



Research leaders
Personalised cancer vaccine
that's the first of its kind



Chemo Queens
Treatment buddies
for 17 years



Exciting plans
as CCC-Wirral turns 65

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Contact us & your governor

You have an important voice in shaping The Clatterbridge Cancer Centre through the Council of Governors that represents members' views. You can contact your Governor with any feedback, ideas, questions or concerns via our FT Membership team:

FT Membership Team

The Clatterbridge Cancer Centre NHS Foundation Trust
Mount Road
Bebington
Wirral
CH63 4JY

Email: ccf-tr.enquiriesforgovernors@nhs.net

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The Clatterbridge Cancer Centre
clatterbridgecc.nhs.uk

Welcome

Welcome to our Summer 2022 issue of C3. The last 12 months have seen some fantastic achievements and truly inspiring patients whose stories are included in this year's C3.

We have delivered first-in-human cancer trials, marked CCC-Liverpool's second anniversary, acquired the Aintree blood cancer service, and begun planning future development of CCC-Wirral which celebrates its 65th birthday next March.

I want to thank our Council of Governors and our members for your support and hope you will join us for our Annual Members Meeting on Wednesday 28th September.

Liz Bishop

Chief Executive



“Having cancer never crossed my mind but the Teenage & Young Adult team were all fantastic”

When Tom Street, from Wavertree, began getting chest pains and shortness of breath at just 18 years old, cancer was the last thing he expected. But after a chest x-ray and six months of treatment for suspected pneumonia, he ended up in A&E where doctors discovered a growth that turned out to be Ewing sarcoma.

It's a rare type of cancer affecting bone and soft tissue and is more common in people under 30.

“I was young, fit and healthy and preparing to head off to university,” says Tom. “Having cancer never crossed my mind. Cancer at any age is daunting but going into the hospital for the first time and seeing people – mainly older and visibly unwell – having chemotherapy made it really hit home.”

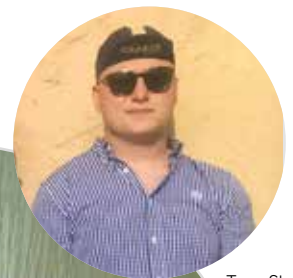
Thankfully, Tom, now 25, has made a good recovery following treatment and support from our dedicated Teenage & Young Adult cancer team.

“Being on the TYA unit was really reassuring and welcoming. The team were all fantastic and you just know everyone is a specialist in what they do so the care you're getting is excellent. I can't thank them enough.”

Tom praised the support he received from the TYA team, saying they went above and beyond to help – including making sure that he got home for Christmas when he was an inpatient. Since treatment, Tom has done his degree and is now studying for a master's.

His consultant, Dr Nasim Ali, said: “It's fantastic to hear that Tom is going from strength to strength since finishing his treatment with us and we're really proud that he's been able to complete his studies and is realising his ambitions.”

Our TYA team provides specialist cancer care tailor-made for people aged 16-24. The unit has four treatment chairs for outpatients and three spacious en-suite inpatient rooms with convertible bed-chairs so loved ones can stay overnight. TYA also has its own social space and activities organised by our Youth Support Coordinator. Around 100 young patients are referred to us each year from across the region.



Tom Street



Dr Nasim Ali

Our TYA team provides specialist care and support

Annual Members Meeting

Our Annual Members Meeting will be held online from 5.00pm-6.30pm on Wednesday 28th September 2022. Full details are in the letter you received with this C3 and on our website.

Research leaders: Personalised cancer vaccine that's the first of its kind

In February Graham Booth, from West Kirby, became the first person in the UK to receive a new cancer vaccine that was tailor-made to his own DNA and aims to help his immune system permanently ward off recurrent head & neck cancer.

The Transgene trial is being led by Professor Christian Ottensmeier, Director of Clinical Research at The Clatterbridge Cancer Centre and Chair of Immuno-Oncology at the University of Liverpool. He is a leading expert in cancer vaccines.

Dad-of-five Graham's cancer has returned four times since he first developed it in 2011, requiring extensive treatment including facial surgery, reconstruction and radiotherapy. He is now having a year-long course of Transgene injections in a bid to keep him cancer-free.

Professor Ottensmeier, Chief Investigator for the UK trial, said: "This is potentially game-changing research. To have reached the stage of a patient receiving this treatment that only a few years ago was thought of as science fiction, is truly amazing."

Up to 30 patients will be offered individualised treatments as part of the clinical trial, which aims to benefit them greatly and expand knowledge of personalised cancer therapies that could eventually help people with other cancers.

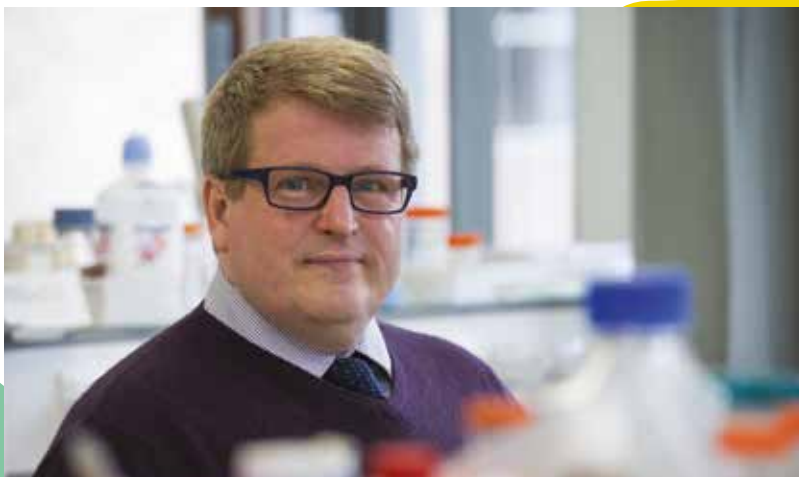
Prof Ottensmeier said: "It is wonderful that we have been able to move from the theoretical stage of this research into creating a treatment for real people. We think this will make a real difference to the patients we treat at Clatterbridge."

More about our research:

Research and innovation is key everything we do. We encourage staff to be research-active and there has been a significant rise in recruitment to clinical trials and the number of clinician-led studies we sponsor. We have had **ECMC status** (experimental cancer medicine centre) since 2017 in partnership with the University of Liverpool.

This year an additional **£5.3m** was awarded to the **NIHR Liverpool Clinical Research Facility**, a collaboration between The Clatterbridge Cancer Centre, Liverpool Heart & Chest Hospital and Liverpool University Hospitals.

CCC-Liverpool supports **a full range of clinical trials**, including first-in-human, early phase, and gene therapy. Our new research laboratory hosts the CCC Biobank and trials processing. Our bespoke Clinical Trials Pharmacy service is also instrumental in the successful delivery of our research.



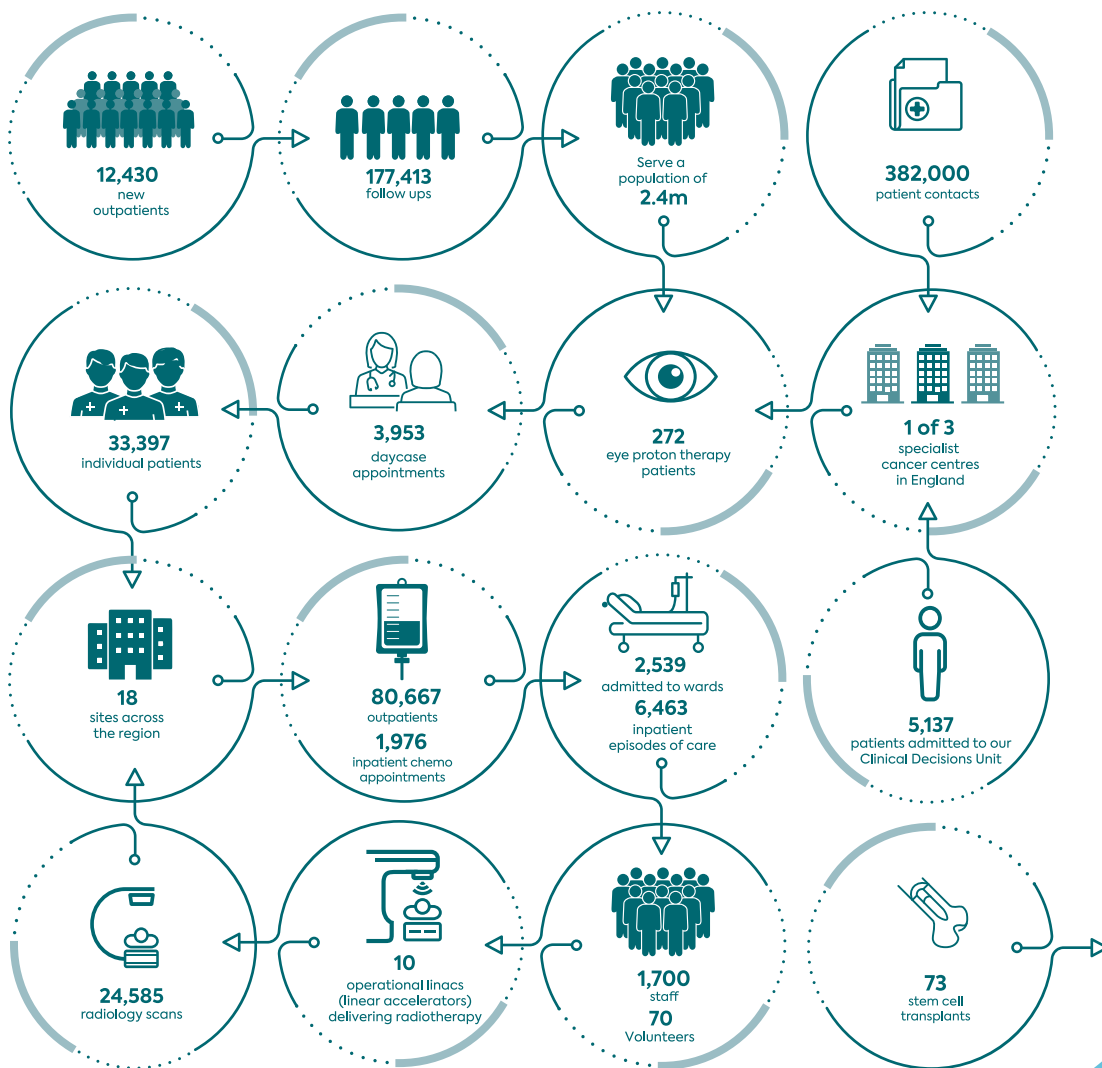
Professor Christian Ottensmeier, Chief Investigator for the UK trial

"It is wonderful that we have been able to move from the theoretical stage of this research into creating a treatment for real people."



ITV News came to interview Graham having his treatment

Our year in numbers (2021/22)





Staff from Delamere at CCC-Wirral are excited about its 65th birthday in March

News from across our sites

CCC-Wirral

Exciting plans as CCC-Wirral turns 65

CCC-Wirral celebrates its 65th birthday next March. There are no plans for retirement, though. Instead, we have exciting plans to bring CCC-Wirral into a new era with estates upgrades and refurbishment so patients and staff can benefit from it for generations to come.

We plan to:

Improve the layout and flow of the hospital to bring services and teams closer together

Improve offices, staff facilities and outdoor space to make sure it's a great place to work

Develop the site in a green and sustainable way, reducing carbon emissions and improving biodiversity in line with our Green Plan

We have also been working with site partners on a long-term masterplan for how the whole Clatterbridge Health Campus – including other hospitals and hospices – could develop over the next 30 years.

Be part of our 65th birthday celebrations

We would love your memories of CCC-Wirral over the last 65 years and your ideas to help us celebrate its big birthday in a really special way. If you have any old photos, stories or memorabilia from your time at CCC-Wirral or ideas for how we mark its 65th, get in touch at ccf-tr.communications.team@nhs.net, DM us on social media or write to the address on page 2.

Clatterbridge Diagnostics welcomes 25,000th patient

More than 25,000 people have now benefited from faster access to vital diagnostic tests and scans thanks to Clatterbridge Diagnostics, our new NHS community diagnostic centre (CDC) at CCC-Wirral. The service is a partnership between The Clatterbridge Cancer Centre and Wirral University Teaching Hospital and opened in 2021.



Paul Cotgrave from Birkenhead, the unit's 25,000th patient



Jane Brady with her milestone bell poem at Halton

CCC-Aintree Chemotherapy at home for North Mersey patients

More people in north Liverpool, Sefton and surrounding areas can now have chemotherapy and other systemic anti-cancer therapies at home or work, thanks to a new Clatterbridge in the Community hub at CCC-Aintree. The service was previously based only in CCC-Wirral.

Operating from two sites and expanding the team means even more patients can now be treated in the comfort of their own home. The specialist chemotherapy nurses have hybrid, energy-efficient vehicles to get to patients.

State-of-the-art linac enhancing treatment

North Mersey radiotherapy patients are now benefiting from faster treatment and more efficient imaging thanks to a new £2.2m linear accelerator ('linac') at CCC-Aintree. The new linac began operating in April.



CCC-Aintree's new linac

Halton Milestone bell & cool caps

A poem that began life in our Halton CanTreat unit so people could mark milestones in their treatment by ringing a bell is now being rolled out nationally.



Jane Brady (pictured above), from Frodsham, wrote the poem after learning our Halton team were looking at how to make 'End of Treatment Bells' more inclusive for people who may never finish treatment.

The End of Treatment Bells charity loved the idea and are now rolling it out nationwide.

Our Halton patients also now have a new 'cool cap' machine to help reduce hair loss, thanks to a kind donation from CanSupport.

CCC-Liverpool wins North West award

CCC-Liverpool was named Best Public Sector Building in the Royal Institute of Chartered Surveyors (RICS) North West awards 2022. It was praised for its superb design and facilities for patients and now goes through to the national finals.

Our flagship, 11-storey cancer centre opened in June 2020 providing highly-specialist and complex care. It has transformed services, allowing us to care for acutely unwell people with cancer who previously had to be admitted elsewhere.

A Greener CCC

Climate change is now widely recognised as one of the biggest threats to public health. As a leading cancer centre it's really important we play our part, especially as climate change and air pollution could bring increased cancer risk.

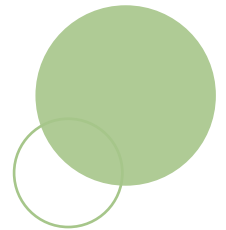
Our Green Plan explains what actions we are taking to reduce carbon emissions, adopt sustainable working practices and deliver social value. You can read it at www.clatterbridgecc.nhs.uk/about-centre/our-strategies-and-plans

What have we done so far?

Saving energy



- LED lighting on all 3 sites (CCC-A, CCC-L, CCC-W*)
- Motion-controlled lighting on all 3 sites
- Additional pipe & hot water insulation at CCC-W
- 100% renewable electricity at CCC-L
- Photovoltaic arrays at CCC-L
- 50% CHP-powered hot water at CCC-W
- Natural ventilation at CCC-A, reducing need for mechanical cooling
- Heat recovery on ventilation systems at CCC-L and CCC-A



Sustainable care



Reducing patient journeys through:

- Clatterbridge in the Community – treatment at home
- Networked model with care provided close to home



Waste

- Paperlite working / EPR
- Recyclable packaging & cutlery in Blackburne House café

Environment



- Air filtration providing excellent indoor air quality at CCC-L
- Temperature control at CCC-L
- Replanting and landscaping of spaces at CCC-W
- Plants on terraces & in offices at CCC-L and The Spine
- Winter Garden at CCC-L
- Working with NHS Forest



Water

- 75% automatic taps across all 3 sites
- Leak detection on CCC-L & CCC-A water systems

Travel



- Hybrid working
- Virtual clinics (phone/video consultations)
- 'Cycle to work' scheme
- Active travel initiatives incl bike lockers & showers
- Public transport incentives for CCC-L
- Electric Vehicle (EV) charging points on some sites

* Clatterbridge Cancer Centre - Aintree, Clatterbridge Cancer Centre - Liverpool, Clatterbridge Cancer Centre - Wirral

Chemo queens

Two women who became firm buddies during chemotherapy 17 years ago and have now racked up more than 600 treatments between them have been awarded the title of 'Chemo Queens' by staff at CCC-Liverpool.

"Having a friend like Ann means the world," says Margie. "I look forward to seeing her and I think the social aspect of treatment is so important. The staff at The Clatterbridge Cancer Centre are all fantastic and being able to have my treatments at the same time as Ann certainly helps as we can have a cuppa, a biscuit and a chat!"

Ann, 88, who takes two buses to each appointment and back, said: "I've just had my 310th chemotherapy treatment and the nurses here are amazing. I have a laugh and a joke with them every time I come. Laughter brightens everyone's day and it's wonderful to be able to have my treatment with Margie.

"People have called us the 'terrible twins' because we're always winding each other up but I think 'The Chemo Queens' suits us much better!"

In the time Ann and Margie have been receiving treatment, there have been:

- **Four World Cups**
- **Four Summer Olympics**
- **13 Glastonbury Festivals**
- **Five Prime Ministers (soon to be six)**
- **The Queen's Platinum, Sapphire & Diamond Jubilees**



Margie (left) and Ann (right) having their treatment

Other news

National leaders visit CCC

We've welcomed some key national figures who were keen to meet patients and staff and see the care we provide.

Shadow Health Secretary Wes Streeting and Wirral South MP Alison McGovern visited CCC-Wirral and CCC-Liverpool in July to find out about our work and hear patient and staff experiences of cancer care.

NHS England Chief Executive Amanda Pritchard visited CCC-Liverpool in June to see the hospital and meet staff and volunteers.

We also showcased our innovations in immunotherapy, cancer vaccines and acute oncology in a visit by NHS England Director of Innovation Matt Whitty and Director of Transformation Tim Ferris in a visit organised by the Innovation Agency.



(l-r) Rachael Gregory and Carla Taylor (Chemotherapy), Alison McGovern MP, Chair Kathy Doran, Chief Executive Liz Bishop, Wes Streeting MP



Michelle Williams, Family Support Practitioner, won funding to create memory boxes like these for children

Bright Ideas

Our Bright Ideas scheme helps staff make their innovative ideas into a reality. They can win a share of a £150k innovation fund thanks to The Clatterbridge Cancer Charity. Ideas funded so far include memory boxes for children with family members affected by cancer and massage guns to help relieve pain in people with cancer.



Haemato-Oncology receives top award

Myeloma UK has given our plasma cell disorders team (pictured right) their Clinical Excellence Programme award for the second time, thanks to their commitment to people living with incurable blood cancer.



Veteran Aware

We are proud to have been reaccredited as a Veteran Aware Trust for our commitment to improving NHS care for veterans, reservists, members of the Armed Forces and their families. The accreditation process is overseen by the Veterans Covenant Healthcare Alliance (VCHA), funded by NHS England's Armed Forces Directorate.



Brain cancer service named Centre of Excellence

Our Neuro-Oncology service won Centre of Excellence status in December 2021 with our partners in The Walton Centre and North Wales Cancer Centre after a rigorous assessment led by the Tessa Jowell Brain Cancer Mission.

Excellence status provides assurance about the availability of excellent care within the NHS and positive recognition for staff who continue to go above and beyond for their patients.

Some of the Neuro-Oncology team receiving their Centre of Excellence award



New MSc in Cancer Care course

Our Clinical Education team now offer a brand new MSc Cancer Care course in partnership with the University of Liverpool. Designed for health and social care professionals who care for people with a cancer diagnosis, the course can also be studied as standalone modules. Cohorts started in September 2021 and January 2022.

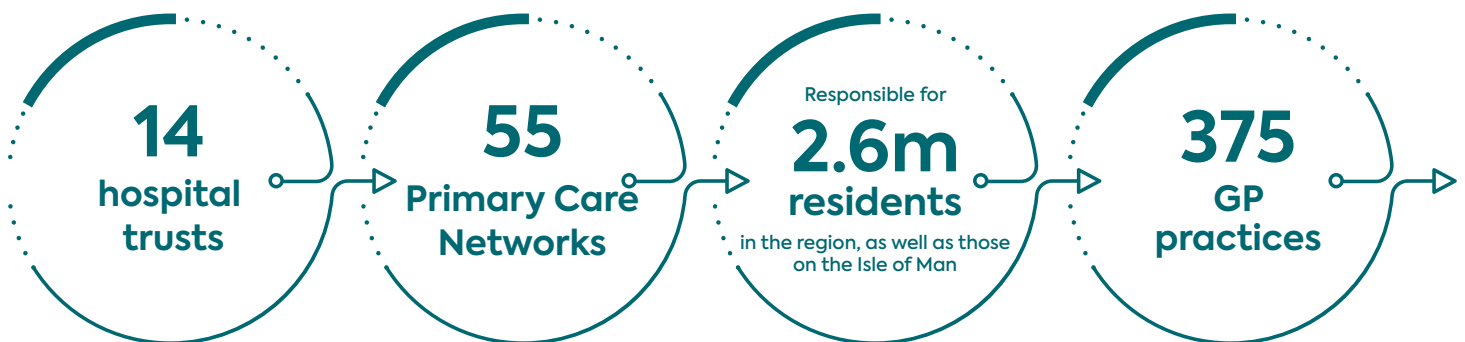


The Cancer Alliance team have held roadshows to hear people's experiences of cancer care

Our work within the Cheshire & Merseyside Cancer Alliance

Our role as cancer leaders includes hosting Cheshire & Merseyside Cancer Alliance and our Chief Executive Liz Bishop is its senior responsible officer and chairs its board.

Cheshire & Merseyside Cancer Alliance comprises:



The Cancer Alliance brings together partners across Cheshire & Merseyside – from screening to diagnosis, treatment and beyond – to deliver the cancer ambitions in NHS England's Long Term Plan.

It focuses on speeding up diagnosis, making the best treatment easier to access and ensuring good follow-up care after treatment. The Cancer Alliance is

also partnering with local community, voluntary and faith groups to raise awareness of cancer and early signs & symptoms.

The Cancer Alliance is working on a large number of projects right through the cancer 'journey'. Read more on the next page and at cmcanceralliance.nhs.uk.

Prevention

Tobacco control: New projects to help people stop smoking (incl while in hospital or pregnant).

Tackling overweight and obesity: Researching local links between excess weight and cancer rates, and raising awareness across the region.

Community engagement: Partnering with voluntary groups in Knowsley, Halton and Warrington to raise community awareness of cancer. Providing toolkits and organising events to increase people's knowledge of cancer.

Diagnosis

Targeted lung health checks: Helping roll out 'lung MOTs' for current and former smokers. Already in Halton, Knowsley and Liverpool and now moving to South Sefton and St Helens.

NHS-Galleri: Cheshire and Merseyside's biggest ever clinical trial of its type, with people invited to sign up for the Galleri blood test which can detect up to 50 types of cancer at an early stage.

Pinpoint: Piloting a way of combining a blood test and artificial intelligence to predict the likelihood of cancer, reducing the time it takes to diagnose or rule it out.

Cytosponge: Helping clinicians test a 'sponge on a string' as a less invasive alternative to endoscopy to test for throat and oesophageal cancers.

Genomics: Collaborating with scientists and clinicians to embed genomic testing related to cancer care into all healthcare systems in our region.

FIT: Rollout of faecal immunochemical testing (FIT) to find small spots of blood in poo, an early warning sign of bowel cancer.

Faster diagnosis: 24 faster diagnosis sites already in place and 28 more planned for 2022/23, including for people with non-specific symptoms such as unexplained weight loss.

Treatment & care

Prehabilitation: Prehabilitation helps people become healthier before cancer treatment e.g. being physically active, eating better and stopping smoking. It helps reduce treatment risks.

Personalised follow-ups: Personalised follow-up care so each patient gets an 'end of treatment' summary, personal care and support plan, health and wellbeing guidance and a cancer care review.

Health inequalities and patient experience: Working with partners across Cheshire and Merseyside to reduce inequalities so everyone gets the best cancer care.

Gynaecology review: A full review of gynaecological cancer services in Cheshire & Merseyside to provide a base for better care.

Cancer Academy

The Cancer Alliance is launching a new Cancer Academy providing education, knowledge and training for healthcare professionals. It is also helping create a national framework for Cancer Support Workers.



Cancer Alliance Medical Director Dr Chris Warburton



The Clatterbridge Cancer Charity – investing in our services

The Clatterbridge Cancer Charity is the only dedicated charity for patients and research at The Clatterbridge Cancer Centre.

It's thanks to your support that we can help make our hospitals such a special place, helping our patients, young and old, get the best possible care and funding life-saving research.

Fairy Appeal

Our Fairy Appeal is a special celebration for our patients, their loved ones, our supporters and staff. A time to celebrate those dear to us while supporting the amazing work of The Clatterbridge Cancer Centre.

Throughout December hundreds of fairies, designed by world-renowned artist Emma Rodgers, will be displayed at our centres in Liverpool, Wirral and Aintree, each one representing someone special. For every donation to the Fairy Appeal, we will place a symbolic Fairy on one of our trees or you can even dedicate a fairy on our Virtual Christmas Tree.

There are many different reasons why you may choose to dedicate a Fairy. It could be in memory of a loved one, to say thank-you to a member of staff who supported you or your family or friends at the hospital, or to celebrate the special people in your life. To dedicate a Fairy or find out more, visit www.clatterbridgecc.org.uk



Glow Green

Our biggest, brightest event is back for its second year and this is your chance to join us. Liverpool City Centre will Glow Green once again for Clatterbridge to mark World Cancer Day as we bring hundreds of people together for the Glow Green Night Walk.

650 walkers turned out in 2022, following an 8k route which passed many of the city's landmarks, including the Town Hall, Royal Liver Building, St Georges Hall, Radio City Tower and of course CCC-Liverpool.

This fun event also gives participants time to reflect and mark World Cancer Day for Clatterbridge with hundreds of candle lanterns displayed on the steps of Liverpool Metropolitan Cathedral, along with messages of thanks, hope and love.

Helen Hawksworth, a Chemotherapy Support Worker at CCC-Wirral, who also underwent breast cancer treatment at the centre, took part in the first ever Glow Green. She said: "I'm proud to work at Clatterbridge where we have such caring people, not just looking after me but all of our patients.

"The care they have given me is incredible, so my family & I took part in Glow Green to raise money for the Charity and say a huge THANK YOU to The Clatterbridge Cancer Centre. You made many dark days a lot brighter for us."

Find out more and sign up at www.clatterbridgecc.org.uk.



Make a regular gift

Charity donations are vital to the future of cancer care in our area, and it's your support that helps The Clatterbridge Cancer Centre to provide the best possible care and cutting-edge research that goes beyond what the NHS provides.

Ongoing support through regular giving means that the Charity can keep investing in the future of cancer care, year on year. If you would like to sign up to make a monthly gift, **simply scan the code or visit www.clatterbridgecc.org.uk**



Upcoming events – get involved!

Lead The Way: Snowdon 17th September 2022

Climb Mount Snowdon with The Clatterbridge Cancer Charity and be part of a team of fantastic fundraisers!

Liverpool Santa Dash 4th December 2022

Take part in the UK's biggest and best Santa Run.

Glow Green Night Walk 3rd February 2023

Join hundreds of others as we make Liverpool City Centre Glow Green for local people with cancer.

Skydive Sunday 19th March 2023

Face your fears with a 120mph freefall for Clatterbridge before gliding down to Earth.

The faces of CCC

One of the commitments at the heart of The Clatterbridge Cancer Centre is to be a great place to work and our highly skilled staff deliver outstanding care and make a real difference to the people we care for every single day. We're extremely proud of our unique 'family feel' and love to celebrate those who work here.

Welcome to Chief Nurse Julie Gray

Our new Chief Nurse, Julie Gray, joined us last October from The Christie. Julie's wide portfolio includes quality of care, professional leadership of our nursing and AHP staff, clinical governance, and infection prevention and control.

As a nurse for more than 30 years, Julie brings a range of experience and a longstanding commitment to improving quality of care and the experience of people with cancer, who are worried they may have cancer, or who have completed treatment and are living life after cancer.

Julie said: "I am immensely proud to have been welcomed into the Clatterbridge nursing community and I am proud to be a nurse here. I am excited by the work we do here and am working with colleagues and all our teams to continue providing high-quality care and being a fantastic place to work."



Chief Nurse, Julie Gray



Our international nurses have quickly become part of the CCC family

International nurses join CCC-Liverpool

In March we welcomed our first ever cohort of international nurses, recruited as part of an initiative to increase the number of registered nurses across the country.

Our six new colleagues hail from Kerala and Tamil Nadu states in India and their skills and varied backgrounds are already proving a fantastic addition to the team.

Welcome everyone and here's to a long and fulfilling career here at The Clatterbridge Cancer Centre!



Consultant Clinical Oncologist Dr Shaveta Mehta

Consultant appointed to prestigious research post

Consultant Clinical Oncologist Dr Shaveta Mehta has been appointed as Associate Research Lead for Cancer by the Clinical Research Network with overall responsibility for Cheshire and Merseyside.

Dr Mehta, who joined The Clatterbridge Cancer Centre in July 2019, specialises in neuro-oncology and breast cancers. She has an extensive interest in research and is committed to improving outcomes in cancer patients, particularly in brain and breast cancers. She is principal investigator for many national and international clinical trials in these fields.

Dr Mehta said: "I am delighted to be appointed to this role. I am passionate about research and strongly believe that coordinated research is the only way forward to improve patient outcomes and the experience of cancer patients and their families.

"By promoting the culture of research, supporting teams, and cross-cutting collaborations across the region, we should improve the survival and experience of our cancer patients. I look forward to working with the Clinical Research Network North West Coast for effective delivery of all NIHR research across the region."

Finance Director of the Year!

James Thomson, our Director of Finance, won a top award in November 2021. James was named Finance Director of the Year for not-for-profit organisations in our region with turnovers of more than £100m a year.

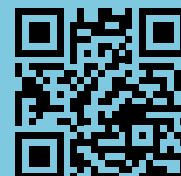
It's a fantastic achievement and a real tribute not just to James but to everyone in our Finance team, recognising their contribution during COVID-19 and the opening of CCC-Liverpool.



Finance Director, James Thomson

Nominate staff for our annual awards!

Team CCC have all worked incredibly hard over the last year and on 14th October we have our annual staff celebration and awards. There are seven awards in total and you can nominate the individuals and teams that you think deserve to win at <https://bit.ly/cccxcellenceinfo> by 5pm on Monday 5th September 2022.



Governors & members

Foundation trust governors represent members' interests and hold non-executive directors to account for the performance of the Trust Board. Governors play a pivotal role in encouraging service users and carers to get more involved in our activities, as well as sharing information about how we are developing services and providing safe, high-quality care.

Find out more at: clatterbridgecc.nhs.uk/about-centre/corporate-matters/council-of-governors

Our Council of Governors has 29 governors:

- 15 elected public governors (7 geographical constituencies)
- 6 elected staff governors
- 8 appointed governors who represent partner organisations

Membership news

Our Membership, Engagement and Communications Strategy (July 2022) looks at new and invigorating ways to engage and communicate with you. We'd love your ideas so tell us how you would like to engage with the Trust, ensuring we meet your needs while reaching all members and all communities.

Get in touch at ccf-tr.enquiriesforgovernors@nhs.net or write to Corporate Governance Team, Executive Office, Clatterbridge Road, Bebington, Wirral, CH63 4JY.

How you can support us as a member

- Sign up for email updates if you haven't already and are happy to do so. Just email your name and date of birth to ccf-tr.enquiriesforgovernors@nhs.net. You'll be supporting our Green Plan and will have quick and easy access to information about upcoming events and activities.
- Encourage family and friends to become members by scanning the QR code or registering on our website. Being a member of CCC is completely free, keeps you up to date with key news, and offers an opportunity to get involved and have a voice.
- Vote in our annual summer Governor elections or run to be a Governor yourself!

Our new member events calendar is coming soon so keep your eyes out. If you have any questions about membership, just get in touch.

Contact the Membership Team

Email: ccf-tr.enquiriesforgovernors@nhs.net

Phone: 0151 318 8110



Meet our Governors



**Laura Jane Brown,
Staff Governor**

I am a nurse and I am passionate about people. I care about how people feel and I care about relationships and how together we can help people have the best experience possible. Being involved as a Governor makes me feel as though I am making a difference to how we care for our people.

As a Governor, I have been involved in several projects, focus groups and meetings and because of this I have developed knowledge and understanding in how CCC operates and how key decisions are made. I feel able to share and articulate information and learning, helping maintain staff engagement and staff empowerment. I value being able to advocate for those who cannot whilst educating colleagues and fellow governors about the role of Governors and Non-Executive Directors.

I am keen to continue supporting existing and new Governors and I would like to be a shadow mentor for new Governors to help build relationships from Day 1. I am incredibly passionate about developing others so together we can learn, develop, and grow and make the biggest, positive difference to patient care and staff experience.



**Keith Lewis, Public Governor
(Liverpool)**

A good friend and a neighbour of mine both had cancer and my friend actually nominated me to be a Governor – people were then kind enough to vote for me! I was really proud to get elected as I'm just a normal person and didn't feel as qualified as the others I was up against.

I am genuinely interested in people and like to help those in need so I like being a Governor as I am helping to make a difference to people at a vulnerable time.

Everyone I have met at The Clatterbridge Cancer Centre, at all levels, has been so passionate about the work they do that I find it really inspiring. Whenever I ask questions or give feedback, it's with my neighbour and my friend in mind. When you can relate the work to the difference you can make to real people, I think it really helps.

I was involved in introducing a buddy system with the volunteers and I'm really focused on making things better for people. I am inspired by the work of CCC and how it feels like they really try and make their care individual to each person.

I have been touched by how they take people's holistic needs into account, particularly an example of ex-military personnel who had PTSD and how staff protected them from particular emotional triggers when attending appointments. Going that extra step just seems to come naturally at Clatterbridge.

I hope to support Clatterbridge in going from strength to strength whilst continuing to be inspired by the amazing staff who go above and beyond every day.



**Jane Wilkinson, Lead Governor &
Public Governor (Wales)**

I have been a Governor at The Clatterbridge Cancer Centre for seven years and Lead Governor for four. When I first applied, I'd just retired from my career in finance and I had the time to really embrace a voluntary role.

I joined at a time when the organisation looked very different and it gave me great insight into the role as I was able to be involved in a couple of executive director appointments. The team at Clatterbridge are great – I feel like we really have a voice and are able to constructively challenge, ask questions and make suggestions.

From my perspective, I don't think the organisation has ever been as well led as it is now. The NHS nationally continues to face challenges as we move out of the COVID-19 pandemic but the team at CCC have done an awful lot of impressive work over the last few years.

I am excited about the redevelopment of CCC-Wirral and look forward to seeing that happen, as well as hopefully growing the membership of the organisation, getting younger people involved and having more face-to-face meetings!



**John Roberts, Public Governor
(Liverpool)**

My mother was diagnosed with cancer in her 80s and I remember the impact that staff and fellow patients had on her. She went from being scared going to appointments to developing a really supportive network who changed her completely.

I wanted to be a Governor to thank everyone and promote how families can support their loved ones in getting through.

I'm on the Membership Committee and have taken part in virtual ward rounds which was great as I was able to speak to patients' family members and hear their feedback.

I think the role of a Governor is important as you can bring your own experiences and feedback, as well as being a voice for people who haven't experienced cancer but who want to understand more to better support people having treatment have a better quality of life and experience.

My ambition for The Clatterbridge Cancer Centre is for us to be leaders of cancer research and treatments, working with others to be able to deliver the best care. I would also like more people take part in developing services and for patients to feel they are in the best hospital.

Patient Experience Commitment

Our Patient Experience Commitment 2022-2025 was co-produced over eight months of consultation with patients, carers and staff and highlights our shared mission.

We are all committed to providing excellent, person-centred cancer care.

We will do this in partnership with our patients, their families and friends, carers and our colleagues, as cancer does not affect anyone in isolation.

Our vision to provide improved outcomes and patient experience alongside the best cancer treatment and care is supported by the following four themes that make up our commitment to you.

Our promises are:

- We will listen, hear, learn and act
- We will communicate clearly in ways you can understand and demonstrate that hearing is happening
- We will give patients a leading voice and support each other to develop innovative ways to obtain feedback, involve and engage with you

We want to be an outstanding cancer centre providing the best care and treatment. We can only do that by listening to you, communicating with you, involving you and by leading developments on your behalf. We always welcome your feedback.



Join us as a Volunteer

Our volunteers make an invaluable contribution and fulfil a range of roles:

- Meeting and greeting patients and visitors
- Assisting patients with self-check-in
- Family volunteers based on our wards

If you are interested in volunteering with us, contact our Volunteers Coordinator to find out more!

ccf-tr.volunteersatccc@nhs.net

To find out more about us visit: www.clatterbridgecc.nhs.uk

