



Overview

Customer Name

NHS Greater Glasgow and Clyde

City, Country

Glasgow, Scotland

Website

www.nhsggc.scot

Solution

Patient Pathway Plus – Cancer Pathway Management (PP+ CPM)

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Longest diagnosed cancer waits fall 42% in four weeks as Scotland's largest NHS Board goes live with PP+ CPM

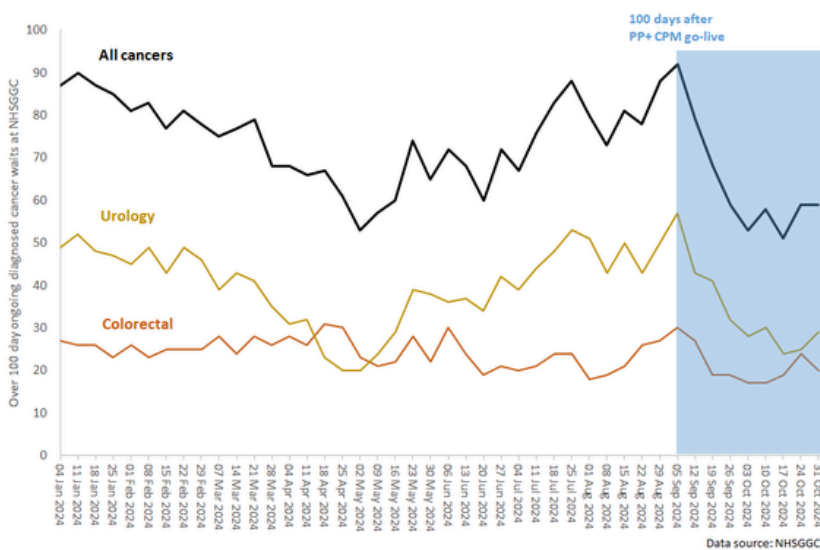
NHS Greater Glasgow & Clyde (NHSGGC), Scotland's largest NHS Board and cancer centre, went live with Patient Pathway Plus – Cancer Pathway Management (PP+ CPM) on 27th May 2024. From that date, all new Urgent Suspicion of Cancer (USoC) referrals were tracked on PP+ CPM. Exactly 100 days later, from 4th September 2024, the number of ongoing diagnosed cancer waits longer than 100 days started to fall. Over the next four weeks it fell by 42 per cent.

PP+ CPM brings data about cancer pathways together in one place in flexible worklists, making it much easier for cancer tracking staff to identify which patients need action and implement that action. So new USoC referrals arriving after 27th May were much less likely to reach a 100 day wait than those referred previously.

USoC referrals from before 27th May continue to be tracked on NHSGGC's legacy cancer waiting time system, and they are included in the over 100 day figures above. This legacy system is now being retired, and all patients will be transferred to PP+ CPM by the end of November.

NHSGGC procured and implemented PP+ CPM in only seven months, and achieved this reduction in cancer waiting times less than five months later. Cancer waiting times reductions are the direct result of actions by clinical and operational staff. PP+ CPM plays an enabling and supporting role by providing all of the data required to manage pathways in one place (the UDL) enabling proactive management of the Patient Tracking List. Therefore, these rapid improvements were a combined effort.

This is the second in a series of case studies for NHSGGC's PP+ CPM system. Planned future case studies will examine further benefits for people, patients, performance and pathway management.



“A system that is quite beyond what I was expecting when we first started... it is revolutionary and transformational... definitely helping me look and see where I need to push my team. ”

Susan Groom, Director of Regional Services at NHS Greater Glasgow and Clyde



Outline of Patient Pathway Plus – Cancer Pathway Management (PP+ CPM)

A change in focus from past to future, combined with powerful filtering, means trackers can quickly identify the patients who need action to help prevent bottlenecks or breaches. All actions are visible in real time to avoid duplication of effort by colleagues.

Data management

PP+ CPM automates the acquisition and standardisation of data from disparate sources in near real time, creating an auditable Unified Data Layer (UDL) with tools for accurate cancer pathway tracking. The UDL is consistent across every implementation, supporting regional and national reporting, data sharing to the national Cancer Intelligence Platform and local business intelligence, and data continuity if source systems are upgraded or replaced.



Pathway management

The use of PP+ CPM supports efficient tracking, workflow management, and provides a complete audit trail of work in progress.

The solution supports dynamic patient list generation by multiple data points, including those required to identify patients at risk of breaching or experiencing the longest waits.

In case any patient actions might be missed in the worklists, highly configurable alerts – such as escalations and simple check notifications – are there to ensure that no patient is missed by users, teams, or their managers, even in small volume pathways.



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More information about PP+ CPM can be found at:
insource.co.uk/solutions/cancer-tracking/

About Insource

For decades, Insource have supported NHS and other healthcare providers with advanced data and pathway management services. We are an SME with presence in England and Scotland, and dozens of expert staff across a range of fields. We are proud that hospitals and other healthcare organisations across the UK have chosen to rely on our technology every day.



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