

# C3

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me home

The Clatterbridge Cancer Centre  
**Magazine** Autumn/Winter 2016



## »»» Doing it for the kids

Making radiotherapy fun

### »» In this issue

#### A tale of two tattoos

Patient Vishaal Sood's stamp of appreciation for the Centre

#### Annual Review

4 page section inside

#### Prostate advances

New nurse led clinics and treatment innovations





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Chief Executive, Andrew Cannell

Chair, Wendy Williams

Since the last issue of C3 we have had some fantastic news about our new hospital in Liverpool.

In June we received planning permission and in August we officially took ownership of the land – so it's all systems go now to start building work later this year and launch our £15m charity appeal 'The New Cancer Hospital Appeal'.

The new hospital is just one way we are transforming cancer care for the people of Merseyside and Cheshire – read about some of our other exciting and innovative plans on page 6.

When we treat children at the Centre staff go above and beyond to make sure their journey is as carefree and fun as possible. We've had some special visitors to the Centre recently and they certainly made an impact with the children (and adults!). Take a look at pages 10-11 to see some of the fantastic things our staff have done to help our young patients – truly inspirational.

This edition of C3 includes a 4-page annual review that looks back at our achievements over the last 12 months and highlights some of our key priorities over the next year. I'm sure you will agree there have been a lot going on and even more moving forward.

We are looking forward to this next exciting phase for the Trust and, once again, I would like to thank you for your continued support.

Chair  
Wendy Williams

Chief Executive  
Andrew Cannell

## Get in touch >>>

We would love to hear about **your experiences** at the Centre, so please get in touch.

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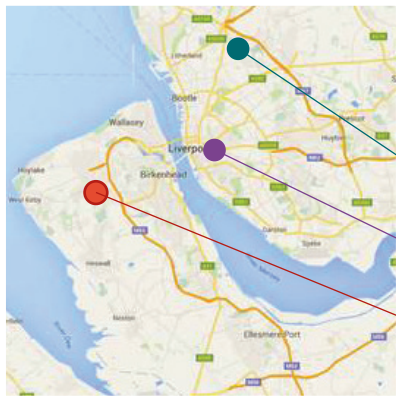
🐦 @ccc NHS

## Our picks from the latest topics...

### Clatterbridge site name changes

»» As we prepare for a future with three Clatterbridge Cancer Centres, we want to make sure it is clear which location patients need to attend for their appointments.

The official hospital name has remained exactly the same 'The Clatterbridge Cancer Centre NHS Foundation Trust' but the names we give to our different sites now include the location detail too.



Currently we have a cancer centre in Wirral and a radiotherapy centre in Aintree. Our exciting plans to build a new hospital in Liverpool mean we will have **three centres in operation by 2019**.

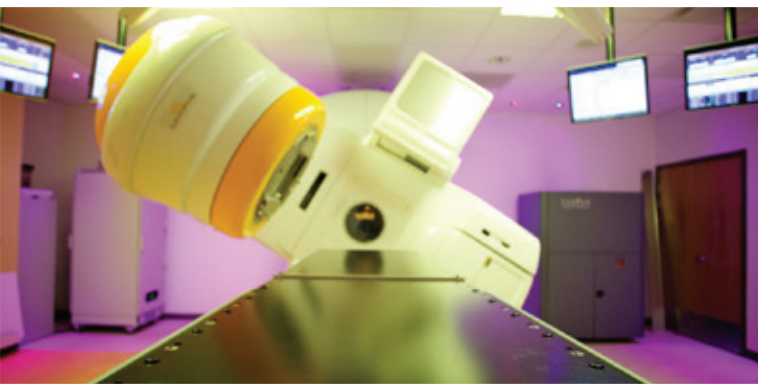
The names for our centres are now:

- **Clatterbridge Cancer Centre – Aintree** (the radiotherapy centre on the same site as Aintree University Hospital, Fazakerley)
- **Clatterbridge Cancer Centre – Liverpool** (the new cancer centre located on the same site as The Royal Liverpool University Hospital, due to open in 2019)
- **Clatterbridge Cancer Centre – Wirral** (the cancer centre on the Clatterbridge Healthpark, Bebington)

The new location names will be on all patient appointments and letters. Please take care to look at the location address before your appointment so you know where your appointment is.

### »» Clatterbridge selected to deliver advanced treatment for brain tumours

»» We have been chosen as one of 16 centres across the country to deliver stereotactic radiosurgery and radiotherapy (SRS/SRT) – specialist forms of radiotherapy that can be used to treat patients with brain tumours.



The decision was announced in the summer by NHS England and marks an expansion of this treatment following a national review.

We already provide SRS/SRT in partnership with The Walton Centre, but now the number of patients receiving this innovative treatment in Cheshire and Merseyside is set to more than double. We treated 94 patients in 2015/16 with SRS/SRT but this is predicted to increase to 306 by 2018/19. The service will continue to be provided in partnership with The Walton Centre and patients will be treated at Clatterbridge Cancer Centre – Aintree.

### We're the national leader in clinical trial of pioneering lung cancer treatment

»» More people from Cheshire and Merseyside than anywhere else in the UK are taking part in a trial of a pioneering drug that could teach their immune system to attack and kill lung cancer cells.

We have recruited more patients than any other UK site for the CheckMate immunotherapy lung cancer trial. Unlike chemotherapy drugs, which focus on killing cancer cells directly, immunotherapy works by helping the body's immune system to recognise cancer and then attack it in the same way as an infection.

The CheckMate trial involves a drug called nivolumab that works by blocking the protein called PDL1 which helps suppress the immune system; the immune system is then triggered to attack them.

Consultant Medical Oncologist Dr Richard Griffiths, the site lead for the CheckMate trial, said: "It's too early to start talking about a cure for advanced cancer, but those patients who do see benefits have a much longer remission than we would usually expect. We have 23 patients now taking part in the trial, more than any other UK site and we believe the second highest in the world."

# A tale of two tattoos



We are humbled by the support and appreciation patients return to us when they themselves are going through such a tough time, one patient tells us why he wants everyone to see his permanent stamp of appreciation.

**A**s a Pharmacist, 31-year-old Vishaal Sood has always had a keen interest in health sciences. Through his education and career he has come to appreciate the amazing potential of the human anatomy, but also its vulnerabilities to illness. So after the lump he discovered in his testicle didn't go away after treating it as a minor infection, he knew he needed to get it checked out.

"I'd be terrible at my job if I didn't take changes in my body seriously and act on them. So I went to my GP and got the lump checked out. I was referred for an ultrasound straight away and was given the devastating results the next day. Tuesday 6th May 2014. It's a date I will never forget, firstly because my whole world got turned upside down that day, and secondly, because I got the date tattooed on my arm, so it's going to be very hard to forget it now!"

Vish was born in Glasgow but has visited family in Liverpool regularly throughout his life. After studying for his pharmacy degree in Aberdeen, he did his pre-registration year in Liverpool, and decided to stay. As a Glasgow Rangers and Liverpool FC supporter it made sense!

"My parents wanted me to return to Glasgow for treatment, but

Liverpool is my home now and I knew the cancer services here are as advanced as they can be. My surgery was booked for a week after I was diagnosed. They actually removed three lumps in my testicle, all at stage 1 and 2 so I was lucky I acted on the symptoms. Most men don't, and that's where the outcomes suffer.

"After surgery came the chemotherapy at The Clatterbridge Cancer Centre. I had a rough time and was admitted for almost a month. Psychologically I was in a very dark place, I was 29 years-old, it was summer and the World Cup tournament was happening. Instead of being out drinking with my mates watching football, I was staring cancer in the face. It was very hard to handle.

"That was two years ago, and when I look back now I've got such mixed feelings about it. It was an awful time, but it was a massive wake-up call, for the better. Everything can be given to you and taken away in a flash. I put a lot less value on material things now and make sure I focus on the things that make me happy. I smile a lot!

"I'm not into support groups and all that. It works for some, but it's not for me. After my treatment was over I felt very isolated. My

friends and family were amazing of course, and I thank them for helping me through it. But in the end it all comes down to you, your focus and a positive outlook.

"The tattoos have been self-help. I have a permanent reminder on my arm now that nothing is going to stop me living a full and happy life. Every time I look at that date, it reminds me that my spirit didn't resign to defeat on that day, and my body certainly didn't. It's given me a whole new respect for the human body. Its amazingly resilient and the greatest invention in the world. The fact my body recovered from what it was put through is testament to its potential.

"I decided to get the design of the Clatterbridge logo permanently etched above my diagnosis date as another reminder that the human spirit is just as important as the anatomy. Without it, the body wouldn't be able to reach its potential. The staff at Clatterbridge were amazing. They don't have to be nice to you, but they are, in abundance. I will be forever grateful to them for their unconditional kindness in helping me get through the time from 6th May 2014. And I've got the tattoo to prove it."





*"I have a permanent reminder on my arm now that nothing is going to stop me living a full and happy life."*

**Vish has been raising awareness of testicular cancer amongst his customers** at the Moreton Pharmacy in Wirral where he works by encouraging and educating male customers on the importance of checking. Unlike most cancers, testicular cancer doesn't get more common as you get older. It's primarily a young man's disease and those aged between 15 and 35 are most at risk. Men should be checking their testicles around once a month but less than one in five actually do. Early diagnosis however, can be life saving.

**[www.Checkemlads.com](http://www.Checkemlads.com)** is a testicular cancer awareness and support website set up by Clatterbridge patient Phil Morris.

**Lads - check it out!**



**checkemlads**



# Transforming Cancer Care update



**BUILDING**  
for the future

**CARE**  
for the future

**CONNECTING**  
for the future

**WORKFORCE**  
for the future

**T**ransforming Cancer Care is our **£157m investment** in expanding and improving cancer care for people in Merseyside, Cheshire and surrounding areas. It involves:

**Building for the Future** – A major new hospital in Liverpool and refurbishing our Wirral cancer centre

**Care for the Future** – The best and most advanced cancer care, as close to home as possible

**Connecting for the Future** – Using technology to enhance care even further

**Workforce for the Future** – Expert, engaged staff with the right skills and values

## Full steam ahead for new hospital

Plans to transform cancer care in Cheshire and Merseyside by building a new Clatterbridge Cancer Centre in Liverpool have been approved.

**L**iverpool City Council formally announced it was granting us full planning permission for the development next to the Royal Liverpool University Hospital and University of Liverpool at a meeting on 28th June. The new hospital will not replace our current sites at Wirral and Aintree – they will continue caring for patients, along with our services in other hospitals across the region and in patients’ own homes.

Meanwhile, NHS Improvement – which regulates NHS organisations – has given the green light to the full business case for the £157m investment, subject to a few final conditions. The approval is fantastic news and means work on the new hospital is on track to start by the end of 2016.

### Royal blood cancer team due to join in April

The blood cancer services provided by Royal Liverpool and Broadgreen University Hospitals will become part of The Clatterbridge Cancer Centre from April 2017.

Staff from both organisations have been working closely on proposals to bring blood cancer and solid tumour care together because of the huge potential benefits for patients.

### Exciting designs planned for Wirral

We’re also investing in redesigning and upgrading our Wirral site. Architects are working on designs at the moment. Look out for images and more information in the coming months.

### Lung telehealth pilot on the way

Lung cancer patients will be saved unnecessary trips for hospital consultations with a pilot that will allow some to have video consultations via a secure IT link. From autumn, Sarah Cubbin, an experienced Lung Cancer specialist nurse, will be running a nurse-delivered telehealth ‘clinic’ for suitable patients. The project was created and developed by Professor Michael Brada. It’s all part of the Care for the Future strand of Transforming Cancer Care, looking at how we can make it even easier for patients to access high-quality care close to, or even in, their own homes.

### Autumn launch for build and appeal

Construction work on the new hospital is due to start on site later this year. We’ll also be launching a public fundraising appeal to complement the NHS’s substantial investment in the new hospital.



## Campaign to give Jo one last adventure

When Donna Webb's cousin Jo Peers passed away in February she decided to launch a photo campaign as a special way to remember 36-year-old Jo, who had been treated for breast cancer at the centre.



Jo Peers

Donna told us: "Jo was full of love and fun, and a very brave and inspirational young woman. In her 36 years, she gave us the most wonderful, fun-filled memories – if she'd lived to 101, she couldn't have done more.

"Jo loved life and always threw herself into everything wholeheartedly and selflessly. Instead of funeral flowers, it was really important to her that donations were made to The Clatterbridge Cancer Charity.

"All the staff at Clatterbridge have been absolutely fantastic in their care and support of Jo and she could not speak more highly of them – they weren't just her medical team, they cared and gave us all much-needed support.

"I know Jo would have loved to see more of the world, so I asked people to take Jo's picture on their travels and share it on Facebook."

Since Donna launched the campaign, Jo's photograph has been to Tennessee, Australia, South Africa and even the North Sea! They have now raised more than £1700 for the charity.

The campaign is such a positive way to remember Jo and a unique way to take us one step closer to transforming cancer care.



### Info >>>

To become part of Jo's adventure, visit [justgiving.com/fundraising/Jojo-fuelled-by-red-wine](http://justgiving.com/fundraising/Jojo-fuelled-by-red-wine)

## West Kirby Live

Mersey Ward's Deputy Ward Manager, Luke Millward-Browning, along with his wife Pamela and two friends organised a very special event this summer in support of The Clatterbridge Cancer Charity.

'West Kirby Live' was a one-day music festival which saw more than 70 acts from across the country perform at ten venues in West Kirby, raising money for our charity. The day brought thousands of visitors into the area in a celebration of music and community, raising £3,200!

### Info >>>

This was the **first ever West Kirby Live** and it will no doubt go from strength to strength. **Look out for next year's event!**

Luke told us: "I wanted to support Clatterbridge because as a community-based music festival, celebrating local grass roots acts, it was fitting to support the local cancer centre. Cancer affects everyone in the community so whatever we could do to help give back seemed the right thing to do."



Nurse Luke and wife Pamela





# Nurse led clinics **helping reduce waiting times**

**A nurse led service for prostate cancer patients is helping reduce pressure on consultants' clinic time, and improve clinic waiting times.**

**P**rostate cancer Advanced Practitioner Sarah Jones, Clinical Nurse Specialist in urological cancers Tracy Thomas, and Nurse Practitioner in prostate cancer Eileen Lavelle initiated a pilot scheme for a weekly nurse led prostate hormone clinic in late 2014 to help provide a more seamless service for patients and their families receiving abiraterone, enzultamide and radium 233 treatment.

Tracy Thomas told us: "The nurse led clinic has greatly improved the patient experience, as well as offering the patient better continuity with a consistent team; we have been able to provide a more holistic approach to prostate treatment. Previously patients would have their treatment dispensed by their consultant, during a busy outpatient clinic. But if the consultant wasn't available, an available registrar would assist.

"The new designated nurse led clinic is helping to free up consultants' time enabling them to see new and the more complex patients quickly, and the monthly reviews we carry out are allowing for better early detection of disease progression.

"We see patients from Wirral, Chester and Whiston once a month to dispense their oral hormone treatment. Without the time constraint pressures that consultant appointment slots have, we are able to carry out a comprehensive assessment of the patient at each appointment and this has helped identify issues that arise with patients and their families. Where needed we can then refer them onto further support services such as benefit advice or other members of the multi-professional teams at the Centre or in the community."

The clinic has proved such a huge success with patients and consultants, the team has now set up a new nurse led clinic every Friday at The Royal Liverpool Hospital to see patients from the Liverpool area and we are expanding this nurse led approach to other tumour sites.

L-R: Sarah Jones, Eileen Lavelle & Tracy Thomas



## Prostate research reducing treatment appointments

**P**rostate cancer patients are being invited to take part in a research trial that hopes to establish whether just five treatments of radiotherapy are as good as surgery for fighting the disease.

The groundbreaking research taking place at the centre is aimed at men who have been given an early diagnosis.

The first participant in the Prostate Advances in Comparative Evidence (PACE) trial has already been signed up.

Dr Shaun Tolan, Consultant Clinical Oncologist, and member of the study's Trial Management Group, said: "The PACE trial is looking at a new treatment technique of giving just five treatments in five days of higher dose, highly targeted radiotherapy and comparing that to surgery or the standard 20 treatments over four weeks.

"This is a very attractive option for men who wish to avoid surgery or for men who are concerned about the tiredness associated with lots of travelling and the disruption to work and family life caused by many weeks of treatment."

Rob Croft, 62, from Chester, was the first patient on the trial. He said: "Clinical trials by their nature are very rigorously monitored, to protect patients through well-designed plans and structured review. The outcome of my treatment will be monitored over ten years. I have been able to trust in every part of the treatment. This is a place where extraordinary things happen for ordinary people. We are all deeply grateful."





# Happy 80<sup>th</sup> Birthday Ted

»»» We want to wish legend Ted Dillon MBE a huge Happy 80th Birthday.

Ted was appointed as the Commissionaire to the hospital in 1993 after retirement from 40 year's service in the Royal Air Force.

Ted's devotion and unique ability to leave lasting impressions on patients led him to be awarded the MBE in the Queen's 2008 Birthday Honours list for his services to healthcare in Merseyside. We're sure there will not be one person who is familiar with Clatterbridge that doesn't recognise Ted. He is known and loved by patients and staff, not just for his terrible jokes, but for his kind manner and cheerful character. His warmth and friendly smile welcomes everyone who comes through the door at the Centre and we don't know what we are going to do without him when he retires.



*Happy Birthday Ted!  
We love you!*



Also, big congratulations to Ted and his wife Martha on their **diamond wedding anniversary** in August. 60 years with Ted, she's a lucky lady!



# Doing it for the kids

»» As a networked cancer centre, we work in partnership with hospitals across the Cheshire and Merseyside region. One of these essential partnerships is with Alder Hey Children's Hospital. They refer their young cancer patients to us for daily radiotherapy treatments, and our expert team of specialists work closely with them to manage each delicate case of paediatric cancer care.

Paediatric radiographers Sarah Stead and Hannah Wilson lead the team who are 'doing it for the kids' at the centre. They work closely with the young patients and their families to make sure their time at the centre is as carefree and fun as possible.

Hannah told us: "Radiotherapy can be a daunting experience for an adult let alone a child. We aim to provide a fun environment with positive memories of a difficult time for both the child and their families. It's a real group effort, everyone puts in so much time and effort to try and make it a positive experience for them, from the volunteer ambulance drivers Graeme and Peter who do a brilliant job with the kiddies, to the treatment radiographers."

The team have come up with a number of initiatives which are helping the young patients cope with the challenges of the treatment process. One of the biggest obstacles for some of the younger patients is the daily anaesthetic. We work in partnership with the brilliant paediatric anaesthetic and recovery team from Wirral University Teaching Hospital and the play therapist at Alder Hey to help make this part of the treatment process as carefree as can be, and the recent introduction of Mickey Mouse to the team seems to be making a huge impact! Mickey has a radiation badge, a cannula and a central line. The children can practice giving Mickey his anaesthetic or taking his bloods to help familiarise themselves with the procedure.

Sarah added: "It's about turning an awful situation into something manageable where the smallest of things makes a big difference. We will continue to see these children in the future at Alder Hey so it's important that we build a rapport with the child and their family right from the start. We know if a child leaves with a smile on their face we have done a great job".

Every young patient gets a VIP (Very important Patient) activity booklet – fan club page, colouring pages, radiotherapy word search page (designed by a patient), spot the difference page, radiotherapy maze page and staff award stickers. The team design large posters featuring the child's favourite cartoon character, pop star or footballer, with daily stickers to countdown the number of treatments left.

They also introduced the 'end of treatment bell' into the radiotherapy department so the children could mark the end of their treatment along with their bravery certificate award (the bell has proved popular with all ages of patient though!) Charity donations also help us provide each child with a gift at the end of treatment too.

Head of radiation services, Kieran Woods said: "Sarah and Hannah have come up with some brilliant ideas to reduce anxiety amongst the children and help them get through their treatment. Sarah got her colleagues to help make a 65ft loom band so the child can hold one end,

while their parent holds the other end outside the treatment room to help keep a connection between them. And they recently adapted one Star Wars obsessed patient's radiotherapy mask to replicate a storm trooper. The simple but effective ideas make the world of difference to these delicate patients."



The team arranged a visit from Britain's Got Talent dancing sensations 'Boogie Storm'





+++ STOP PRESS +++



Taking the lead from one young patient who made his own radiotherapy treatment machine out of Lego, the centre has teamed up with Legoland in Manchester who agreed to build a large scale model of a treatment machine to fit a Barbie or Action Man doll. The model will be used to explain through play the scale of the machine and how the machine moves during treatment to try and put them at ease for their first treatment session.

Hannah Wilson & Sarah Stead



# Going the extra mile for you

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 do?

We receive lots of nominations every month to acknowledge and reward staff for going that extra mile. 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.

## Staff Achievement Award

Here are this year's winners so far:

### January 2016

#### Sue Frowe, Radiotherapy Floor Clinic Receptionist.

Sue's support for each and every patient beams out of her and it really means the world to them.



### February 2016

#### Beccy McCormick and Cheryl Clifton, Mersey Ward.

A patient's wife nominated both nurses as way of thanks for their amazing care right throughout her husband's stay.



### March 2016

#### Ita Frenkel, EPR Analyst.

Ita was nominated by a number of staff in the Administration Services team for the friendly support he provided to them through a service change.



### April 2016

#### Brachytherapy Commissioning Team.

The team were nominated for working tirelessly to ensure the new HDR brachytherapy afterloader was commissioned safely with minimal disruption.



### May 2016

#### Helen Flint, Principle Pharmacist.

Helen was nominated by a patient for her compassionate support and the expert advice she gave.



### June 2016

#### Three winners this month! Luke Millward-Browning, Deputy Ward Manager, Mersey Ward; Kate Green, Jayne Smith, Debbie de Jonge, Julian Hampton-Matthews CReST; Ann Griffiths and the wedding team.

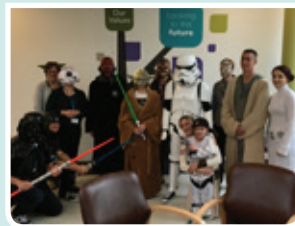
The panel couldn't choose between the three shortlisted nominees. All went above and beyond their role to make sure our patients have the best care and experience possible.



### July 2016

#### Paediatric anaesthetic & recovery team.

The team spent extra time adapting to a young patient's every need to help him break down his anxiety as he was terrified of being put to sleep for radiotherapy treatment.



### August 2016

#### Angela Kipling, Administration Services.

A patient's daughter nominated Angela for being a wonderful secretary, a special talent and a godsend to her family.







## The Care Certificate

»»» Congratulations to all the health care support workers who have achieved completion of The Care Certificate standards.

This nationally recognised programme supports and enables new staff to take their first step on the career ladder and also offers opportunities for existing staff to refresh or improve their skills.

- Angela Halpin • Valerie Mousley • Barbara Banks • Sharney Stuart • Judith McDade • Janet Richardson
- Jessica Dasher • Victoria Almond • Jane Cavanagh • Nigel Dane • Paula Brown • Lydia Richardson • Janice Rimmer
- Theresa Karlsen • Kerry Jones • Amy Vantzand • Caron Plimley • Nicola Donnelly • Natalie Farrimond • Janet Hough
- Margie Smith • Rose Butler • Lynne Eckersall • Chris Jones • Olivia Parry • Deborah Prout • Rebecca Woolfall
- Nicola Knowles • Claire Clarke • Michelle Wrigley • Dawn Martin

## Katie delivers at ESTRO 35

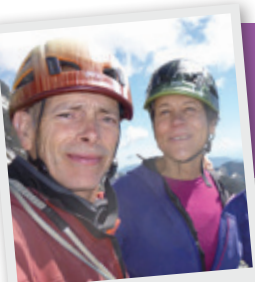
»»» Congratulations to Radiographer **Katie Williams** for her presentation on IV contrast media in radiotherapy planning CT scans at the European Society for Radiotherapy and Oncology (ESTRO) 35th annual meeting conference in Turin, Italy earlier this year. The prominent ESTRO conference is attended by international cancer experts. **Well done Katie!**



## Professor honoured for **lifetime of pioneering**

»»» Professor **Michael Brada**, Consultant in Clinical Oncology at the Centre has been honoured for dedicating a lifetime to improving the treatment of cancer patients. Throughout his career, Professor Brada (left) has been at the cutting edge of research into new drugs and radiation techniques for the treatment of brain tumours and lung cancer. He was presented with the prestigious Lifetime Achievement award by the European Society for Radiotherapy and Oncology at the annual ESTRO meeting.

## Dr Syndikus got married!



»»» Huge congratulations to **Dr Isabel Syndikus** on her wedding to **Stephen**. After 20 years together, the blushing couple were married in Chester in July after Stephen's romantic proposal on top of Cornu Stella mountain in Italy. **Congratulations!**

## Fond farewells

»»» We said fond farewells and best wishes for restful retirements to long serving employees **Sue Swain** after 37 years in the Administration Services team, **Sue Nixon** after 24.5 wonderful years keeping the Physics department in check, and Imaging Manager **Carol Cunningham** after over 30 year's service in the Imaging department. Thank you for your loyal service. **You'll be missed!**



## Consultant profile

# Dr Azman Ibrahim

Consultant Clinical Oncologist

**H**e joined Clatterbridge as a specialist registrar in March 2001 and has been a Consultant Clinical Oncologist since 2006.

He is a graduate of Charing Cross and Westminster Medical School, London and fell in love with oncology whilst working as a senior house officer in Cookridge Hospital, Leeds.

## »» He enjoys:

Most sports. He is a keen golfer and is a member of Bromborough Golf Club. He also travels down to London regularly with his son, supporting their football club Arsenal FC where he holds a season ticket. In between football and golf, he likes spending time with his family and loves to cook.

## »» He also:

Provides a non-surgical oncology services on the Isle of Man (IOM). He is committed to improving the cancer care on the island and has helped bring about a number of improvements since he started his clinics 10 years ago. New cancer patients from the island are now routinely discussed in regional and local multidisciplinary oncology meetings with a significant improvement in the appointment of two further consultant oncologists to expand the specialist services and manage the large number of patients.

## »» He said:

"Patients from the IOM highly appreciate the care they get from us and those who attend The Clatterbridge Cancer Centre for radiotherapy treatment have always given complimentary remarks regarding the quality of our service. Despite the various changes and challenges that we face in the health service I hope we will continue to provide our service with a big smile for the sake of our patients."

*"Despite the various changes and challenges that we face in the health service I hope we will continue to provide our service with a big smile for the sake of our patients."*



## A donation of love

**Time is precious, so when our charity supporters give up their time to volunteer for us, it is truly valuable.**

**Volunteers are the life-blood of every charity and there are lots of ways to get involved. Even an hour can make a huge difference, helping us to raise as much money as we can for people with cancer across our region.**

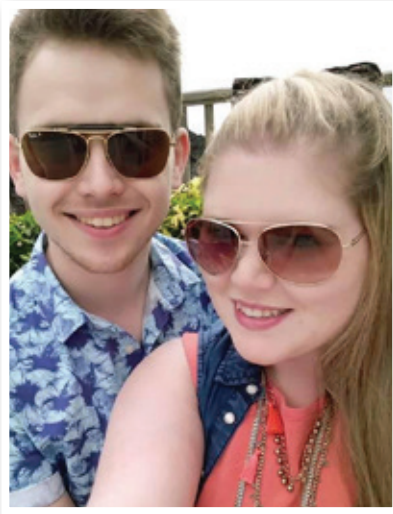
23-year-old former patient Alysha Appleton told us why she gives up her time to help others.

“In November 2010, when I was 17, I was diagnosed with cancer in my hand, a Rhabdomyosarcoma (a cancerous tumour of muscles that are attached to bones) and again in 2011 when the cancer returned.

“I had chemotherapy and radiotherapy. I know how much of a diva I can be and one of the amazing things about Clatterbridge is how the nurses understand the many wonderful side effects (by wonderful, I mean awful) of treatment. It can become stressful and upsetting but they stayed calm and were always really nice, even when I was being awkward! I made some amazing friends there, who I will carry with me forever, I even met my boyfriend Chris when we were both being treated for cancer. Even though Clatterbridge isn't a place that you want to have to come to, the staff and volunteers here make it easier because you know that you will always be greeted with a smile and friendly face.

“I felt really strongly that I wanted to give something back. I'd love to work for an organisation like The Clatterbridge Cancer Charity one day in the future, so volunteering was an ideal way to support. It's really great to spend time in the fundraising office to see how a charity works behind the scenes, it's really good work experience too. Clatterbridge do amazing things for people every day, including saving my life and the lives of many new amazing friends, I'm proud to be part of that.

“Now is such an important time for the centre, the new hospital will help both blood cancer and solid tumour patients; it's closer to the homes of so many people, including me and it's also going to mean more available research and clinical trials which is great news for the future. It makes me proud that by giving a few hours of my time, I can be part of this.”



### Show your support >>>

We're so grateful to Alysha and all of our volunteers for everything they do. The charity has a range of roles and opportunities available based around the time you can give, from placing collection tubs, to joining us at events or even starting your own fundraising group.

Find out how you can make a donation of time, just like Alysha - visit [clatterbridgecc.org.uk](http://clatterbridgecc.org.uk) today

# Connecting for the future



»»» The hospital has gone through a few essential changes recently to prepare ourselves for the exciting future developments.

At the end of May we made a major upgrade to our I.T. systems. We replaced four major computer systems with one integrated system. The new system called Meditech will allow staff to access key clinical information from whatever site they are working, minimising the need for paper

notes to be transported between hospital sites and, in time, allowing us and our NHS partners to act as one service. The new system has the exciting potential for a patient portal which will allow patients to have access to their own medical records to book, change or confirm appointments online, and because patients' medical records will be fully electronic, they will be more secure with an audit trail of who has accessed them.

## New telephone numbers

»»» Our telephone numbers have also changed!

New numbers have been introduced at The Clatterbridge Cancer Centre in Wirral and the radiotherapy centre at Aintree.

The changes are the result of the installation of a state of the art telephone system which will enable us to use desktop videoconferencing and instant messaging to improve communication and reduce the need to travel for meetings.

The new number for **Wirral** is **0151 556 5000**. For **Aintree** dial **0151 556 5959**.

A divert will be in place until January 2017 to ensure anyone who dials the old numbers can still get through.

# Care Navigators

»»» A new role is being implemented in the outpatient department to support the nurses and consultants in their clinics.

'**Care Navigators**' are band 3 nursing assistants who will be trained in communication skills, counselling skills and bereavement skills to help signpost patients to relevant agencies when required, whether it be the Macmillan support service, benefits advice or the relevant Clinical Nurse Specialist service to ensure patients are receiving the correct support information during their cancer journey.



Barbara Banks & Joanne Yates



# Hello Governor!

»» Recently elected Governor **Carla Thomas** tells us why cancer hasn't stopped her reaching her goals.

It is a proud honour to be an elected Governor representing Sefton at the Centre. I feel passionately about the need for further investment in all aspects of cancer services.

I was only six weeks old when I was diagnosed with an aggressive tumour called a Neuroblastoma and I underwent radiotherapy at Clatterbridge in the early 1980s. I met my consultant over 20 years later and I had graduated from Law School with my Bachelors in Law, studied with French law and French. I passed my Legal Practice Course in 2005 and in 2010 obtained my Masters in Law, Medicine and Healthcare from the University of Liverpool. In addition, I am one of the first disabled women Councillors in Bootle representing the Labour Party. I hope that my story particularly inspires other young patients with cancer to believe and reach for their goals and dreams. Through the support of my family and friends, I have remained positive and determined.

Thirty five years on since my radiotherapy treatment, we are now able to monitor images of patients as they receive radiotherapy in a way that was impossible when I was a child.

I want to champion patients treated for cancer and hope that with the investment and innovation (particularly the exciting and impressive new hospital being built in Liverpool) across the world through essential collaborative efforts - one day we may have a cure for this awful disease. My priorities as a Governor at The Clatterbridge Cancer Centre are to encourage excellent patient care practices and reduce hospital related infections; doctors to have good relationships with patients by demonstrating empathy, compassion and understanding - ensuring that consultants listen to their patients and give them the best treatment available.



## Care Quality inspection

»» The hospital had an inspection by the Care Quality Commission (CQC) in early June. The CQC are the independent regulator of health and adult social care in England. They make sure health services provide people with safe, effective, compassionate and high-quality care.

The CQC is inspecting every health and social care service in England during 2016, rating organisations within four categories: Outstanding, Good, Requires Improvement or Inadequate. We look forward to the assessment being published in the Autumn.

*The inspectors told us they had seen some impressive work going on at the Centre and they did not report any areas that needed urgent action to address problems.*

## Events Calendar

NOV

Friday 18 November

### Heritage Ball

Celebrating our heritage at St George's Hall as we begin to build Liverpool's new cancer hospital, right in the heart of the city.

DEC

Sunday 4 December

### Santa Dash

Join 1000s of Santas on this 5k fun run.

MAR 17

Sunday 26 March

### Skydive Sunday

Will you be one of our 100 superheroes taking to the skies for a 10,000ft tandem skydive?

Friday 31 March - 10 April

### Trek Nepal

The challenge is on to trek to Poon Hill in the stunning Annapurna region through charming Nepalese villages where we will experience the culture of the mountain people of Nepal first hand.

JUL 17

Thursday 19 - 23 July

### Cycle London to Paris

300 miles culminating at the Eiffel Tower finish line and the chance to watch the final of the Tour De France.

NOV 17

Wednesday 2 - 12 November

### Cycle Burma

Experience the wonder of Burma on this epic cycle challenge in a land brimming with pagodas and mystery.

## Find out more >>>

Find out more about our Charity events at [www.clatterbridgecc.org.uk](http://www.clatterbridgecc.org.uk) or call us on **0151 556 5566**

## Transforming Cancer Care from your own workplace

From October to March, businesses across Cheshire and Merseyside will be competing in The Clatterbridge Cancer Charity Corporate Challenge.

The aim is to turn £50 into £1000 or more and compete against other companies from across the region for the crown of Challenge Champs! The ultimate aim for those taking part will be to create a very special social and relaxation space for patients at the new hospital.

Companies, like last year's winners MBNA who raised a whopping **£13,000**, will take part in all kinds of fundraising activities to reach their goal. If your company is up for the challenge, you can join in at any time.



### Info >>>

Contact our fundraising team on **0151 556 5566** or [fundraising@clatterbridgecc.nhs.uk](mailto:fundraising@clatterbridgecc.nhs.uk) for more details or to get started.

## WOW! Three Women on Wheels go to Paris

Last December Wirral ladies Cath Blanchard, Therese Hynds and Sue Wallace decided to take on the epic challenge of Cycle London to Paris, 300 hilly miles over four days.

Cath said: "We started in December absorbing the magnitude of our challenge - unsure which was the biggest challenge - the fundraising target or the actual cycle event. Classing ourselves as three middle aged women, all working full time and raising families, we all had fears about whether we would be fit enough by July to take on the challenge. We were also feeling overwhelmed by the fundraising target and knew it would not be achieved by donations alone. None of us were cyclists or fundraisers but we were all passionate about improving the life opportunities for people with cancer, and wanted to try the challenge as it could also help us to improve our own health and well being.

We unashamedly used social media, creating our own Facebook page '**WOW - Women on Wheels**'. And now? Now we're three fundraising cyclists who have completed an epic challenge for a charity very dear to our hearts. The challenge has been amazing from start to finish and crossing the finish line with all the new friends we made along the way has made all the hardwork fundraising and training more than worth it.



### Info >>>

Taking on a Clatterbridge Challenge Event can be a once in a lifetime experience and a unique way to join us as we transform cancer care. Find out more, [visit clatterbridgecc.org.uk](http://visit.clatterbridgecc.org.uk) or check out our events calendar.



## Mushroom and Turkey Stroganoff

Preparation and cooking time: **45** minutes

Makes **2** servings.

### Ingredients:

- 2 medium sweet potatoes, rinsed
- 2 teaspoons olive oil
- ½ medium onion, finely diced
- 1 green pepper, cut into strips
- 1 clove garlic, finely diced
- 240g skinless turkey, diced
- 160g mushrooms (mixed), sliced
- 1 teaspoon smoked paprika
- ½ teaspoon Dijon mustard
- 150ml reduced-salt vegetable stock (made by dissolving a reduced-salt stock cube in the volume of hot water instructed on the packet)
- 2 tablespoons fat-free Greek yoghurt
- Handful fresh parsley, roughly chopped
- Freshly ground black pepper, to taste

### Directions:

1. Preheat the oven to 200°C/Fan 180°C. Pierce the sweet potato skins, and cook in the oven for about 30–45 minutes, until soft.
2. While the sweet potatoes cook, warm the oil in a large frying pan over a medium heat. Cook the onion and pepper for about 5 minutes, stirring frequently, until soft.
3. Add the garlic and cook for a further minute. Then add the turkey, mushrooms and paprika. Mix thoroughly. Cook for about 5 minutes until the turkey has browned on all sides.
4. Dissolve the mustard in the stock, and then pour slowly into the pan. Bring to the boil, and then reduce the heat to simmer for 7–8 minutes, until the turkey is cooked through (no pink meat remains).
5. Remove from the heat before stirring through the Greek yoghurt, parsley and black pepper. Remove the sweet potatoes from the oven and carefully cut in half. Serve topped with the stroganoff – there is no need for butter.

## Brain teaser

Fill in the blanks so that each row, each column and each of the 9 3x3 grids contain one instance of each of the numbers 1-9.

						2		4
3		4				6		9
		9	6				3	
6		7	8	9				
9								2
	1		7	3			8	
2		8						3
4						8		
	7							



I'd like to support  
The Clatterbridge  
Cancer Charity and  
help to change lives

### Please send me more information on;

- Supporting the charity at work
- Fundraising as a group
- Taking part in events
- Volunteering
- Leave a lasting gift in my Will

Name:

Address:

Postcode:

Telephone:

Email:

### I'd like to make a monthly gift of

- £5    £10    £15    Other

### Instruction to your Bank or Building Society

Originators Identification No.

DF Reference (for office use)



Please pay The Clatterbridge Cancer Charity from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with The Clatterbridge Cancer Charity and, if so, will be passed electronically to my bank/building society.

To: The Manager

Bank/Building Society

Address

Postcode:

Branch Sort Code

Account No.

Signature(s):

Date:

### Make your gift worth more with Gift Aid

*giftaid it*

I would like the charity to reclaim the tax on all donations I have made in the last four years, and all future donations. I am a UK tax payer, and I am paying at least as much in income and/or capital gains tax each year as the charity claims on my donations. If you cease to pay tax, or change your address, please contact the charity on **0151 556 5566**.

# Welcome»»»

We're on a journey to an exciting destination, expanding and improving our services over the next five years and transforming cancer care for the people we serve.

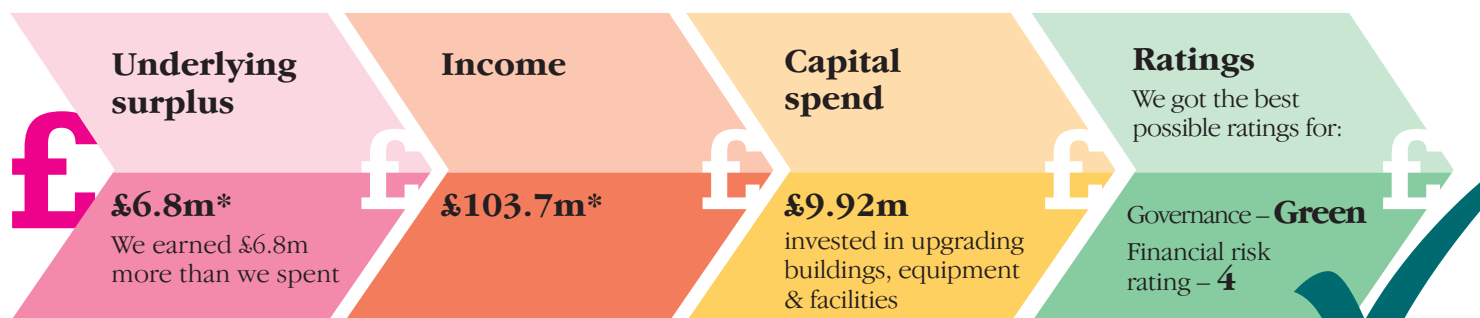
This annual review tells you the progress we made in 2015/16, along with key facts on our performance. It also sets out our plans for 2016/17 as we continue our mission to transform cancer care.

We hope you enjoy reading it.

Best wishes,

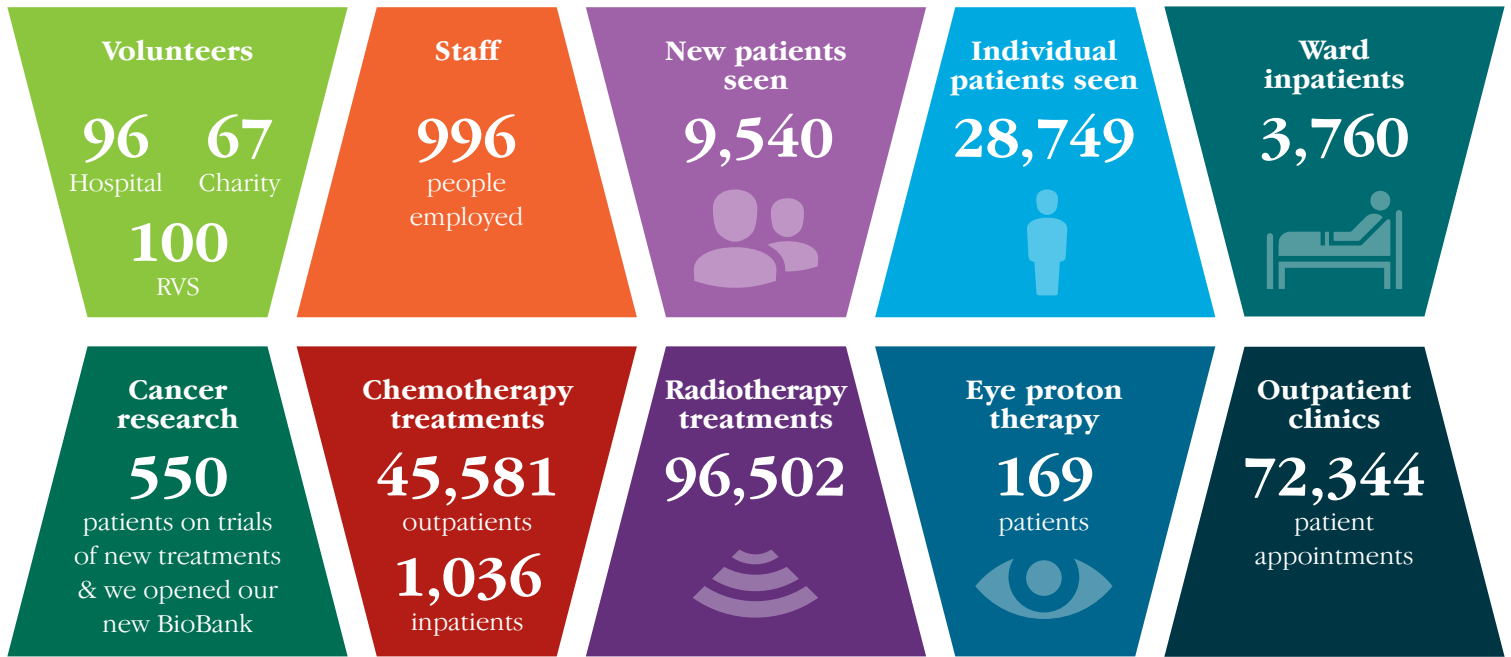
**Wendy Williams**, Chair  
**Andrew Cannell**, Chief Executive

## How we did in 2015/16



\* This excludes one-off funding from reserves built up over many years for the new cancer hospital in Liverpool. When this is included, our surplus was £56.4m.





## Safe, high-quality care

- **MRSA** – 0 cases
- **C difficile** – 3 cases
- **Complaints** – 20
- **Learning from incidents** – Good (best rating)
- **Harmfree care** – 94%



## Pharma

- **95%\*** Patients 'very satisfied'/'satisfied'
- **100%\*** Patients waiting <20mins for prescriptions
- **95%\*** Patients waiting <10mins for prescriptions

### Other highlights:

- Smoking cessation support for patients and staff
- Obtained Home Office & wholesale pharmacy licences
- Began managing procurement & supply of medicines for the Trust

\* April 2016 patient survey



## THE CLATTERBRIDGE CANCER CHARITY

Our Charity received **£2.06m** donations in 2015/16.

Increase of **33%** from last year.

It will fund:

- **£1.12m** will go towards the new cancer hospital in Liverpool
- The remaining income will fund research, patient care, existing commitments to the Trust (e.g. patient services funded each year) and generating more funds



## Clatterbridge Private Clinic

- **1,912** patient attendances
- **186** individual patients
- **100%** patients would recommend clinic to friends & family
- Patients came from Russia, USA & New Zealand as well as UK & Europe
- Green 3 consecutive audit cycles (internal quality audit)



**CARE**  
for the future

Delivering the best  
cancer care for years  
to come



**BUILDING**  
for the future

Developing a new hospital  
in Liverpool & upgrading  
our Wirral site

## »»» Our Transformation programme

We set up a transformation team and programme to support our journey towards Transforming Cancer Care. It's led by Barney Schofield, Director of Transformation & Innovation, and covers the four themes above.

# In 2015/16 we have...



### Blood cancer care on the way!

The care of people with blood cancer and solid tumours will be united in Liverpool for the first time in our new centre, thanks to a landmark decision by the NHS in October 2015. People with blood cancers are currently treated by the Royal Liverpool University Hospital rather than Clatterbridge (see pg 6).

### NICE approval for Papillon

Papillon, a type of contact radiotherapy, was approved by NICE (National Institute for Health and Care Excellence) in September 2015 as a suitable treatment for early rectal cancer in patients not suitable for surgery. We were the first hospital in the UK to offer Papillon treatment with Consultant Clinical Oncologist Professor Myint as the leading authority.

### Rapid chemo chair

Patients having short chemotherapy treatments can now be seen much more quickly thanks to a new rapid chemo chair on Delamere ward in Wirral. 96% (June '16) of rapid chemo chair patients now wait less than 30 minutes.

### PET-CT scanner

Our new £2.6m PET-CT scanner began treating patients at our Wirral site in March 2016. PET-CT combines two types of imaging technology to provide even more detailed scans.

### Treatment at home

Our specialist chemotherapy nurses now treat suitable breast cancer and some melanoma patients at home. The service was piloted in Wirral and then rolled out to Liverpool in September 2015, followed by Chester, Halton/Warrington and Southport.



### New cancer hospital in Liverpool

Our plans to expand with a major new cancer hospital in Liverpool, in addition to our Wirral and Aintree sites, made fantastic progress in 2015/16. In autumn 2015, we hit the road to consult the public on the designs, in March 2016, our Board approved the investment of £157m in the new hospital and the refurbishment of our Wirral site.



### Future technology plans

We set out an exciting vision for using technology to improve care including a new electronic patient record that will enable staff to access important patient information any time, any place at the touch of a button.

### Great free WiFi for all patients and staff

In 2015, we rolled out a vastly improved free WiFi network, thanks to funding from The Clatterbridge Cancer Charity. The WiFi is available at our Wirral and Aintree sites and we hope to roll it out across our clinics in other hospitals.



### Right staff, right skills

We developed a Workforce Strategy for 2015-20, setting out how we will continue to recruit, retain and develop staff. It also looks at how staff can work flexibly in future across all our sites and providing more services seven days a week.

### Engaged and involved staff

Staff input is vital for our success. The new hospital in Liverpool has been designed by user groups of staff working with the architects. We also launched a coaching and mentoring programme to support staff development.





**CONNECTING**  
for the future

Harnessing new  
technology to  
improve care



**WORKFORCE**  
for the future

Caring and motivated staff in  
the right roles with the right  
skills, expertise and values

## In 2016/17 we will...



### Developing a cancer alliance

We are working with other NHS organisations and local authorities to develop sustainable, high-quality services, including access to innovative treatments through a new Cancer Alliance model, so that patients can access the best cancer care, whichever GP or hospital they attend.

### Best care for older people

A new assessment tool we're launching in 2016 will help us provide even better care for older patients. People aged 65 and over will have a 'holistic needs assessment' before treatment so we can make sure they have the right support in place.

### Countdown to blood cancer care

We will welcome the Royal Liverpool University Hospital's blood cancer service to our Trust in April 2017 (see pg 6).

### Leading the Serious Illness Care Programme UK

Lead a national pilot of a new approach to the care of people with serious illnesses, based on pioneering work by Ariadne Labs in Boston, USA. Clinicians and patients have meaningful conversations about the patient's goals and priorities during their illness, so care can be tailored accordingly. NHS England is funding the year long pilot.

### Saving lung cancer patients from unnecessary travel

We're piloting video consultations to save lung cancer patients from unnecessary visits to hospital. The telehealth scheme, led by Professor Michael Brada, will see suitable patients invited to have follow-up appointments with the specialist nurse via a secure video link.



### A new member of the family

In autumn 2016, we'll launch our new subsidiary company, PropCare. PropCare will oversee construction of the new hospital, redesign of Wirral and estates and facilities on all our sites. Any profits will be reinvested back into the NHS.

### Construction of new hospital

We received planning permission for the new hospital in June 2016. Construction of our 11-floor new cancer hospital on West Derby Street in Liverpool is due to start by the end of 2016. The Liverpool hospital will become our flagship centre when it opens in 2019.

### Charity Appeal

We'll be inspiring people across Merseyside & Cheshire to get fundraising towards the new cancer hospital in Liverpool when we launch the public charity appeal.



### Technology transforming cancer care

The first phase of a major technology programme transforming our cancer care launched in May 2016. We replaced four IT systems supporting clinical care with one fully-electronic patient record (EPR). Phase 2 will include a patient portal that will enable patients to access vital information about their care. We plan to complete it by the end of March 2017.

### Improving communication

Introduced a new phone system that uses VOIP technology to reduce costs and improve communication through instant messaging and desktop videoconferencing. The system was rolled out in July 2016.



### Engaging staff in Honest Conversations

Launched a new way of involving staff in transforming and improving care in July 2016. The Honest Conversation series sees us hit the road to discuss big topics affecting us, our services and our staff.

# Do you find it hard to understand the information you receive from us?

Whether you need information in large print, easy read or an alternative language or you need a British Sign Language interpreter, just tell us.



Let's connect and make communication better – we can help, but we need you to tell us how.

We support the Accessible Information Standard

The Clatterbridge Cancer Centre **NHS**  
 NHS Foundation Trust

## Hospital shop and café

The Royal Voluntary Service shop and café provides convenient refreshments for patients, visitors and staff and provides a welcoming place to take a break.

### Opening times:

#### Wirral

- **Coffee Shop** (main entrance)  
8am-5.30pm Mon-Fri, 11am-2pm Sat & Sun
- **Tea Bar**  
9am-5pm Mon-Fri, closed at weekends

#### Liverpool

- **Coffee Shop** (main entrance)  
9am-4pm Mon-Fri

\* The RVS also provide a trolley service to inpatient wards before noon every day.

**ROYAL VOLUNTARY SERVICE**  
 Together for older people



## Brain teaser Solution

Page 19

8	6	1	9	5	3	2	7	4
3	5	4	2	8	7	6	1	9
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