

## **CancerConnect: A Single NCL Digital Front Door for Personalised Cancer Care and Support**

**Project lead and organisation** - Sharon Cavanagh and Graham Roberts (NCLCA)

**Partner organisation(s) involved** - NCL Trusts, NHS England Cancer Programme, NHS App development programme and a technology partner (to be identified)

**Funding requested (£)** - £150,000

**Proposed start and end dates** - October 2026 – March 2029

### **Summary**

This bid addresses the fragmented digital experience faced by people living with and beyond cancer in North Central London (NCL), where patients must navigate multiple platforms for care, information and support. This complexity contributes to reduced engagement, poorer patient experience and widening inequalities, particularly for those with language, literacy or digital barriers. Recent National Cancer Patient Experience Survey results highlight these challenges, with NCL ranking poorly across multiple measures.

The proposed CancerConnect project aims to develop and test a single digital “front door” for personalised cancer care, providing a unified, accessible platform that integrates information, support and care coordination across the cancer pathway. Co-designed with patients, clinicians and partners, the platform will align with NHS App integration and future digital strategies.

Delivery will occur across four phases: discovery and co-design; development of core features such as care plans, treatment summaries and wellbeing resources; enhanced functionality including symptom monitoring, messaging and AI-enabled navigation; and finally, scaling and integration across NCL.

The project is expected to improve patient experience, quality of life and care coordination, increase uptake of personalised care, and reduce inequalities through inclusive, multilingual design. It also aims to enhance system efficiency and supports national priorities for digitally-enabled, personalised cancer care.

# NCLCA Big Ideas Fund – Expression of Interest

Questions marked with an asterisk indicate additional guidance on page 2 of this document.

Section 1 – Project Details			
<b>Proposal title</b>	<b>CancerConnect: A Single NCL Digital Front Door for Personalised Cancer Care and Support</b>	<b>Project lead and organisation</b>	<b>Sharon Cavanagh and Graham Roberts (NCLCA)</b>
<b>Partner organisation(s) involved</b>	<b>NCL Trusts, NHS England Cancer Programme, NHS App development programme and a technology partner (to be identified).</b>	<b>Funding requested (£)*</b>	<b>£150,000</b>
<b>Proposed start and end dates*</b>	<b>October 2026 – March 2029</b>		
Section 2 – The Idea			
<b>1. What is the challenge you are seeking to address?*</b>	<p>People living with and beyond cancer in North Central London currently navigate multiple digital systems for personalised care, treatment information, wellbeing support and community services. This fragmented experience can reduce engagement, create confusion and worsen inequalities, particularly for people receiving care across multiple providers and those facing language, literacy or digital barriers.</p> <p>Recent National Cancer Patient Experience Survey (NCPES) results highlight this challenge. NCL ranked joint 18th of 20 Cancer Alliances for overall patient experience, with 17 questions performing below expected levels. Patients reported poorer experiences accessing understandable information, contacting their main cancer contact, discussing concerns and involving family and carers in care decisions. There is currently no single digital solution providing consistent access to personalised cancer care across the NCL pathway. A unified digital front door could improve access to information and support, strengthen care coordination and help reduce inequalities in patient experience.</p>		
<b>2. What is your proposed project and – at a high level – how would it be delivered?</b>	<p>The CancerConnect project will develop and test a single digital front door for personalised cancer care across NCL. Working with patients, carers, clinicians, NHSE digital and cancer teams, and a technology partner, we will co-design an interoperable platform that brings together currently fragmented personalised cancer care functions into a single point of access and aligns with future NHS App integration.</p> <p>The project will be delivered in four phases:</p> <p><b>Phase 1 – Discovery and Design</b></p> <ul style="list-style-type: none"> <li>• Co-design with patients and stakeholders</li> <li>• Market appraisal and technology partner procurement</li> <li>• Technical, interoperability and information governance design</li> </ul> <p><b>Phase 2 – Core Platform Delivery</b></p> <ul style="list-style-type: none"> <li>• HNAs and PCSPs</li> <li>• Treatment summaries</li> <li>• Personalised health and wellbeing information</li> <li>• Community support directory and signposting</li> <li>• Multilingual access</li> </ul> <p><b>Phase 3 – Enhanced Support</b></p> <ul style="list-style-type: none"> <li>• PROMs/PREMs</li> <li>• Symptom monitoring</li> <li>• Secure messaging</li> </ul>		

*Submit by 25 June 2026. Only NCLCA colleagues may submit.*

	<ul style="list-style-type: none"> <li>• AI-enabled navigation and support tools</li> </ul> <p><b>Phase 4 – Scale and Sustainability</b></p> <ul style="list-style-type: none"> <li>• Wider rollout across NCL</li> <li>• Integration with provider systems and NHS App opportunities</li> </ul>
<b>Section 3 – Impact &amp; Strategic Alignment</b>	
<b>3. Which <a href="#">NCL strategic objectives</a> and/or National Cancer Plan ambitions does your project align with?</b>	The project supports NCL priorities to improve quality of life (SO2b), patient experience (SO2a) and equity of access (SO4a). It aligns with the National Cancer Plan ambition for personalised, coordinated and digitally enabled care, helping people access information and support more easily and manage their health throughout and beyond treatment
<b>4. What impact do you expect the project to have on NCL cancer outcomes and/or patient experience?</b>	<p>CancerConnect will provide patients with a single, consistent route to information and support, improving engagement with personalised cancer care and reducing the need to navigate multiple systems. Key anticipated benefits include:</p> <ul style="list-style-type: none"> <li>• Improved quality of life and patient experience</li> <li>• Better treatment preparedness and adherence</li> <li>• Improved PROMs and PREMs</li> <li>• Increased uptake of personalised care interventions</li> <li>• Improved communication and coordination across providers</li> <li>• Greater access for underserved populations through multilingual and inclusive design</li> <li>• Support seamless care across organisations</li> <li>• Improved self-management and symptom reporting</li> <li>• Direct information flow into patients hospital records</li> </ul> <p>The programme will evaluate patient outcomes, digital engagement, inequality impacts, service utilisation and opportunities for system and pathway efficiencies through consolidation of existing digital solutions.</p>
<b>Section 4 – Resources</b>	
<b>5. What do you see as the likelihood of attracting external funding?</b>	Moderate to high. This proposal aligns closely with national priorities relating to personalised cancer care, digital transformation, quality of life and reducing inequalities. Its potential for wider adoption beyond NCL may support future funding opportunities through NHS, research, charitable and industry partnership routes, and would look to start these conversations immediately should this EOI reach the next stage of the selection process.
<b>6. High-level indication of how the budget would be used*</b>	Technology partner procurement and development; patient co-design and engagement activities; project management; interoperability and technical development/advice; pilot implementation costs; evaluation.
<b>Section 5 – Anything Else</b>	
<b>7. Is there anything else you would like to flag?</b>	This proposal provides NCL the opportunity to become an innovation site for a digitally enabled personalised cancer care platform aligned with the ambitions of the National Cancer Plan and the evolving NHS App tool.

## Additional Guidance on Completing this EOI

### General

- All EOIs must not exceed 2 pages.
- Please submit to [uclh.nclcanceralliance@nhs.net](mailto:uclh.nclcanceralliance@nhs.net) by 25<sup>th</sup> June 2026.
- Only NCLCA colleagues may submit.

### Section 1 – Project Details

- Our current expectation is that we will fund a small number of projects from a total funding pot of ~£600k.
- Proposed end date for the project must be no later than March 2029.

### Section 2 – The Idea

- Question 1 - Describe the problem or unmet need. Include relevant data or evidence where possible.

### Section 4 – Resources

- Question 6 - e.g., staffing, clinical time, technology, evaluation, overheads. Precise costings are not required at EOI stage.