The introduction of a scalp cooling service for patients at risk from chemotherapy induced hair loss

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1. The Quality Improvement

- Chemotherapy induced hair loss is a common side effect that can have a distressing impact on some patients

- Scalp cooling can prevent hair loss in some patients receiving certain drug regimes

- The Oncology Dept was awarded a £97,000 grant to purchase 8 Paxman scalp cooling units
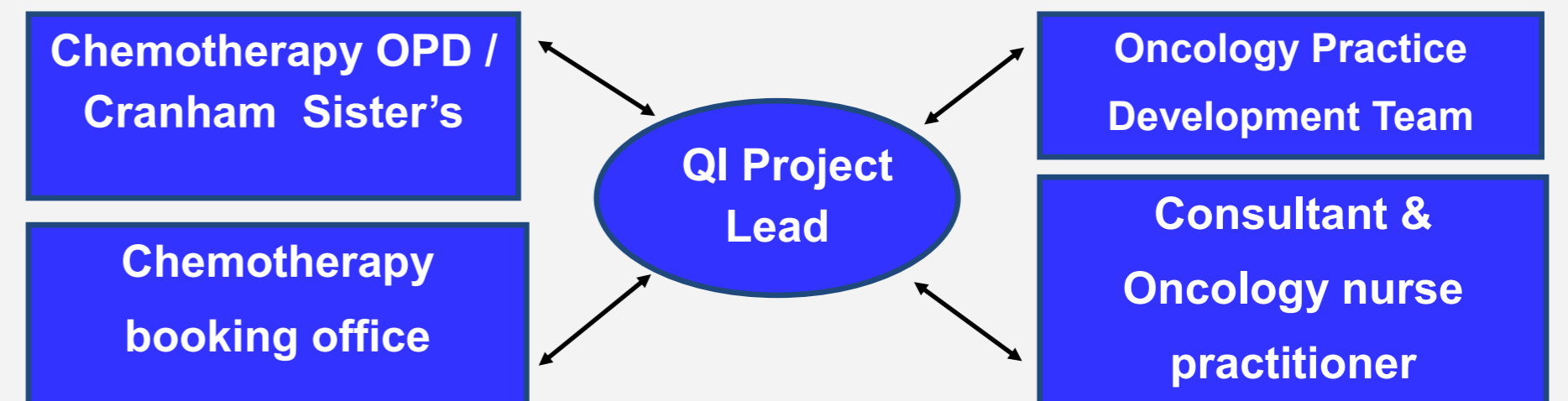
2. Aim

- The aim of the QI project was to implement a scalp cooling service for all eligible patients at risk from chemotherapy induced hair loss by April 2017

- The implementation of this project would provide patients with a choice to scalp cool or not

3. Measures

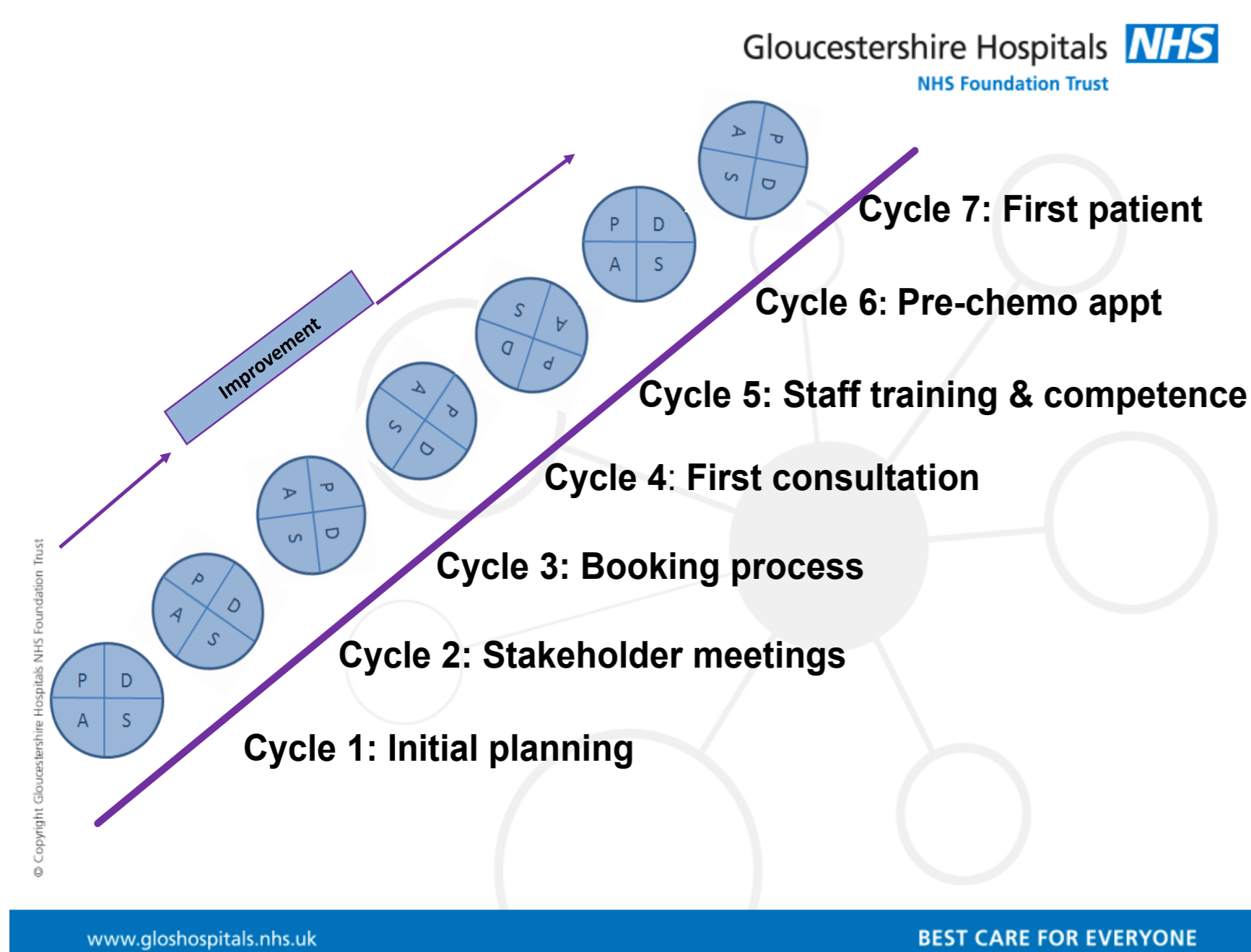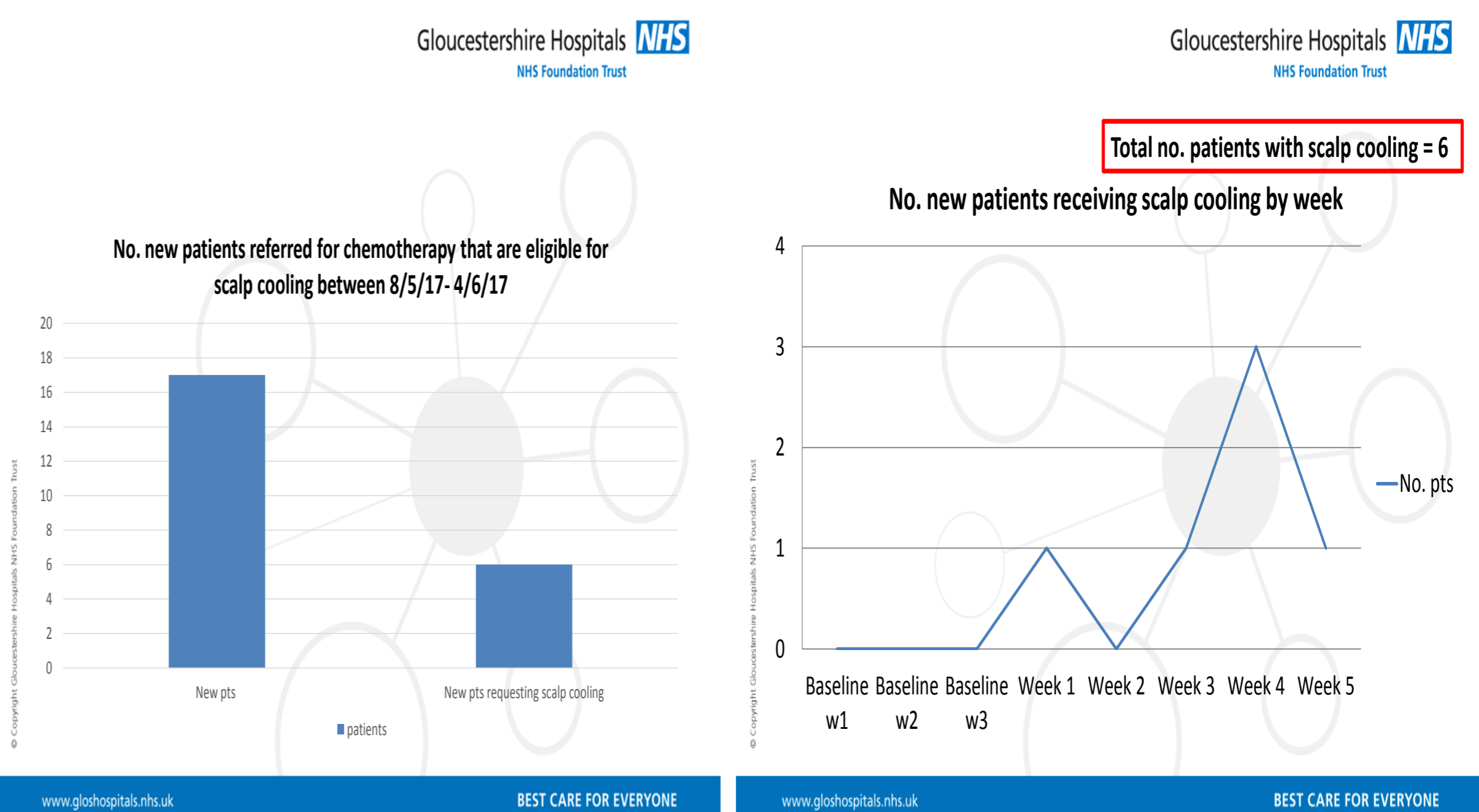| Outcome	•	The number of patients receiving scalp cooling
Process	•	% of eligible patients being offered scalp cooling
	•	Proportion of staff trained in process
	•	Completion of scalp cooling section of chemo referral
Balancing	•	Managing chair capacity

4. The QI Team

Chemotherapy OPD / Cranham Sister's		Oncology Practice Development Team
	QI Project Lead	
Chemotherapy booking office		Consultant & Oncology nurse practitioner

5. Driver Diagram

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Driver Diagram

Aim	Primary driver	Secondary driver	Change ideas
A scalp cooling service to be available for all adult eligible patients at risk from chemotherapy hair loss at GHNHSFT by April 2017.	Stakeholders engagement	Clinicians evidence	Lit review, policy competency.
	Process - pathway	Criteria	Adapt booking form, guidance, scheduling
	Patient experience	Information Patient comfort	Written , Volunteer support
	Competent staff	Staff training & education	Awareness, Full user training, Trust policy
	Safe environment	Equipment Capacity	Storage, Maintenance Post cooling area

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6. PDSA Cycles

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Improvement

Cycle 7: First patient
Cycle 6: Pre-chemo appt
Cycle 5: Staff training & competence
Cycle 4: First consultation
Cycle 3: Booking process
Cycle 2: Stakeholder meetings
Cycle 1: Initial planning

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7. Measurements & Key Results

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No. new patients referred for chemotherapy that are eligible for scalp cooling between 8/5/17- 4/6/17

(bar chart: New pts ≈ 17, New pts requesting scalp cooling ≈ 6)

■ patients

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Total no. patients with scalp cooling = 6

No. new patients receiving scalp cooling by week

(line chart, x-axis: Baseline w1, Baseline w2, Baseline w3, Week 1, Week 2, Week 3, Week 4, Week 5)

— No. pts

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First patient—Tues 9th May 2017

'I was so pleased to be offered the opportunity to try scalp cooling'

'We have talked about scalp cooling for so long, it's fantastic that we can now offer this service to our patients'

Staff response