

BEATSON WEST OF SCOTLAND CANCER CENTRE: ACUTE ONCOLOGY

NHS GREATER GLASGOW & CLYDE

Key points since last newsletter



Further Information

Cathy Hutchison (Project lead)
0141 301 7080
cathy.hutchison@ggc.scot.nhs.uk

or

Carol Dick (Admin)
0141 301 7082
carol.dick@ggc.scot.nhs.uk

- Ward B6 will close to inpatient admissions on **Friday 5th April 2013.**
- The B6 Macmillan Day Case beds will open at 8am on **8th April 2013.**
- The Acute Oncology Assessment Unit (AOAU) will open at 8am on **Monday 22nd April 2013**
- Both areas will provide a service 8am-8pm on public holidays.
- Cancer Treatment Helpline (24 hours) **from 22/4/13 0141 301 7990**
- Information sheets for staff are now available.
- Pathways in place for links with GRI and WIG Emergency departments.
- Access to AOAU will be phased to ensure safe implementation:
 - Phase I** (from 22nd April): East/West/North Glasgow
 - Phase 2** (from 16th September 2013): South Glasgow.
- Phonenumber is for all areas - **for patients being treated at the cancer centre** - regardless of where they live. This will allow, direct access to specialist oncology advice.

Key points1

Next steps1

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Next steps

- ☺ Operational meetings planned for a few days prior to both B6 MDCU go live and AOAU/phone line go live.
- ☺ Final project steering group arranged for May to review any outstanding issues, then move to a smaller implementation group to oversee evaluation and subsequent development of AOAU.
- ☺ Will be one more newsletter next month to report on final stages and implementation.

Update from Sub-Groups:

Accident & Emergency	<i>Laura Meehan</i>	<u>Laura.Meehan@ggc.scot.nhs.uk</u>
Education & Training	<i>Janice Kemp / Val Miller</i>	<u>Janice.Kemp@ggc.scot.nhs.uk</u>
AOAU	<i>Tricia Flanigan</i>	<u>Tricia.Flanigan@ggc.scot.nhs.uk</u>
B6 MDCU	<i>Maureen Grant</i>	<u>Maureen.Grant@ggc.scot.nhs.uk</u>
Staffing Models AOAU & B6 MDCU	<i>Janice Kemp / Val Miller</i>	<u>Valerie.Miller@ggc.scot.nhs.uk</u>
Pharmacy	<i>Carla Forte</i>	<u>Carla.Forte@ggc.scot.nhs.uk</u>

B6 MDCU

- Day case Cisplatin - change in referral process. Need appointment for clinic assessment and then for day case treatment in B6 MDCU.
- GP bloods going well. This is basic haematology and biochemistry and doesn't include tumour markers which still need done in the cancer centre. Staff to remember to send off a sample for markers where appropriate, at time of cannulation.
- It has been agreed to continue existing Cisplatin patients on their in-patient regimen wherever possible. However, in individual cases if there are bed pressures, change to day case could be considered. Would need discussed with relevant consultant on an individual patient basis re potentially changing to day case for remainder of treatment. The patient would need to be re-consented and a process put in place.
- Janet Boyd in IT assisting with access to WoS boards blood results (includes for SHOs) - If a person already has access to portal, they wont need individual SCI store passwords.
- Patients have been contacted if treatment planned for the new B6 MDCU.
- New Chemotherapy Alert card with helpline number is currently at Medical Illustration following approval of draft by steering group and will be ready prior to helpline launch.
- Elaine Wilson will manage the new B6 MDCU area as an extension of the Macmillan Day Case Unit and in line with current operational structures for the Macmillan Day Case Unit.
- Bed audit shows some capacity if beds are used more efficiently. Catherine Purton almost finished final report which has a number of recommendations working with teams to better utilise beds.
- Bed management policy has been updated.
- Equipment has arrived for new area in B6 MDCU. Beds will be replaced with treatment chairs in 8 of the 11 spaces.
- Signage has been updated.
- Off duty in place for staff.

Service Model for AOAU

- Pathways in place for AOAU with WIG and GRI medical/acute assessment units / A&E.
- Communication processes being clarified for action post phone calls to helpline for Clyde and South Glasgow, and for GPs and primary care. Helpful meetings with GGC OOH GP leads. Discussions with Local Medical Committee reps for in hours GPs and Area Medical Committee. IT advising re processes to send phone assessment (triage log sheet) to local areas - potentially via Electronic Document Transfer or generic mailbox.
- Discussion with West of Scotland boards re regional patients being treated at the cancer centre phoning for advice. Pathways now in place for Forth Valley and discussions underway to inform local GPs. In the absence of clear communication pathways with other health boards prior to the phone line / AOAU go live, the steering group has agreed that current practice will continue in terms of action once a call is received. Patients will all receive information about the new phone number and if they require to be seen locally they will be advised to contact their GP if in hours and NHS 24 if out of hours. If unwell and need seen, they will be advised to attend their local A&E department.
- There are two general information sheets available to all staff:
 1. What the Acute Oncology Assessment Unit is and what it is not.
 2. What the Cancer Treatment Helpline is and what it is not.

These will be widely circulated. Includes reference to services being specifically for people already with a cancer diagnosis and being treated at the cancer centre (or within 6 weeks of treatment).
- Chemotherapy and radiotherapy patient alert cards have been developed and the Malignant Spinal Cord Compression (MSCC) alert card (for patients considered to be at high risk of developing MSCC) has been updated with the helpline number.
- Telephone lines have been installed. One is the main telephone helpline, the other is for when this number is busy. If main line busy, calls will automatically be redirected to the second triage handset. For OOHs the ANPs will switch the line to an OOH mobile which has wider range and has been tested throughout the building (works well but please note - not in the lifts!). The phones require to be charged when possible. A default answer message will be added to the handset for additional backup if problems - via switchboard and page on-call SHO.
- New signage now installed throughout cancer centre directing people to AOAU.
- SOPs agreed for Labs and Radiology. Point of Care blood testing - it has been agreed to review need once AOAU is well established and numbers of samples required OOH is clearer. Labs have agreed to prioritise AOAU samples.
- Transport discussions are ongoing with the Scottish Ambulance Service with good progress to have pathways in place by go live date.
- The UKONS Acute Oncology Immediate Management Guidelines are expected to be endorsed by the West of Scotland Cancer Network, and will be used within the AOAU in addition to local guidance in the GGC Therapeutics Handbook.
- All AOAU and associated paperwork can be found in the Beatson Shared files and are available at the Triage Centre in the AOAU.
- Evaluation will be centred around both the phonenumber and the AOAU and include patient and service data. Will take into account national evaluation parameters for NHS24 helpline pilot. Additional baseline information will be collected from patients via a questionnaire based on one developed by Jackie Whigham in NHS Lothian via the national 24 hour triage NHS24 steering group.

Staffing Models

AOAU and B6 MDCU

- A scoring system was completed in partnership to offer alternative posts where appropriate to B6 nursing staff. Some staff have already moved, some will move on 8th April to wards within Specialist Oncology Services or to Macmillan Day Case Unit and others will remain in the new B6 MDCU. Where possible, preferences were taken into account. Thanks to B6 nursing staff for their patience with this process, and the commitment to patient care during this time.
- Band 6 nurse practitioners (NPs) have now all been agreed following recent interview process for new MDCU post. NPs will all come from MDCU as part of existing establishment and backfilled from B6 staff.
- Challenges with consultant on call rota are currently being addressed.
- SHO induction in April includes AOAU and introduction to triage tool.
- Job description has been developed for 0.5 WTE administration post for audit and evaluation.

Pharmacy

- SOP re Controlled Drugs written. CD register will need to be used in AOAU
- Paula Morrison will be lead pharmacist for UKONS training.
- Process and flow chart for clinical pharmacy service for AOAU and B6 MDCU will be completed end of March.
- Considering opportunities for Independent Prescribing Pharmacist in AOAU to enhance the service.
- Cisplatin day case regimes now all available on Chemocare - lung, urology and upper GI.
- Agreed that for pharmacy ordering/supplies, one financial code would continue to be used to cover both new areas in ward B6.

Education & Training

- Training plan continues with all relevant staff groups.
- Mandatory for all Registrars and SHOs to do UKONS tool training. A number of 30 minute sessions have been arranged for month of April - see Emma Henderson, Tricia Flanigan, Marie Pollock or Leigh Day for details. Book a place via Leigh on x57695.
- Emma Henderson leading introduction of UKONS telephone proforma to wards. Will be replacing the existing telephone pro-forma from 22nd April.
- ANPs linking in with Mark Cooper re own ongoing competency programme and training. Nurse Practitioner programme being developed for band 6s which will be ongoing after AOAU opens.

A number of people including the steering group, sub group leads and operational groups, have worked exceptionally hard over the last few months - well done on getting the work to this stage.

