | https://talkchanges.org.uk/ |
| Derman (IAPT model: specifically for all Kurdish, Turkish, Turkish Cypriot and Eastern European Turkish people) | City and Hackney, third sector funding | North East London | http://derman.org.uk/en/iapt-talking-therapies |
| Mind City, Hackney and Waltham Forest Psychological Therapies | City, Hackney and Waltham Forest | North East London | https://www.mind.org.uk/about-us/our-policy-work/access-to-talking-therapies/mind-in-city-and-hackney/ |
| Talking Therapies: Barking and Dagenham, Havering and Redbridge | Barking and Dagenham | North East London | https://www.talkingtherapies.nelft.nhs.uk/barking-and-dagenham/ |
| Talking Therapies: Havering | Havering | North East London | https://www.talkingtherapies.nelft.nhs.uk/havering |
| Talking Therapies: Redbridge | Redbridge | North East London | https://www.talkingtherapies.nelft.nhs.uk/redbridge |
| Talking Therapies: Waltham Forest IAPT | Waltham Forest | North East London | http://wftalkingtherapies.co.uk/ |
| CNWL Westminster Talking Therapies | NHS Central London | North West London | https://www.cnwl.nhs.uk/service/westminster-talking-therapies/ |
| CNWL Hillingdon Talking Therapies | Hillingdon | North West London | https://www.cnwl.nhs.uk/service/hillingdon-talking-therapies/ |
| CNWL Harrow Talking Therapies | Harrow | North West London | https://www.cnwl.nhs.uk/service/harrow-talking-therapies/ |
| Hounslow IAPT | Hounslow | North West London | https://www.hounslowiapt.nhs.uk/ |

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|--|---|-------------------|---|
| CNWL Brent Talking Therapies | Brent | North West London | https://www.cnwl.nhs.uk/service/brent-talking-therapies/ |
| Ealing IAPT | Ealing | North West London | http://www.ealingiapt.nhs.uk/ |
| Back On Track; Improving Access to Psychological Therapies | Hammersmith & Fulham | North West London | https://www.backontrack.nhs.uk/ |
| Community Living Well | Kensington and Chelsea, Queen's Park and Paddington areas of Westminster. | North West London | https://communitylivingwell.co.uk/ |
| Talk Wandsworth Talking Therapies | Wandsworth | South West London | https://www.talkwandsworth.nhs.uk/ |
| Croydon Talking Therapies IAPT Service | Croydon | South West London | https://slam-iapt.nhs.uk/croydon/welcome-to-croydon-iapt/ |
| Uplift Merton | Merton | South West London | https://www.mertonuplift.nhs.uk/ |
| iCope Psychological Therapies Service | Kingston | South West London | https://www.icope.nhs.uk/kingston/ |
| Richmond Wellbeing Service | Richmond | South West London | https://www.richmondwellbeingsservice.nhs.uk/ |
| Uplift | Sutton | South West London | https://www.suttonuplift.co.uk/ |
| Southwark IAPT | Southwark | South East London | https://www.together-uk.org/southwark-wellbeing-hub/the-directory/8906/southwark-iapt/ |
| Greenwich Time to Talk (IAPT) | Greenwich | South East London | http://oxleas.nhs.uk/services/service/greenwich-time-to-talk/ |
| Lambeth Talking Therapies Service | Lambeth | South East London | https://slam-iapt.nhs.uk/lambeth/welcome-to-lambeth-talking-therapies-service/ |
| IAPT Lewisham Psychological Therapies Service | Lewisham | South East London | https://slam-iapt.nhs.uk/lewisham/welcome-to-iapt-lewisham/ |
| Mind In Bexley (IAPT) | Bexley | South East London | https://mindinbexley.org.uk/iapt |
| Talk together Bromley (IAPT) | Bromley | South East London | https://www.bromleyhealthcare.org.uk/explore-our-services/talk-together-bromley/ |
| Healthy Minds (West Essex IAPT) | West Essex | West Essex | https://www.northessexiapt.nhs.uk/west-essex |
| Sign Health (UK's only IAPT complaint deaf service) | Third sector | Third sector | https://www.signhealth.org.uk/our-projects/psychological-therapies-service/ |

Appendix D: List of Cancer Information and Support Centres per hospital site

| List of Information and Support Centres per hospital site | | Website |
|---|--|--|
| Barnet Hospital | Macmillan Cancer Information and Support Centre | https://www.royalfree.nhs.uk/patients-visitors/advice-and-support/macmillan-cancer-information-and-support-centre/ |
| St Bartholomew's Hospital | <ul style="list-style-type: none"> Macmillan Cancer Information and Support Centre Maggie's Centre | https://www.bartshealth.nhs.uk/cancer#macmillanatBarts https://www.maggiescentres.org/our-centres/maggies-barts/ |
| Central Middlesex Hospital | Macmillan Cancer Information and Support Centre | http://www.northmid.nhs.uk/Our-Services/Macmillan-cancer-information-and-support-service |
| Charing Cross Hospital | <ul style="list-style-type: none"> Macmillan cancer information and support centre Maggie's centre | https://www.macmillan.org.uk/in-your-area/local-dashboard/detail/Information%20and%20support%20centres/8005/Macmillan-Cancer-Information-and-Support-Centre-at-Charing-Cross-Hospital https://www.maggiescentres.org/our-centres/maggies-west-london/ |
| Chase Farm Hospital | Macmillan cancer information and support centre | https://www.royalfree.nhs.uk/patients-visitors/advice-and-support/macmillan-cancer-information-and-support-centre/ |
| Chelsea and Westminster Hospital | Macmillan Cancer Support Information Centre | https://www.chelwest.nhs.uk/services/medicine/cancer-services/macmillan-centre |
| Croydon University Hospital | Macmillan Cancer Information and Support Service | https://www.croydonhealthservices.nhs.uk/macmillan-cancer-information-and-support-service/ |
| Ealing Hospital | No Service (available at Northwick Park Hospital) | |
| Epsom Hospital | The Macmillan Butterfly Centre at Epsom Hospital | https://www.epsom-sthelier.nhs.uk/cancer-information-and-support-centres |
| Great Ormond Street Hospital | Children's Hospital – exempt | |
| Guy's and St Thomas' Hospitals | The Dimpleby Macmillan Support Centre | https://www.guysandstthomas.nhs.uk/our-services/cancer/qmh/dimpleby-macmillan.aspx |
| Hammersmith Hospital | Macmillan Cancer Information and Support Service | https://www.macmillan.org.uk/in-your-area/local-dashboard/detail/Information%20and%20support%20centres/8588/Macmillan-Cancer-Information-and-Support-Service-at-Hammersmith-Hospital |
| Harefield Hospital | No service | |
| Hillingdon Hospital | Macmillan Cancer Information Centre | https://www.thh.nhs.uk/services/cancer_services/cancer-information-centre.php |
| Homerton University Hospital | Macmillan Cancer Information and Support Service | https://www.homerton.nhs.uk/cancer-services/ |
| King George's Hospital | The Cedar Centre | https://www.bhrhospitals.nhs.uk/king-george-wards/cedar-centre-health-and-wellbeing-hub-751/ |
| King's College Hospital | Macmillan Cancer Information and Support Service | https://www.kch.nhs.uk/patientsvisitors/help-and-support/macmillan-information-and-support-centre |
| Kingston Hospital | The Macmillan Information & Support Service | https://www.kingstonhospital.nhs.uk/departments-services/clinical-services/macmillan-information-support-service.aspx |

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|---|---|---|
| Lewisham Hospital | Macmillan Welfare Benefits Advice Service | https://www.lewishamandgreenwich.nhs.uk/cancer-services-in-lewisham/ |
| Moorfields Eye Hospital | No Service | |
| Newham University Hospital | Macmillan Cancer Centre at Newham | https://www.bartshealth.nhs.uk/cancer#macmillanatNewham |
| North Middlesex University Hospital NHS Trust | Macmillan Cancer Information and Support Service | http://www.northmid.nhs.uk/Our-Services/Macmillan-cancer-information-and-support-service |
| Northwick Park Hospital | Macmillan Cancer Information and Support Service | https://www.macmillan.org.uk/in-your-area/local-dashboard/detail/Information%20and%20support%20centres/7862/Macmillan-Cancer-Information-and-Support-Service--Northwick-Park-Hospital |
| Princess Royal University Hospital | No Service | |
| Queen Elizabeth Hospital | No Service | |
| Queen's Hospital | Macmillan Cancer Information and Support Services | https://www.bhrhospitals.nhs.uk/macmillan/ |
| Queen Mary's Hospital Sidcup | The Dimpleby Macmillan Support Centre, Guys Cancer at Queen Mary's Hospital | https://www.guysandstthomas.nhs.uk/our-services/cancer/qmh/dimpleby-macmillan.aspx |
| Royal Brompton Hospital | Macmillan Benefits Advice Service | https://www.macmillan.org.uk/in-your-area/local-dashboard-detail.html?id=8877&typeDisplayName=Benefit+advice+services&itemName=Macmillan-Benefits-Advice-Service---Royal-Brompton---Harefield-NHS-Hospital&ui=pc |
| Royal Free Hospital | Macmillan Cancer Information and Support Centre | https://www.royalfree.nhs.uk/patients-visitors/advice-and-support/macmillan-cancer-information-and-support-centre/ |
| University College London Hospital | University College Hospital Macmillan Cancer Centre | https://www.uclh.nhs.uk/OurServices/OurHospitals/UCH/CC/Pages/Home.aspx |
| Royal London Hospital | Macmillan Cancer Information and Support Centre | https://www.macmillan.org.uk/in-your-area/local-dashboard/detail/Information%20and%20support%20centres/9617/Macmillan-Cancer-Information-and-Support-Centre-at-The-Royal-London-Hospital |
| Royal Marsden Hospital | Royal Marsden Help Centre | https://www.royalmarsden.nhs.uk/your-care/royal-marsden-help-centre |
| Royal National Orthopaedic Hospital | No Service | |
| St George's Hospital | Macmillan Cancer Information & Support Centre | https://www.stgeorges.nhs.uk/patients-and-visitors/help/macmillan/ |
| St Helier Hospital | The Cancer Information and Support Centre | https://www.epsom-sthelier.nhs.uk/cancer-information-and-support-centres |
| St Mary's Hospital | No Service | |
| West Middlesex University Hospital | The Mulberry Centre | https://www.themulberrycentre.co.uk/ |
| Whipps Cross University Hospital | The Macmillan Cancer Centre | https://www.bartshealth.nhs.uk/cancer#macmillanatWhipps |
| Whittington Hospital | Macmillan Information Service | https://www.whittington.nhs.uk/default.asp?c=27322 |