**The NGS Macmillan Unit**

**Chemotherapy Services**

**Student Information**

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Our aim is to provide a safe, secure, familiar environment, in which patient experience can prosper and the service can improve using our hospital values; show compassion, aim for high achievement, foster relationships and create the right environment.

**Opening hours**

The chemotherapy unit is open Monday to Friday 08:30 – 17:00, typically. Patient appointments are booked from 09:00; this allows staff members 30 minutes to set up for the day. We do, from time to time, work later than 17:00. On these occasions at least two qualified staff members will remain on shift until the treatments are completed and the patients have safely been discharged home.

1. **Security**

The chemotherapy treatment area can only be accessed by staff members who have swipe card access. The upstairs reception staff or chemotherapy nursing staff will support access to those who need to access the unit. We have a safe secure treatment area where chemotherapy products are stored away – and again this is swipe access, only limited staff can access this area due to the nature of drugs in here.

There is a secure staff changing and locker area for personal belongings; however it is your responsibility to ensure the safe keeping of these as we cannot accept responsibility for your personal effects.

There is usually a high level of footfall in the upstairs reception area so it is vital that all staff are vigilant. If you feel you have come across unusual behaviour then we urge you to report this. The CRH OP2/5 Security Policy can be found on the trust intranet which fully explains the reporting process. Security teams can be contacted on 3634 (office) or in emergency its 7777.

1. **Layout**

The NGS Macmillan building is split over two floors. The Ground Floor is where main reception for the building is situated. The Information and support centre is also based across from the reception. A range of clinics are also hosted on this level; there are up to 15 clinic rooms and 3 quiet rooms for patients and staff to access. Clinics which are held here are mostly Oncology and Haematology, although other specialities, such as Respiratory and Palliative/Supportive Care also run clinics from here, and as much as possible these are clinics for patients with cancer.

The Pre SACT hub is a new initiative that provides pre-anticancer therapy assessments prior to oncology and haematology clinics.

Upstairs we have a separate reception which manages patient flow for the chemotherapy treatment area.

We have a large chemotherapy unit which holds 21 chairs and 2 bed spaces.

We have two quiet rooms available for patients and staff too use, mainly for counselling or difficult conversations.

There are also 3 treatment rooms which are used for subcutaneous treatments and bone marrow biopsies, although on occasion are utilised to support some gynaecological clinics. These are located separately, off the main reception corridor.

We have a separate staff room – for break allocation. If these facilities are used it is important to clean after yourself.

On this floor offices can also be found for Haematology and Palliative Care services.

There is a bridge which allows access to the main hospital and the Retreat café for breaks.

1. **Time table of patients treated each week**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Monday | Tuesday | Wednesday | Thursday | Friday |
| Consultant | **Dr Dewdney** Dr Bates –am**Haematology** | Dr Bates  | Dr Din **Haematology** |  | **Haematology – am** |
| Patient Disease Group | **Colorectal Oncology**Lung Oncology**Haematology** | **Breast Oncology held at WPH**Lung Oncology | Renal Oncology**Haematology**  | **Breast Oncology****held in NGS ACP and pharmacists** | **Haematology**  |

1. **Staff Members**

**Chemotherapy Treatment Area**

Macmillan Lead Chemotherapy Nurse – Keri Comins

Macmillan Lead Chemotherapy Clinical Nurse Specialist – Lynn Burroughs

Macmillan Chemotherapy Clinical Nurse Specialist – Mark Wilson

Macmillan Chemotherapy Clinical Nurse Specialist – Rebecca Hallam

Chemotherapy Clinical Nurse Specialist – Irene Peter

Chemotherapy Clinical Nurse Specialist – Melissa Oldfield

Staff Nurse – Lauren Harris

Staff Nurse – Sarah Jones

Staff Nurse – Maisy Hadley

Chemotherapy Support Worker – Emily Fletcher

Chemotherapy Support Worker – Haidee Chapman

Chemotherapy Navigator – Linda Jackson

Receptionist – Deborah Lancaster

Receptionist – Karen Palmley

**Oncology Clinics**

Oncology Clinic Staff Nurse – Amy Jepson

Oncology Clinic Support Worker – Amanda Thorpe

**Pre - SACT hub**

Clinical Coordinator – Alison Burrows

Clinical Coordinator – Sheree Lockett

Clinical Coordinator – Cayleigh Garner

Clinical Coordinator – Zoe Baston

**House Keeper** – Joann Jones

1. **What do staff members do?**

Our Chemotherapy CNS’s practice autonomously, integrating specialist Systemic Anti-Cancer Therapy clinical practice, providing expert advice, support and education to patients, and colleagues in the health care team, collaborating with other health care professionals relevant to holistic patient needs and deputising day to day operations of the treatment area in the absence Macmillan Lead Chemotherapy CNS. Together with the Staff nurses they administer anti-cancer therapy to patients and prior to first cycles of treatment will counsel patients on the treatments, including how, why and when it is given. Recognition and management of potential side effects and who to contact if they should become unwell, following treatment– this is undertaken in a quiet room. Patients are escorted to a treatment chair in the main treatment area where staff will ascertain which arm can be used for treatment. If the patient does not have a pacemaker, a heat pad is used to warm up the patient’s veins. This is to assist with bringing the patient’s veins to the surface, allowing for an easier insertion of a peripheral cannula. The nurse will then cannulate the patient and commence any pre-medication drugs. These are required to reduce side effects such as nausea and vomiting or possible drug reactions. Once the prescribed chemotherapy is available or the patient is ready, the chemotherapy will commence. Once the treatment has been completed, the cannula is removed. Patients are discharged and the chair space is then cleaned, ready for the next patient. In this time, nursing documentation will be completed.

The support worker (SW) supports with escorting the patient into the treatment area and preparing them, within their scope of practice, until a nurse can attend. They support patient comfort ensuring hydration, dietary and toilet needs are met. It is important for the SW to liaise with the nursing staff to identify which patients are due to their treatments and which patients cannot have cold food or drink. This is imperative as some treatments can cause adverse reactions when cold food or drink is consumed, such as pharyngeal spasms. They assist with stocking up of products, and admin duties, such as, medical and nursing notes management and liaising with clinic staff to ensure a smooth patient journey. The SW helps to maintain a clean and tidy environment. They are also trained to remove cannulas safely. Support workers also aid in the preparation of work for the next working day. They do this by preparing treatment trays and relevant paperwork.

The pre SACT hub team manage their own booking of patients and undertake patient bloods, height, weight and other necessary assessments that are recorded in a timely manner to ensure treatments can be prescribed and ordered ready for planned treatment administration. They have recently taken on the task of booking new referrals for anti-cancer therapy, liaising with multiple disciplines and areas to ensure all relevant appointments are booked timely and communicated to the patients.

Our receptionists, meet and greet patients on arrival, resolving issues and admit and discharge patients to and from the unit. Our Chemotherapy Navigator has a growing role and is evolving whereby lending a more supportive and active role in the administration and planning of patients within our department. Managing follow ups, appointments, deferrals and liaising with multiple disciplines and areas to support the patients and staff to ensure the service runs efficiently.

Our oncology nursing team manage patient flow, supporting patient needs and clinicians to work effectively and efficiently.

Our housekeeper helps maintain a clean and productive environment ensuring IPC standards are met and equipment and products are maintained.

7. **The Roles and Responsibilities of Staff**

Promoting Patient Privacy and Dignity

This requires all staff to ensure that doors and curtains are closed during patient interactions, despite the area you are working in. It is important to knock on clinic doors before entering, if you are unsure a consultation is taking place. If you are discussing a confidential matter about a patient’s details or diagnosis, please ensure you undertake this in a private area. If you need to speak to a patient, ensure it is not in a reception area and move them to a private area such as a quiet room.

Treatment area

Despite the large space in the main treatment area patients can be offered a quieter area of the room to sit if they wish. Movable privacy screens are available at every chair and multiple screens can be utilised together to move around the patient if required in emergency situations, to manage side effects such as vomiting or reduce patient anxiety. Patients should be made aware of this on their first visit during orientation to the unit and the team. This helps to provide patients with a comfortable environment in which they receive their treatment and reduces the risk of other patients becoming troubled or distressed in certain situations.

Signposting

It is the responsibility of all staff to signpost patients to areas they may require. If you do not know the answer, please find someone who does, it is not acceptable to say you do not know and leave the patient to find out for themselves. It is important to make patients and CNS’s aware of the vast number of services provided in the Macmillan Information and Support Centre. Any updated information will be shared with staff via management to ensure patients are kept updated on recent changes and services available. It is equally important to communicate clearly and liaise with other departments to promote excellent patient experiences and share knowledge.

Meeting and greeting

All members of staff working in the NGS Macmillan building are expected to meet and greet patients positively in a warm, friendly manner and resolve any concerns or issues raised, this includes volunteer staff. This ensures patients feel valued and respected throughout their visit/cancer journey and resolves any issues efficiently.

Upset/Distressed patients

Please be aware there are alternative routes out of the treatment area to the reception areas if patients become upset and distressed. Other exits are provided for this reason and utilisation of a quiet room can be valuable to allow the patient to calm down and reflect. A warm drink also goes a long way.

Information Governance

There are a high number of patient medical notes stored in secure areas throughout the NGS Macmillan Building. It is everyone’s responsibility to ensure confidentiality is maintained at all times. Medical notes trolleys are used throughout the building and should not be left unattended or be on view to others. Within the treatment area, medical notes and nursing narratives will be turned upside down following patient and treatment checks and not left unattended. Any electronic information should be kept out of sight from other individuals and logged off appropriately to prevent confidentially breaches.

Public transport

Patients requiring taxis can walk to the main entrance or Scarsdale entrance where there are designated taxi telephones. Otherwise, staff are able to ring taxi companies on the patient’s behalf to order a taxi for pick up at the NGS Macmillan entrance. Patients requiring bus transport need to be sign posted to the main entrance. There is a Stagecoach electronic bus schedule in the Costa café at the main entrance. Staff can also call the Royal Rider on 07468717352 or 07387139486 to transport patients to other areas of the hospital including the hospitals main entrance if required.

Waiting Times

Where possible please ensure patients are aware of waiting times. On the lower-level, clinic running times are updated verbally by clinic staff and receptionists at least every 20 to 30 minutes to ensure communication is shared with all patients. Due to multiple clinics running on this level, clinic processes are shared with patients by clinic staff on arrival. Please be open and honest with waiting times and where possible, try to resolve any issues patients may have such as childcare, carer responsibilities, disabilities or other appointments to keep. Escalate any concerns to senior members of relevant staff. On the upper level waiting times are communicated to patients via the reception staff, however for those occasions where delays may occur, where possible, patients will be contacted, reassured and updated before they leave home to ensure unnecessary waiting times are incurred. This is also relevant for patients attending clinics.

Hearing loop

There are hearing loops available on the reception desks upstairs and downstairs, if you have not had training on how to use them, please speak to a senior member of staff who will assist with this.

Vending machines

If the vending machine is not working, please report this to reception staff who are able to telephone the company to come and fix the machine, ensure there is a sign on the machine so that visitors are aware.

All staff working in the NGS Macmillan building should have access to the fire evacuation training resource and volunteer handbook (if applicable.

Departments will share their own staff information for the wider cancer services within the NGS Macmillan Building.