



The Clatterbridge
Cancer Centre
NHS Foundation Trust



The Clatterbridge Cancer Centre
Magazine - Spring/Summer 2014



**Have your say on
plans for Transforming
Cancer Care**

**Private patients
benefit NHS**

Kayleigh Terry

*gambled her chances of being
a mother, read about her story*



Pancreatic vaccine | Meet our new senior team | Staff awards

FREE
Please take me home



Welcome



2014 is set to be a landmark year for The Clatterbridge Cancer Centre as we expect to start the public consultation for our proposed expansion into Liverpool, which will see us transform the future of cancer care.

We know how important Clatterbridge is to the area so we really need you to get involved and have your say. You can find out more on pages 6-7.

3Cs: Centre, Clinic, Charity

We have been involved in some fantastic service developments since the last issue. You may have read in the media that we have been leading a project with researchers from across the UK to create an innovative cancer vaccine to help combat pancreatic cancer. One of our consultants is leading the way on this exciting project. You can read about it on page 21.

We have also made some appointments to the senior team at the Trust to help us achieve our ambitious plans for the future. You can meet the new staff who will be instrumental in our plans to make our local cancer services even better than they already are on page 14.

As always I am completely humbled by the support, commitment and dedication shown by our loyal volunteers and charity supporters. Over 100 volunteers choose to spend some of their spare time helping others here at the Centre and without them we would not be able to deliver the fantastic support services we are well known for – so I would like to take this opportunity to say a big thank you to everyone who supports the Centre and our Charity.

In this issue we have a truly heart-warming story from one of our ex-patients. Kayleigh is an inspiration to us all and it is wonderful to see she is doing so well.

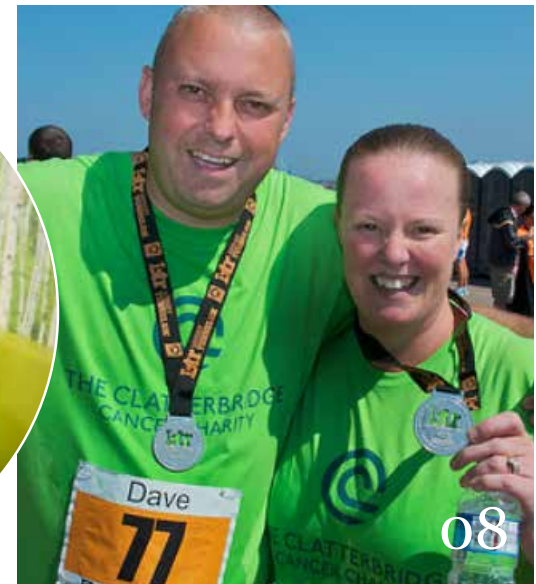
Finally, over recent months we have introduced a staff achievement award. You can read about some of the latest winners on page 11. There's also details of how to nominate if you know a member of staff who deserves to be recognised.

I hope you all have a wonderful summer and please keep an eye out for our public consultation events.

Andrew Cannell
Chief Executive

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The future is bright

Becoming a mum meant more to patient Kayleigh Terry than she could have ever imagined.

At 23 years of age Kayleigh is just like any other adoring new mum, excited for what the future is going to bring for her and her fiancé, Adam, and beautiful baby boy, Dante.

Five years ago the story was very different, when at the young age of just 19 Kayleigh from Warrington was diagnosed with a very rare type of cancer and admitted to The Clatterbridge Cancer Centre for treatment. She had been experiencing extreme stomach pains which had gone undiagnosed for months and, following countless visits to her GP and numerous scans at her local hospital, a biopsy showed she had Ewing's sarcoma.

Ewing's sarcoma is most commonly found in young adults and usually occurs in the bone tissue. Rapid bone growth is thought to be one of the causes, which could explain why more cases are seen in teenagers. Only 400 people are diagnosed with the disease every year. However, Kayleigh's sarcoma was growing in soft tissue rather than bone tissue, which accelerated the growth making it an extremely rare cancer.

Luckily, The Clatterbridge Cancer Centre has a specialist team to deal with rare cancers. At her first appointment with consultant Dr Ali, she was admitted there and then and started a six-month course of chemotherapy.

But the shock of the diagnosis and having to be admitted to hospital was hard on Kayleigh. She told us: "I was so ill the day I met Dr Ali for the first time. I could hardly walk and was in so much pain. When he told me I had cancer and I needed to be admitted immediately to start treatment, I just didn't take it in. It felt like a dream. I walked onto Sulby Ward to be admitted and the nurses were asking me questions and I just couldn't speak to them. I didn't want to even look at them. I sat on the hospital bed and thought 'This is it; this is where I'm going to die.'

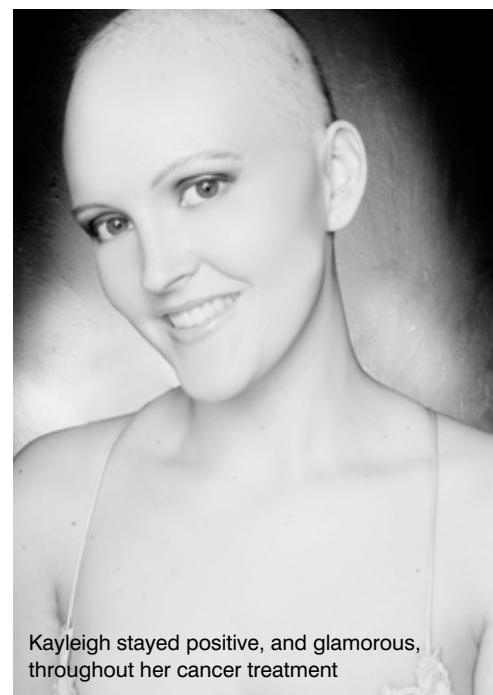
"My chemo started the next day. Dr Ali offered me the option to have my eggs frozen as there was a strong possibility that I wouldn't be able to conceive children following the

treatment, but that process took six weeks, and he was advising that I start chemotherapy immediately. So the choice was taken out of my hands really and I declined."

Kayleigh was admitted to Clatterbridge for five days every three weeks for the next twelve months, with an operation midway through.

"The first few times I was admitted, I hated it. I was so low and just couldn't see a future for me at all. Then Rachel, another teenage patient, came to see me on the ward one day and was talking about how she'd been out drinking on a night out the week before. Just hearing her talking so positively and about doing normal teenage things picked my spirits up. I thought if she can do it, so can I. And I did!

"From that moment on, my outlook changed. Clatterbridge became my second home; I actually enjoyed going in to see everyone! All the staff were so lovely; they weren't just nurses, they became friends. I particularly remember Mandy, the ward manager, and nurses Natalie and Dot supporting me so much and I'll be



Kayleigh stayed positive, and glamorous, throughout her cancer treatment

forever grateful for the care and lifeline they gave me. They even arranged for me to go on a special make-up course as I'd lost all my hair, so they taught me how to draw on eyebrows, and put make-up on properly.... a lifeline in itself!"

When Kayleigh was admitted to Sulby Ward, the specialist Teenage and Young Adult Unit was still under development at the Centre, so she didn't get to use the facility. But it was opened shortly before her discharge date, so she did get to throw a party on the unit on the day of her last treatment to celebrate with the friends she'd made along her way.

"I made so many good friends during my stays at Clatterbridge, but sadly I lost a few too. After I was discharged, I still came in to visit those who were then admitted on the Teenage and Young Adult Unit and I can't tell you how much the facility helped them. It's so important for young cancer patients to have support from people their own age, doing normal teenage activities, talking about normal teenage things. Like Rachel did with me that day. I'm still friends with Rachel. She's just bought a house not far from where I live and she's getting married soon."

The four-bedded Teenage and Young Adult Unit at the Centre is supported by the Teenage Cancer Trust and provides accommodation for patients aged 16 – 24 years receiving chemotherapy or radiotherapy treatment. The four rooms all have en-suite facilities and are equipped with televisions and drop-down beds that allow family or friends to stay overnight in the room if needed.

The unit also has a small kitchen allowing young people and their visitors to make drinks and snacks, whilst the social area allows young patients to mix with people of their own age. In this area patients can play on the game consoles (Playstation 3, xbox 360, the Wii) or just enjoy a film on Sky TV together. This space within the unit is vital in allowing young people to mix socially and offer each other peer support – one of the most important functions of the unit.



"If it wasn't for the support I received at Clatterbridge, I just don't know how I would have got through it. My attitude to everything changed. It had opened my eyes so much and I was so positive. The staff and patients I met along the way helped me achieve that. My amazing family and friends also helped me get back to a good place, and then I met Adam. We went on holiday, we got engaged and everything was going so well.

"But then a depression crept in from nowhere and I was scared again for my future. Finding out I was pregnant with Dante pulled me out of that – my future was suddenly growing inside me. After being told I might not be able to have children, I know how blessed I am to have him. He keeps me so busy I just don't have time to think about cancer! But I'll never forget the people I have met through my cancer, who helped me get to this happy place in my life.

"I have been in remission for nearly four years now. Dr Ali is so pleased with my progress he has spaced my review appointments to every four months. In a weird way I enjoy the review appointments. They mean I still get to come into Clatterbridge to see everyone. I bring Dante with me now so the nurses can see him too. Dr Ali says because my cancer was so rare, he will continue to monitor me for the rest of my life, which I don't mind at all. That means I can keep in touch with Clatterbridge and everyone who helped me, and they'll get to see Dante grow up!

"I couldn't even look at the nurses on Sulby ward when I was first admitted. Now they are friends for life."

"If it wasn't for the support I received at Clatterbridge, I just don't know how I would have got through it. My attitude to everything changed. It had opened my eyes so much and I was so positive."



Top: Nurses on Sulby Ward look forward to a visit from baby Dante.

Right: Kayleigh is excited for her future with fiancé Adam, dog Harley, and Dante.

HAVE YOUR SAY ON PLANS FOR TRANSFORMING CANCER CARE

People across Cheshire and Merseyside are set to be invited to have their say on ambitious proposals to transform the future of cancer care by expanding services and building a new cancer centre in the heart of Liverpool.

A three-month public consultation will give patients, our members, NHS staff and other healthcare professionals, support groups, voluntary organisations and the wider public an opportunity to give their views.

The plans being put forward by the NHS would see The Clatterbridge Cancer Centre develop a flagship new hospital specialising in expert non-surgical cancer care. It would be located right alongside the Royal Liverpool University Hospital, the University of Liverpool and other key partners and would make the health campus a truly world-class hub for cancer expertise.

The Clatterbridge Cancer Centre (CCC) would also continue to provide services at our current sites: our main base in Bebington in Wirral, the satellite radiotherapy centre at University Hospital Aintree and the clinics we run in general hospitals across Cheshire and Merseyside.

The £118m project would involve:

- A state-of-the-art new cancer hospital in Liverpool – closer to the majority of CCC's patients than the current centre in Wirral.
- Cancer patients would have chemotherapy, radiotherapy, inpatient care, outpatients, intensive care and the majority of medical and surgical specialists on the same site for the first time. This is crucial for frailer cancer patients with multiple health conditions and is increasingly important as the population ages, and as we become more successful in treating cancer.
- Patients would also be able to benefit from a much broader range of clinical trials and emerging treatments than now because of the better facilities that would be available to support research in the new hospital, as

well as the closer links with the university and researchers from other NHS organisations.

- However we would make sure that the new hospital had the same warm, welcoming and compassionate feel as our current sites.
- Although all inpatient services, together with some specialist chemotherapy and radiotherapy, would move from Wirral to Liverpool, the Wirral site would continue to provide outpatient chemotherapy and radiotherapy for all of the common cancers including breast, prostate and lung. Highly specialist proton therapy for eye cancers would also remain there. Together this means that the majority of Wirral patients could continue to be treated in Bebington under the proposed new arrangements.
- There would be additional investment in the Wirral site to ensure patients there continued to benefit from superb facilities.
- The satellite radiotherapy unit at Aintree and the chemotherapy clinics in hospitals across Cheshire and Merseyside would also continue.

The new cancer hospital would be funded by The Clatterbridge Cancer Centre, local NHS health commissioners and a public fundraising campaign.

Andrew Cannell, Chief Executive of The Clatterbridge Cancer Centre, said: "Cancer touches virtually everyone at some point in their lives, whether they're a patient themselves or have a loved one with cancer. That means everyone has a stake in the future of cancer services in Cheshire and Merseyside so it's really important we take on board their views. I would really encourage people to have their say in this public consultation."

"I am really pleased to have this opportunity to be involved in such an exciting and worthwhile project – it's a once-in-a-lifetime opportunity to transform the way we treat cancer in Cheshire and Merseyside."

Project Director
Fiona Jones



Benefits

- More centrally located for the majority of patients, with extensive public transport links.
- On-site intensive care, medical and surgical expertise, enabling frailer patients to receive a wider range of cancer treatment.
- On the same health campus as the University of Liverpool, the Royal Liverpool University Hospital (which carries out most of the specialist cancer surgery in Cheshire and Merseyside) and other key research partners.

- The site would be a hub for a much wider range of world-class cancer research and care, enabling people in Cheshire and Merseyside to benefit from the latest and the most advanced forms of cancer treatment.

Other factors

Some patients – those who live closer to Bebington and need inpatient or some forms of chemotherapy and radiotherapy – would need to travel to Liverpool instead. This is because experts say they would receive even better, safer care on a site with intensive care and highly expert medical and surgical consultants.

Fiona Jones, Transforming Cancer Care Project Director

"I am really pleased to have this opportunity to be involved in such an exciting and worthwhile project – it's a once-in-a-lifetime opportunity to transform the way we treat cancer in Cheshire and Merseyside."

"The new hospital would enable us to enhance the quality of patient care even further and make Cheshire and Merseyside a world centre for cancer research. It would also bring cancer services closer to the majority of patients – around 70% of our patients live north of the Mersey."

"We are really keen, though, to know what the public thinks and hope that lots of people will get involved and have their say when the proposals go out to public consultation."

Dr Nicky Thorp, Associate Medical Director

"Although we provide superb care now, we could provide even better care – particularly for our most complex or vulnerable patients – if we were located in central Liverpool on the same site as the Royal Liverpool University Hospital. This is because Clatterbridge health professionals like me need to work very closely with our colleagues in other specialties, including cancer surgeons and specialists in conditions like diabetes, heart disease and lung illnesses."

"As the population ages, we are seeing more patients who have a complex range of health conditions that all need to be

managed very carefully. For us to provide the very best and safest cancer care, it's important to have intensive care and other support on site."

"Many Clatterbridge staff carry out leading-edge research into new treatments for cancer. Our ability to do this would also be significantly enhanced if we were on the same site as colleagues from the university, medical and surgical specialties, and other key partners. This would have massive benefits for patients, enabling them to access a much broader range of clinical trials and new treatments than we can currently offer them."

Sharon Bird, Patient Representative for Transforming Cancer Care

"The new hospital is a very exciting opportunity to make our local cancer services even better than they already are. We're very lucky in Cheshire and Merseyside to have such fantastic cancer care but the benefits of having a cancer hospital on the same site as a major teaching hospital – the one that does most of the specialist cancer surgery in our area – and the university will mean that people receive even better services in future."



Tackling the tunnel for Dad

Charity supporter Dave Williams took part in the Mersey Tunnel 10k last year for The Clatterbridge Cancer Charity following his Dad's cancer diagnosis. He tells us why this year's run in June will hold special significance for him.

"The care my Dad received from everyone at Clatterbridge was unbelievable during his treatment. I couldn't thank the staff enough for what they did. While he was poorly, I told Dad I was going to try a 10k run and raise money for the Centre. He thought it was a great idea to give something back, and he couldn't wait to see me cross the finish line. I was overwhelmed when my wife and friends decided to join me. Then, before we knew it, we had a team of 40. Every one of us knew someone who had been affected by cancer or treated by Clatterbridge, so we felt very strongly about the Centre. Now we were gearing up to do our bit together.

"As I trained, and the run got closer, my Dad was determined to be there to cheer me on. Devastatingly, he never got the chance as he passed



away just before the run. I took part in his memory with my friends around me, and I know Dad would have been so proud of what we achieved.

"On 8th June this year, we'll be lacing our running shoes up again to take part in this year's run in his memory. It's a fantastic event, and the atmosphere as you run out through the tunnel to be greeted with cheers is a great feeling."

If you would like to join Dave, contact our charity team to register today. Visit www.clatterbridgecc.org.uk or call 0151 482 7948.

STEVE GETS INTO GEAR FOR RIDE OF THE ROSES

With a huge increase in demand for our bike events in the last few years, we speak to Clatterbridge supporter Steve Jones about why he's taking part in 'Ride of The Roses' on 31st August.

"My passion for cycling started 20 years ago, but as I got older I eventually gave up. I had always wanted to get back into cycling – I just needed that chance and inspiration to start again.

"Then in 2012, Bradley Wiggins won the Tour De France, and Team GB were on fire. That was the motivation I needed, so I took the plunge, and bought all the gear to set me on my way again.

"People wonder why I am so passionate about cycling. It's the freedom you have to get up and go where you like, whenever you like. There is an amazing feeling of accomplishment when you reach the top of a tough climb, descend at speed back down, or when you push yourself to ride your furthest distance. I don't think

there is a feeling on earth that, for me, can match that. So I began to ride again: short distances at first but in no time the distances increased and I joined Palefish Cycle Club.

"I soon set my sights on more challenges, and I saw an advert for The Ride of the Roses in September 2012, organised by The Clatterbridge Cancer Charity. As I had lost my aunty to cancer and had always wanted to give something back to the people and the hospital that cared so much for her during her illness, I instantly wanted to take part. I decided that I would enter the 50-mile ride and raise as much sponsor money as I could. Then last year, I was joined by some of my Cycle Club friends for my second Ride of the Roses."

We've been so overwhelmed by the support given to us by Steve and the Palefish team that we have asked them to open this year's Ride of the Roses on 31st August 2014. Steve will be the first bike through the ribbon, setting the pace for our 100-mile route.

Steve adds: "Since last year's ride, some of my friends who were battling against cancer have tragically passed away, so taking part has even greater significance for me. It is such an honour for the club to lead the ride out in the best way possible.

"Alongside the ride, I will be cycling 1,000 miles this year to raise awareness of what The Clatterbridge Cancer Charity do, and to raise as much money as I possibly can, in the hope that what I do will make a difference. And maybe, just maybe, I might inspire others to do the same."

To sponsor Steve, visit www.justgiving.com/Steve-Jones080774



Always improving our care

Refurbishment work on the Imaging department finished in May, completing the upgrade programme for clinical departments throughout the Trust.

With £150,000 help from charity donations, the new Imaging department benefits from a new link corridor to improve access and connect the department to the main hospital. There is a new reception and waiting area with floor-to-ceiling windows, letting in lots of natural light and taking advantage of the pleasant outlook onto the garden area. There are also two new sub-wait areas, both fully glazed, again benefiting from the outdoor landscaping.

All changing facilities have been re-designed to improve privacy and dignity for patients, following the example of the award-winning facilities at our radiotherapy centre in Liverpool. The department corridor which houses our scanning machines has also been re-designed to help use time more efficiently and improve the patient pathway.

We have taken advantage of the open aspect in this part of the hospital, so that patients can enjoy the outdoor views in the waiting areas. Now that our second MR scanner is operational, the number of patients visiting the department is increasing so the new link corridor has improved access greatly.

Carol Cunningham, Imaging Manager



From top: A new link corridor, reception and waiting area benefit the new-look Imaging department.



Triage Service

The acute oncology triage service within The Clatterbridge Cancer Centre is a '24 hours, seven days a week' helpline to provide clinical advice to patients, relatives and healthcare professionals.

The team has been in place for just over a year and aims to reduce the number of unnecessary admissions, improve patient care, and consequently patient safety – not just at the Centre but at A&E departments across the region. Patients are assessed by the team to determine their priority for medical treatment. The team also act as a liaison service to patients who are in the first days of their cancer treatment.

The first days of cancer treatment can be stressful on the patient and family so the team are also responsible for making sure every chemotherapy patient receives a follow-up call the day after cycle 1 of their treatment to check that they understood the information and paperwork given to them, and to see how they are feeling. This timely contact has helped improve early recognition of potential emergencies and treatment complications.

Clatterbridge is one of the largest networked cancer centres in the UK.

In addition to our centre in Wirral, we run chemotherapy clinics at seven other hospitals across Merseyside and Cheshire and provide a specialist cancer team for every A&E department in the region. The triage team has the huge task of working with, and across, this multi-disciplinary network to make sure that all the clinics and specialists in the network are kept up to date on the progress and problems of triage patients. This includes the clinical trials department, the Teenage and Young Adult unit, consultants and clinical nurse specialists and ward admission teams.

Susan Reynolds, Manager of the Triage and Nurse Practitioner Service, tells us: "The service is provided for patients who are receiving, or have received, oncology treatments (chemotherapy, radiotherapy or supportive therapies) within the last six weeks. We started out as a two-person team but quickly recognised the benefits the service could offer if we developed the team to take some pressures off the radiotherapy and chemotherapy

treatment services. We are now a very busy team, all professionally trained to offer a comprehensive support service.

"Some calls we receive are from anxious patients who sometimes just need reassurance that their anxieties are fine and there is no need to worry; we're trained for every eventuality! Although these calls aren't exactly what the team is in place for, we're happy to help where we can. Before the team was in place triage calls were taken by the nursing staff on the wards. So on top of their ward duties, they were responsible for handling incoming calls and all the paperwork and liaison with other teams involved in the patient's treatment.

"The success of the team is not only demonstrated through an improved patient experience, but through the improvement in safety and staff morale. We take the pressure off the nursing teams giving them more time to concentrate on inpatient care, and ultimately improve our care."



Going the extra mile for you



Your nominations to acknowledge and reward staff for going that extra mile have been coming in thick and fast! Thanks to everyone who has taken the time to nominate; it's so nice to hear about all the great work staff are doing to make the Centre and your experience the best it can be.

It's been a tough job for the judges, but here are your last three winners.

January - Steve Harrison, Overseas & Patient Services Assistant

Steve went the extra mile for an extremely poorly patient who wanted to get married on Sulby Ward. Steve contacted local suppliers to arrange flowers, food, balloons and cake. He also took the time to film the wedding – making the day as special as he could for the patient and family.



February - Dr Shaun Tolan, Clinical Oncologist

Dr Tolan received a number of nominations from members of the same family. All of the nominations said how kind, caring and understanding he was and that he always put his patients first.



March - Dot Griffiths, Nurse Practitioner on Sulby Ward

Dot was nominated by patients and relatives who felt she went out of her way to make sure they received the very best care and felt informed and well supported.



Your comments:

Even when she wasn't in charge of my son ... she always made an effort to come in and see how he was doing.

Even when you are feeling down she puts a smile on your face.

Always a positive empathetic attitude.

We know our staff are wonderful!

But we want to hear about your personal experience – so we can reward them.

Has someone gone that extra mile for you while you've been treated or visited the Centre? Maybe one of your colleagues deserves a huge thank-you for the hard work they put in?

You can nominate a member of staff using the voting forms around the hospital. Return your completed form to the ballot box on the main reception – judging will take place at the end of each month.

Private patients benefit the NHS



Profits made from private patient income are reinvested and used to add value and enhance our NHS service.

The Clatterbridge Clinic is now an established element of the range of cancer services we can offer our patients. The introduction of the private patient

unit is helping us develop Clatterbridge cancer services further, as profits are being re-directed to fund improvements to our NHS services.

The 2014/15 financial year profits generated from the first year of the private patient unit (2013/14) will be used to:

- Part-fund a senior thoracic lecturer to enhance the Trust's research capability.
- Advance the radiographer-led

treatment review programme, which helps release consultant time through innovative staff development.

- Invest in technology to improve access to online chemotherapy treatment protocols.
- Upgrade to toilets and changing cubicles within the radiotherapy department to improve privacy and dignity for patients.
- New electronic rostering system to improve the efficient use of nursing time, helping release time for patient care.

Medical Director Dr Peter Kirkbride said: "Patients using their private medical insurance to pay for their cancer treatment are helping us add value to the overall service we can provide. The income that The Clatterbridge Clinic generates is a crucial component of our financial plans for the coming years, including the project to

build a new cancer centre in Liverpool. Income generation from the private patient unit will allow us to free up other income streams and re-direct them to the budget for the new hospital build."

Do you have private healthcare?

Look out for leaflets around the Trust which give you more information about this partnership, the treatments available and introduce the team who can answer any questions that you may have.

CLINIC PASSES FIRST QUALITY INSPECTION WITH FLYING COLOURS

The Clatterbridge Clinic has proved a huge success since its opening in April 2013 with additional revenue generated from the Trust's share of the partnership being reinvested locally to enhance NHS services and facilities at The Clatterbridge Cancer Centre.

NHS patients also benefited from spare capacity on the private clinic's radiotherapy treatment machine with almost 900 treatments delivered to NHS patients in 2013/14.

The Clinic passed its first inspection by the Care Quality

Commission (CQC) in February with the subsequent reports confirming that it is meeting the standards required in all categories inspected.

Yvonne Bottomley, Deputy Chief Executive & Director of Finance at the Trust, said: "The report is extremely positive and is a testament to the hard work and commitment of those working within the private patient unit and the wider Clatterbridge team. There were high expectations from our chosen partner in respect of quality standards and it is very reassuring to have the CQC confirm this following their inspection."

Dr Shaun Tolan, Chairman of the Clatterbridge Clinic Medical Advisory Board, said: "I am very proud of the Clatterbridge Clinic's achievement. The CQC gave us a thorough inspection and we are delighted with the results. We have worked hard to ensure our patients are provided with exceptional care in comfortable surroundings with a personalised service designed to suit their individual needs. Patient experience is at the heart of everything we do and the CQC has recognised the efforts we are making to achieve this."

THE VISION:

The Clatterbridge Clinic is a joint venture between The Clatterbridge Cancer Centre and The Mater Private, Ireland's leading private hospital. The aim is to combine the skills and expertise of the world-renowned Clatterbridge team with exceptional standards of care, comfort and privacy in a state-of-the-art environment delivered by a small dedicated team. Providing an alternative for those patients who have private medical insurance or who wish to self-fund their treatment.

The vision of the Clinic is simple – to be the private clinic of choice for those affected by cancer. Delivering exceptional, personalised care built around the needs and lifestyle of our patients.



VOLUNTEERING THEIR SERVICES FOR YOU

We are fortunate to have an army of wonderful volunteers who donate their time so anyone who walks through our door has the welcoming experience which The Clatterbridge Cancer Centre is so renowned for.

DID YOU KNOW?

- The hospital has a library in the patient lounge on the 1st floor. Staffed by volunteers, the library is available for use by any patient whether an inpatient or outpatient.
- The patient lounge also has comfortable sofas, a TV and tea/coffee making facilities for patients or visitors to take time away from the treatment environment if they need it.
- Volunteers run craft classes in the patient lounge every Thursday morning. The classes are open for anyone to take part, patients or staff.
- The 'Quiet Room' for private reflection or prayer can be found next to the patient lounge on the 1st floor. A Roman Catholic service takes place in the Quiet Room on Tuesday mornings 10.30 and Wednesday afternoon at 1pm. There is also a service at the Chapel of the Holy Spirit on the Clatterbridge main site on Sunday mornings at 10.00am. The Chaplains will come and collect patients if they wish to attend.
- A hospital chaplaincy service operates at the Centre with three Chaplains visiting the wards regularly to administer Holy Communion or Religious Rites if requested.
- Volunteers organise a 'befriending patients' service for inpatients who have travelled far to attend the hospital and may not have regular visitors.
- You'll also see the volunteers on their regular refreshment rounds, bringing free tea and coffee to our patients and their guests in the radiotherapy waiting areas.
- Trained hand and foot massage volunteers are available for inpatients or patients waiting for radiotherapy treatments.

If you would like to know more about any of these services, please ask your nurse or radiographer for more details or contact **Diane Jones, Volunteer Co-ordinator** on **0151 334 1155 ext. 4864**.



Free hand and foot massages

Craft sessions in the patient lounge

Maybe you would like to volunteer your time to support patients at the Centre?



Christine Driver

You can help from the comfort of your own home – like volunteer Christine Driver. She volunteered her creative skills recently by making beautiful heart-shaped cushions to help breast cancer patients. The special shape of the cushion gives support when placed under the arm. And they look pretty amazing too!

Christine said: "The cushions are specially designed for patients who have had breasts removed. They sit under the arm with the lobes of the heart cushioning each side. They are especially useful for patients who have developed lymphedema (fluid build-up and swelling) to support the affected arm. They

also support tender limbs after surgery and can be used as padding between an operation site and car seat belt."

Through generous donations of fabric and filling from her friends and family, Christine and a group of sewing volunteers have made a total of 200 cushions so far! It's a fantastic achievement and we couldn't be more grateful.

She added: "We attach a small card to each pillow, just to let the patient know that someone is thinking of them and has taken the time to brighten up their day."

If you want to help by donating some fabric or pillow filling – please contact Christine at cdriver444@btinternet.com

INVESTING IN OUR FUTURE

Staff are our biggest asset and the reason we are one of the highest rated hospitals in the country.

We are committed to investing in our workforce and have made some new appointments to the management structure of the Trust. We would like to introduce our new Clinical Directors and General Managers for radiation services, chemotherapy and integrated care.

Radiation services



Dr Brian Haylock and Julie Massey

Clinical Director: Dr Brian Haylock

Dr Haylock is a specialist in colorectal, upper gastro-intestinal tract and central nervous system cancer. As one of the most experienced and accomplished consultants at the Centre, Dr Haylock was the lead clinician on the new £17m development to build a new radiotherapy centre in Liverpool in 2010.

General Manager: Julie Massey

Julie is a qualified Therapeutic Radiographer with over 25 years experience. She has been at Clatterbridge since May 2007, initially as Head of Radiotherapy then as Radiotherapy and Imaging Services Manager.

Chemotherapy



Dr Ernie Marshall and Joan Spencer

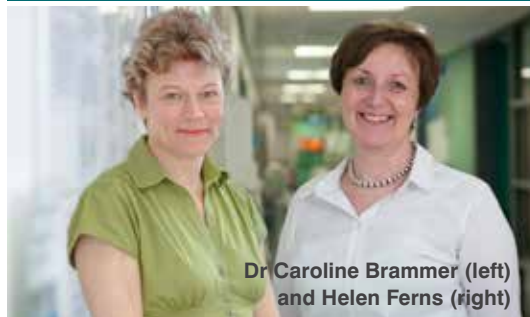
Clinical Director: Dr Ernie Marshall

Dr Ernie Marshall has been a consultant in Medical Oncology since 1998. His areas of special interest are melanoma and lung cancer and he is involved as the principal investigator on over 30 research trials, as well as being UK Chief Investigator in melanoma and support care studies. (Find out more about Dr Marshall on page 19 in our consultant profile.)

General Manager: Joan Spencer

Joan qualified as a nurse in 1990 and took her first post on a surgical unit that specialised in breast cancer surgery. This post convinced Joan that cancer care was her passion. She spent many years as a Clinical Nurse Specialist and was lead nurse for breast services at The Royal Liverpool Hospital before moving into a management role as Associate Directorate Manager for breast, lower GI and urology services in 2009.

Integrated care



Dr Caroline Brammer (left) and Helen Ferns (right)

special interest in head and neck cancers and became Clinical Director for Oncology and Haematology at Wolverhampton in 2011. Caroline is passionate about service configuration to ensure patient-centred care and is looking forward to future working within the Integrated Care directorate and Clatterbridge as a whole.

General Manager: Helen Ferns

Helen qualified as a nurse in 1990. She previously worked at The Christie Hospital as Operations Director for The Christie Clinical Research Facilities and Divisional Lead Nurse for Research. She led a multi-disciplinary team of 150 staff that supported a wide portfolio of clinical studies alongside a clinical facility that supports outpatient, day case and inpatient facilities.

Clinical Director: Dr Caroline Brammer
Having completed her oncology training in 1999, Caroline was appointed as a consultant with a

Working closely with the Board, Executive team and staff from across the Trust, the Clinical Directors and General Managers will help us achieve our ambitious plans for the future. You can read about our expansion plans on pages 6-7.



Past experiences help us build our future

Stephen Sanderson tells us why he became a Foundation Trust Governor

My name is Stephen John Sanderson CBE and I am a newly appointed Governor for the St Helen's and Knowsley constituency. My term of office took effect in September 2013 for three years.

I first became involved with The Clatterbridge Cancer Centre in 2003 when I came for treatment. I had major surgery at the Maxillofacial Unit in Aintree for a tumour in my right sinus, which was followed by six weeks' radiotherapy at Clatterbridge.

I was very impressed by the co-ordination of treatment between Aintree and The Clatterbridge Cancer Centre

and by the caring attitude of all the staff I came into contact with, so I decided to join the Trust as a member.

I noticed that the Trust was looking for people to stand for election as public Governors so I decided to put myself forward. I thought this would be a good way to give something back after the positive experience I had received and I also wanted to contribute in a small way to the cancer centre maintaining its high standards both in care for patients and world-class treatment.

Governors play an important role to ensure the overall standard of care and experience that patients receive is of the highest quality, and I want to make sure the Centre remains the distinguished place that people within our wider community turn to when in need of treatment.

I have been elected to Chair the Governor Strategy Committee and represent the Governors on the Trust Board Strategy Group; these groups

will set plans to ensure the Centre provides the best cancer care to the people it serves.

My background is in teaching. I was a head teacher for 20 years and also advised the Department for Education as an independent advisor. After I retired I retained my interests and became President of the International Primary Head teachers Forum and I represent Great Britain on an international body that organises school sport.

I was very impressed by the co-ordination of treatment between Aintree and The Clatterbridge Cancer Centre and by the caring attitude of all the staff I came into contact with.

ELECTIONS – VOTE FOR YOUR GOVERNOR

The Council of Governors was established to represent your views and ensure that cancer services are developed in a way that reflects the needs of local people. We are currently looking for new governors to join the Trust and we have vacancies in the following constituencies:

PUBLIC

- Cheshire West and Chester (1 seat)
- Liverpool (1 seat)
- St Helen's & Knowsley (1 seat)
- Warrington & Halton (1 seat)
- Wirral and the rest of England (2 seats)

STAFF

- Volunteers, Service Providers, Contracted Staff (1 seat)

If you are interested in becoming a governor or learning more about the role of governors, please contact **Andrea Leather** on 0151 482 7799.

WE NEED YOUR VOTES

If becoming a governor is not for you, you can still take part by voting. Voting is important because it's your chance to vote for the candidate you think will best represent your views and be accountable to you, the member.

BELOW IS A TIMETABLE OF DATES TO LOOK OUT FOR:

ELECTION DATE DETAILS:

- 20th June - Nomination packs circulated
- 7th July - Closing date for nominations
- 25th July - Voting packs circulated (if required)
- 14th August - Closing date for election
- 15th August - Results reported to the Trust and successful candidates notified



Thank you for your support

Every year, The Clatterbridge Cancer Charity is overwhelmed by the dedication and passion of its supporters, as donations to the charity grow and grow. In the last financial year, we raised a record £1.5m.

It is thanks to this tremendous support that we can make a huge difference. Over the last year, we have invested in projects which have improved patient experience and funded vital research programmes and innovations in our services, all of which have helped our cancer patients, young and old, get the best possible care.

Our fundraisers have wowed us with increasingly innovative and creative ways to give their support, and it's also wonderful to see our committed givers continue their support year on year by making regular gifts through to leaving gifts in wills, which help us plan for the future.

Many of the changes you see across the Centre last year have been made possible through charity support, including the refurbishment of key areas such as our Imaging, Proton Therapy and Theatre departments, along with creating relaxing outside space for patients and visitors and the creation of a new facility to provide our groundbreaking Papillon treatment.

Our internationally-renowned team of specialists are also leading the way in many areas, developing new ways of diagnosing, treating and monitoring cancer. One programme in particular is the creation of a Biobank right here at Clatterbridge, which will be integral in future research to diagnose cancer sooner and aim to improve outcomes for patients.

Other services – including the use of thermoplastics for head and neck cancer patients, innovative gold seed marker treatment for prostate cancer patients, counselling and therapy, along with days out for our teenage cancer patients – are all made possible because of your support.

Our plans for this year include further developing the Centre's Research & Development capabilities, helping to provide new services and facilities for patients and continuing to fund those special touches that make a huge difference, such as wigs for our patients, a patient sanctuary, new treatment developments and our ongoing commitment to provide additional support to our patients and their families.

To everyone who has supported the Charity, we would like to say thank you.

To find out what we have in store this year, visit www.clatterbridgecc.org.uk, drop into our charity office or call 0151 482 7948.



Macmillan support

Clatterbridge's radiotherapy centre in Liverpool awarded the highest accolade by Macmillan Cancer Support.



Kath Birchall, Macmillan Information Centre Manager, Liverpool

We opened our radiotherapy treatment centre in Liverpool more than three years ago now. Where did that time fly? We already know it's an outstanding achievement, but a Macmillan Quality Environment assessment of the facility has recently awarded it the highest possible rating in each of the assessment areas – scoring it amongst the best in the country.

The Macmillan Quality Environment Mark (MQEM) is the first evidence-based tool that specifically assesses the physical environments in which treatment and support are provided to people affected by cancer.

The Liverpool Centre was assessed for its design and use of space, the user's journey, service experience and the user's voice, and scored five (the highest mark possible) in each area.

Kath Birchall is the Macmillan Information Centre Manager at the Liverpool centre. She told us: "This really is a fantastic

achievement; there aren't many facilities in the country that score a clean sheet like we did. The assessors were so impressed with the building and the patient facilities, they couldn't praise the services highly enough."

Kath has been in post for two years as the Information Manager at The Clatterbridge Cancer Centre, Liverpool and we can't praise her highly enough either.

Although she only works two days a week, since joining us she has put into operation a number of fantastic services for patients being treated with radiotherapy at the Centre, such as a weekly Tai Chi class, and she also secured an allotment space for the green-fingered patients to enjoy. She runs the HOPE course (Helping Overcome Problems Effectively) – a Macmillan supported self-management programme for cancer patients which has led to the creation of a very successful 'HOPE goes on' support group. With Kath's dedication, the Liverpool Centre now has a 'Headstrong' service for people affected

by hair loss due to cancer treatment and a weekly hand massage service. She also leads patients on a 'walk for health'.

Centre Manager Julie Fenlon told us: "Kath is a real star. She works so hard to make sure our patients have the additional support they need to help them through their cancer journey. She is tireless in her approach to finding those little extras which make the biggest difference."

Not complacent with her already amazing service, Kath recently applied to Macmillan for funds to help transform the Information Centre and Quiet Room at the Centre and was awarded a grant from Macmillan to do the necessary work. Both the Information Centre and Quiet Room have now been adapted for multi-purpose use. Kath has her sights set on developing a complimentary therapies service, and both rooms are now able to accommodate that.

There's no stopping her!

IMPROVING AND DELIVERING EFFECTIVE HEALTHCARE SERVICES



The NHS needs high-quality information and clinical intelligence to help achieve the best possible care for patients.



The Clatterbridge Cancer Centre has a team of skilled professionals who work across all NHS organisations delivering innovative analysis to support the improvement and effective delivery of healthcare services.

NATCANSAT, the National Clinical Analysis and Specialised Applications Team, work to combine clinical data and computer-programming expertise to provide solutions that address the information needs of the healthcare community.

The team is the brainchild of Dr Brian Cottier, a much respected Clinical Oncologist, who was the Centre's Chief Executive from 1993-1997. Starting out as a team of just two, it quickly progressed into a national role supporting the National Cancer Directorate.

Today, the team consists of 12 skilled professionals. Head of the team, Chris Ball, said: "This past year NATCANSAT has been on a journey to strengthen our corporate identity. With the support of Yvonne Bottomley, Deputy CEO at the

Centre, we have successfully emerged as a professional and competitive organisation within the new NHS."

The team is recognised nationally as a primary source of cancer information. As the creator and custodian of the national Radiotherapy Dataset (RTDS), a system unique to NATCANSAT, they collect data using bespoke computer programs, developed in-house to enable a clearer understanding for both clinical and service provisions. They also hold a comprehensive database of hospital episode statistics for outpatient and inpatient, A&E and cancer registration.

Medical Director Dr Peter Kirkbride has executive responsibility at the Centre for NATCANSAT. He added: "Over the last few years NATCANSAT has developed into a team which is highly regarded throughout the NHS, particularly in the radiotherapy community, due to their work with The National Radiotherapy Dataset. This informs the current state of radiotherapy practice in the UK and facilitates national strategic planning for radiotherapy services."

Working on projects such as the 'NHS improving quality 7 day service assessment tool'; the Clinical Commissioning Group dashboard; the Specialised Commissioning quality measures, including radiotherapy uptake rate; and geographical information and mapping for the introduction and relocation of radiotherapy services... the team is a well-oiled machine in the NHS terrain.

Over the last few years NATCANSAT has developed into a team which is highly regarded throughout the NHS.

National inpatient survey results

Inpatients rated us as one of the best in the country, according to the Care Quality Commission's inpatient survey for 2013.

Results published in April show the Centre achieved the best scores in the country for cleanliness of wards and bathrooms, patient privacy, effective admissions and for not feeling threatened during their stay. We were also rated one of best-performing trusts nationally in over 75% of the areas assessed.

Helen Porter, Director of Nursing & Quality, said: "We believe the professionalism and expertise of our staff is second to none – and it is extremely rewarding to see this recognised by our patients. We're 100% committed to delivering safe, effective and high-quality patient care."

Dr Ernie Marshall, Clinical Director for Chemotherapy and Consultant in Medical Oncology



He joined Clatterbridge:

As a consultant in medical oncology in 1997. He qualified from Manchester University in 1986 and initially trained in the North West. He started his oncology training in Perth, Australia, then returned to the UK to complete further training and lab research at The Christie.

He enjoys:

Sports! He plays football and is an avid Man City fan and season ticket holder. He loves to travel and is looking forward to a summer holiday volunteering in China caring for panda bears.

He also:

Is committed to developing clinical research and has been a principal investigator on more than 50 clinical trials spanning lung cancer, melanoma and supportive care. He is currently a member of the NCRI Melanoma Clinical Studies Group and UK chief investigator on the first ever portfolio of eye melanoma studies. As recognition for this, he is the UK lead on an international collaboration in rare cancers (IRCI). He recently stepped down as the clinical lead for cancer research in the Merseyside and Cheshire Cancer Network (1st April 2014).

He said:

"I am the lead on service development in the field of acute oncology and recently edited the first textbook and a national toolkit for emergency medicine departments. I am the clinical lead for acute oncology in the Cheshire and Merseyside network and chair of the national acute oncology subcommittee within the chemotherapy clinical reference group. I am passionate about service development and research within cancer medicine and believe that we have a unique opportunity to lead on chemotherapy service redesign and become national leaders in cancer care."

Fantastic charity partnerships

More and more companies and organisations are choosing to give their support to The Clatterbridge Cancer Charity, helping to provide the best possible care to patients. Two such organisations from across our region include Merseyrail and The Duke & Duchess of Westminster's Eaton Estate, whose staff have voted to raise hundreds of thousands of pounds for the Charity over the coming two years.

Throughout 2014, Eaton Estate will host a variety of prestigious events including garden open days, a huge bonfire party and a carol service. In addition, staff fundraising includes apprentice challenges and quiz nights.

Marie Turnbull, Head of Charity, said: "We are absolutely delighted about our partnership with Eaton Estate which will make a huge difference to Clatterbridge cancer patients and their families. Thank you to everybody that voted for us."

Staff at Merseyrail also voted overwhelmingly to "create a better journey together" for our cancer patients. The partnership was launched on Valentine's Day with a huge singalong of Beatles love songs for commuters at Central Station.

A variety of staff and customer fundraisers are scheduled throughout the year including The Great Merseyrail Bake Off, a football match, a Halloween Ball and a company golf day. Most recently Merseyrail took part in an exciting team skydive!

The Clatterbridge Cancer Centre Chief Executive Andrew Cannell added: "We are delighted to be chosen by Merseyrail staff as their charity of the year. Merseyrail have an exemplary record in supporting the community and the partnership with The Clatterbridge Cancer Charity will benefit the people of Merseyside that we both serve."

"We're truly excited about what we can achieve together over the next 12 months. We'd like to thank everyone at Merseyrail, especially those who nominated our charity and we look forward to working together to support the great work of The Clatterbridge Cancer Centre."

Thanks to Linda Carpenter in our Medical Records team, whose husband Eddie, amongst other Merseyrail staff members, nominated the charity.

Thank you to everyone involved.

If you think your workplace could support Clatterbridge, or if you'd like to volunteer at key events, call the charity team on 0151 482 7948.



Charity supporters share the love on Valentine's Day



Chief Executive Andrew Cannell with Linda Carpenter and staff from Merseyrail

"We are delighted to be chosen by Merseyrail staff as their charity of the year. Merseyrail have an exemplary record in supporting the community and the partnership with The Clatterbridge Cancer Charity will benefit the people of Merseyside that we both serve."



Professor Daniel Palmer, Chair of Medical Oncology

On-site pharmacy open for business



Patients can now collect their outpatient prescriptions at our brand new on-site pharmacy.

In addition to the specialist cancer dispensing service that are available at PharmaC, staff, patients and visitors can access traditional pharmacy services including a range of over-the-counter medications and other healthcare products. A consultation area is also available to discuss any healthcare concerns with a pharmacist.

National Staff Survey results

Results from the 2013 national staff survey showed staff working at the Centre are amongst the most motivated and most satisfied in the whole NHS.

The Centre performed extremely strongly across the board when compared with other acute specialist trusts, scoring better than average in 14 of the 28 areas being assessed, average in 11 and below average in just three.

The survey published in February revealed our staff are significantly more likely than their peers elsewhere to recommend the Centre to friends and family for treatment or as a place to work – a measure that the Government views as a key way of assessing the quality of care NHS trusts provide to their patients.

The Centre scored the highest marks in the country in its class for effective team-working and percentage of staff having annual performance appraisals. We also scored the second highest marks for staff job satisfaction.



Innovative vaccine for pancreatic cancer patients

Experts at the Centre have been leading a project with researchers from across the UK to create an innovative cancer vaccine which can be used in conjunction with traditional treatments to help combat pancreatic cancer.

Pancreatic cancer is responsible for over 9,000 deaths in the UK every year, with less than four per cent of patients surviving five years or more after diagnosis. The inability to recognise symptoms and the unique formation of the cancer tumour make it difficult to provide patients with the life-saving treatment they need.

Professor Daniel Palmer, Chair of Medical Oncology and one of the trial leads at The Clatterbridge Cancer Centre for the pancreatic cancer vaccine, commented: "The new cancer vaccine is a form of immunotherapy which will be used after initial surgery to remove the tumour in the pancreas. It will work to manipulate the body's immune system to recognise microscopic cancer cells, meaning a patient is able to fight any remaining cells before the cancer forms again in any other parts of the body."



Glamorous evening at Thornton manor

Fashion pack unites in memory of Jane

Heswall fashion favourite Sue Huntington showed support for our Charity recently as she hosted her Spring/Summer Fashion event in the beautiful Walled Garden Marquee at Thornton Manor.

The fashion show took place in memory of Jane Ewbank, a lifelong customer of Sue's, who sadly passed away in 2012 after being diagnosed with breast cancer. To honour her memory her family decided to do something positive and put on an evening of style and fun whilst raising much needed funds towards the innovative breast cancer research currently being undertaken at The Clatterbridge Cancer Centre where Jane was treated.

The night was a huge success, attended by around 700 people who enjoyed an evening of high glamour, and raised a whopping £8,000.

Sue, along with the Ewbank family, visited Clatterbridge after the event to present the money to the Charity. During the visit, the group had the opportunity to meet with Dr Malik who was Jane's doctor, and Professor Carlo Palmieri, who is leading the UK clinical trials for irosustat – a drug therapy that could prolong the lives of women with advanced breast cancer.

This important research is being led right here at Clatterbridge, and if successful a new pill, which has also been developed

in the UK, could be available within three years to help more women survive longer. Thank you to the Ewbank family and Sue Huntington for helping to make a huge difference in the field of breast cancer research for women in years to come.



Back row: Left to right – Carlo Palmieri, Stephen Ewbank, Dr Malik
Front row: Left to right – Sue Huntington, Charlotte Bennett, Emma Manning, Louise Beach

Charity Events

Sunday 8 June

Mersey Tunnel 10k

Your only chance to go through the tunnel on foot!

Saturday 14 June

500ft Zipline

Reach up to 100mph over stunning Snowdonia.

Sunday 22 June

The Chester Dragon Boat Festival

An exciting team challenge on the banks of the River Dee.

Sunday 31 August

Ride of the Roses Bike Ride

50, 75 or 100 miles through stunning countryside.

Sunday 28 September

Skydive Sunday

15,000ft adrenalin rush – back by popular demand.

Thursday 13 November

Winter Ball

Our annual Ball returns this November.

April 2015

Cycle Sri Lanka

A 500km adventure of a lifetime across this beautiful island.

Sept 2015

Trek Kilimanjaro

Feel on top of the world on this ultimate trekking challenge.

Visit www.clatterbridgecc.org.uk to register today!



RECIPE OF THE MONTH

Congratulations to Caroline Houghton in Radiotherapy for winning the competition for the best flapjack recipe during nutrition and hydration week in March!

Caroline's Very Naughty Flapjacks

Ingredients

2 tablespoons Golden Syrup
3oz light brown sugar
4oz butter
7oz oats

Method

In a saucepan heat the syrup, light brown sugar and butter until all is melted. Turn off the saucepan and add the oats. Place mixture into a paper-lined tin size 7" x 9". Bake in oven for 20 minutes at gas mark 4. Before it cools and whilst still in baking tin, cut into squares.



ASK A DIETICIAN - Should I be taking a vitamin and mineral supplement while I am having radiotherapy or chemotherapy?

ANSWER - If you are eating a varied diet, it is usually not necessary to take a supplement. However, if you have a poor appetite, you may need to take a supplement that provides the daily requirements. Be careful not to buy different supplements that provide the same nutrients as this may result in you taking excess amounts of certain nutrients which can be harmful and can react with your medications. Always ask a dietitian, doctor or pharmacist for advice before starting to take a supplement.

Puzzle

Can you guess what each of these riddles is describing?

- 1) What gets wetter the more it dries?
- 2) What travels around the world but stays in the same spot?
- 3) What belongs to you but is used more by others?
- 4) What type of coat can only be put on when wet?
- 5) What is put on a table, cut, but never eaten?
- 6) What five-letter word becomes shorter when you add two letters to it?
- 7) What is as round as a dishpan, deep as a tub, and still the oceans couldn't fill it up?
- 8) What has to be broken before it can be used?

Answers on back page

Support your cancer centre

I would like to help The Clatterbridge Cancer Charity by donating:

£100 £50 £30 £20 Other £ Direct Debit*

*If you tick this box, the charity team will be in touch to set up your Direct Debit.

- I would like to know more about the ways I can support the charity
- Tick if you do not want a receipt and help us reduce costs
- I enclose a cheque/postal order made payable to "The Clatterbridge Cancer Charity"

Name: Mr / Mrs / Miss / Ms / Dr _____

Address: _____

Postcode: _____

Telephone: _____ E-mail: _____

Thank you – your donation will now make an even greater contribution to our work.

There are so many ways to get involved, find out more at:

www.clatterbridgecc.org.uk / 0151 482 7948

Or call into our charity office at The Clatterbridge Cancer Centre

Send To: Charity office, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral CH63 4JY **Charity No 1051727**

Please debit my credit / debit card, number _____ (maestro only)

Start date _____ Expiry date _____ Issue No. (maestro only) _____

Security code (last three digits on reverse) _____

In making this donation I do not intend that my wishes for its uses should impose a Trust.

Signed: _____

Date: _____

If you are a UK taxpayer, we can receive an extra 25p for every £1 you donate.

Gift Aid it?

I am a UK tax payer and would like 'The Clatterbridge Cancer Charity' to reclaim the tax on any of the donation I have made in the last six years and all future donations as Gift Aid donations until I notify you otherwise. To qualify for Gift Aid, I understand that the amount of income and/or capital gains tax I pay must be at least equal to the amount claimed on my donation in the appropriate tax year (6 April one year to 5 April the next)

MAILBOX

Your views



Brachytherapy treatment thanks

I received brachytherapy treatment for breast cancer in February. I want to express my gratitude to Professor Myint, Dr Sripidam, Dr Brooker and all the theatre staff who were involved in the surgical procedure.

I would like to thank Mandy, Hilary and the other radiotherapists who treated me with great care and professionalism. The ward staff were all extremely attentive and kind throughout my stay and the domestic staff were all efficient and very polite. And I really enjoyed participating in the craft activity provided by the volunteers.

I feel privileged that I was selected for this procedure as I am aware that it involved a lot of planning to co-ordinate the staff involved.

I felt quite apprehensive about the procedure as I was unaware of anyone who has had this treatment but the staff assured me that I coped with it very well. I would be happy to speak to any patients who may be undergoing this treatment in the future to reassure them if they feel anxious.

(Gwyneth) Lynne Edwards

Congratulations to Gwyneth who wins a personalised framed print courtesy of Maisieboo (as advertised in the Winter/Spring edition). If any patients would like to talk to Gwyneth about brachytherapy treatment please contact Sue Relph 0151 482 7927.

We know that there is amazing work going on in the Centre everyday – if you have a story you would like to share or if you want to tell us about your experience or the experience of a loved one, please get in touch. We look forward to hearing from you...

Emer Scott - Associate Director of Strategic Communications and Marketing
 E: emer.scott@clatterbridgecc.nhs.uk
 T: 0151 482 7792

International Nurses Day: 12th May

Every year on 12th May, the world celebrates the amazing talents and dedication of the wonderful nurses. We asked you what you thought of our nurses. These are just a few of the amazing compliments they received.

With a lovely smile & caring manner. They all make such a difference.

I think all the staff at CCC are doing a fantastic job, especially the nurses. Without the staff at CCC, I'd be in a far worse state than I am in now. I thank you all for your dedication.

A smile, a look, a caring hug, just to know someone cares can make the difference when you're confused and don't know how you will get through the difficult times ahead. So thank you nurses one and all, because you will never know just how much a smile, a look, a caring hug means to patients and families. Bless you all.

Where would we be without them. All of them have been a delight throughout my treatment.

Having been treated at CCC from August 2013 to March 2014 I can only say that the nurses here are absolutely brilliant. They are all so friendly and put me totally at ease during my chemotherapy & radiotherapy. I am so glad I moved from my home town & stayed with my family which enabled me to have my treatment at this great hospital.

WIN
THEATRE TICKETS

Next edition's Star Letter wins a pair of tickets to see 'Annie', at the Liverpool Empire Theatre

The famous Broadway musical following the story of little Orphan Annie, who hopes the 'Sun'll come out tomorrow', boasts a large cast including many talented children - plus Sandy the dog! This much loved family musical is being staged by BOST (Birkenhead Operatic Society Trust) and is guaranteed to entertain and lift the spirits of its audiences.

We have a pair of tickets for the evening performance on Thursday 27th November to give away to one lucky reader!



Email your letter to emer.scott@clatterbridgecc.nhs.uk or post to Emer Scott, The Clatterbridge Cancer Centre, Bebington, Wirral CH63 4JY by 29th August to be in with a chance of winning this prize. Please include your name, address and telephone number.

The winner will be announced in the Autumn edition of C3 magazine.

We recognise the importance of your experience as a patient and those of your family and friends. If you have any compliments, concerns or complaints please contact: Sue Relph, Patient Experience Manager, on: 0151 482 7927 or sue.relph@clatterbridgecc.nhs.uk

- 1) A towel, 2) A stamp, 3) Your name, 4) A coat of paint, 5) A deck of cards, 6) short, 7) A sieve, 8) An egg

Puzzle answers: