



Capacity Workshop for the Delivery of SACT Treatments

Saturday 21 April 2018

Newcastle Gateshead Marriott Hotel



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Evaluation Report

Introduction

The Northern Cancer Alliance Capacity Workshop for the Delivery of SACT Treatments was held at Newcastle Gateshead Marriott Hotel on Saturday 21 April 2018. This event was aimed at Pharmacy staff, Oncology Unit Managers, Chemotherapy nurses, Chemo care Scheduling staff, Lead Cancer nurses and Cancer managers.

The event was convened by Northern Cancer Alliance and sponsored by Roche.

The programme was in the form of showcase plenary presentations (*see appendix 1*).

The event attracted an audience of 49 delegates (*see appendix 2*).

Evaluation

The number of completed evaluation forms received totalled 37 (76%) and have been summarised within this report.

Conclusion

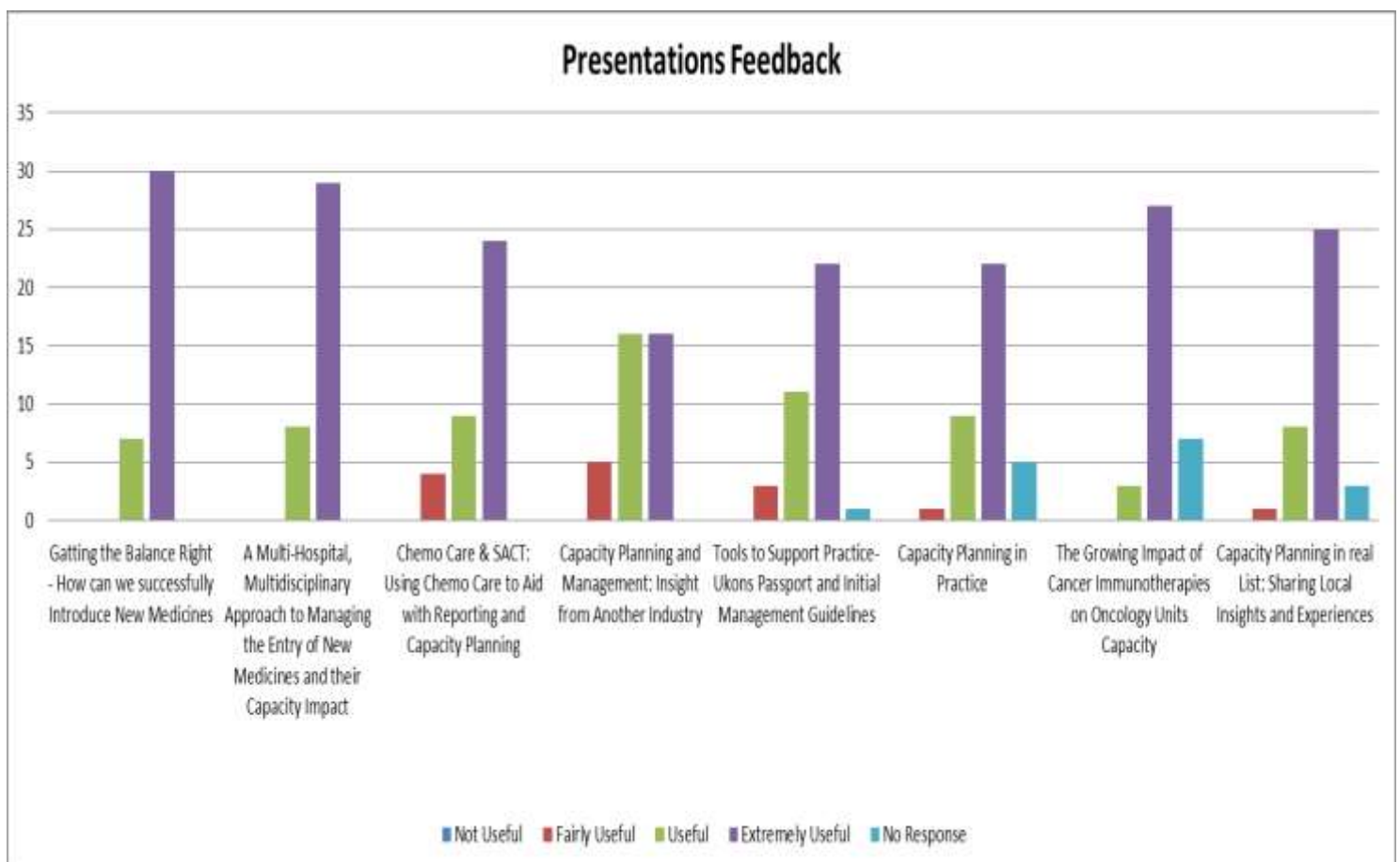
Feedback from the event will be fed back to all attendees and speakers.

On behalf of the Northern Cancer Alliance appreciation goes out to all those who participated in making the event a success.

Presentations

The event consisted of 8 showcase presentations of which delegates were asked to rate. The presentations delegates were asked to rate:

1. Getting the Balance Right – How can we Successfully Introduce New Medicines? – *Steve Williamson*
2. A Multi-Hospital, Multidisciplinary Approach to Managing the Entry of New Medicines and their Capacity Impact – *Callum Polwart*
3. Chemo Care & SACT: Using Chemo Care to Aid with Reporting and Capacity Planning – *Mark Bousfield*
4. Capacity Planning and Management: Insights from Another Industry – *Peter Featherstone*
5. The Growing Impact of Cancer Immunotherapies on Oncology Units Capacity – *Prof. Ruth Plummer*
6. Tool to Support Practice – UKONs Passport and Initial Management Guidelines – *Helen Roe*
7. Capacity Planning in Practice – *Steve Williamson*
8. Capacity Planning in Real Life: Sharing Local and Insights and Experiences – *Helen Roe & Peter Towns*



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Comments received in relation to the presentations are noted below.

Getting the Balance Right – How can we Successfully Introduce New Medicines

- Real food for thought, realistic pharmacy and nursing view of how we all feel
- Liked the challenges we were
- Raised some very interesting issues. Food for thought
- This was ACE – please share the slides

A Multi-Hospital, Multidisciplinary Approach to Managing the Entry of New Medicines and their Capacity Impact

- Overview of pharmacy issues – really interesting
- This is how we should be working. Thank you for sharing
- Good example of cross organisation working
- Very Useful
- Interesting to see format process in place for intro of new meds

Chemo Care & SACT: Using Chemo Care to Aid with Reporting and Capacity Planning

- Clarified things well for me as a system user
- Good to see the data
- Excellent presentation, clear and precise
- Identified completed treatments on chemo care
- Chemo care centre but still interesting and useful

Capacity Planning and Management: Insights from another Industry

- Difficult to relate 'production lines' with patients and their variables
- Surprised at how useful I found this in thinking of how we might work across the region
- Industry perspective

The Growing Impact of Cancer Immunotherapies on Oncology Units Capacity

- Immunotherapy excellent

Tool to Support Practice – UKONS Passport and Initial Management Guidelines

- Lots of revision re UKONS tool – would have preferred more focus on the passport
- Informative
- Had heard before
- If all trusts were using this we would be able to compile all results

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Capacity Planning in Practice

- Thought provoking

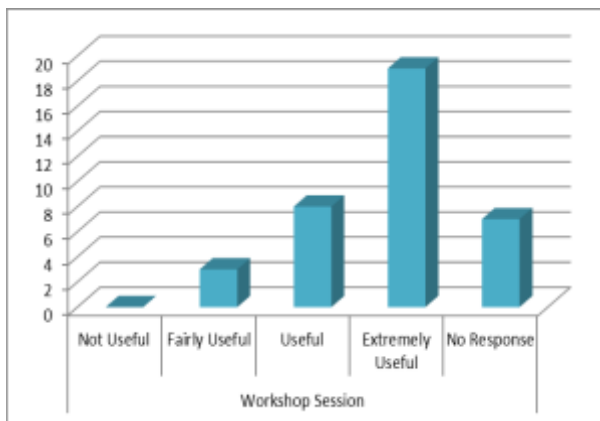
Capacity Planning in Real Life: Sharing Local and Insights and Experiences

- Frank approach refreshing
- Always refreshing to know that we all have the same agenda

Workshop Session

The event concluded with a workshop in which the topic was:

In an environment with limited or no more resource, how do we manage increasing demand without compromising the quality of the service that we deliver?



Comments:

- Group work had opportunity to discuss thoughts/suggestions on current/future practice
- Great to talk to other sites on their practices
- Well led and directed – could have been longer
- Not long enough! Nevertheless valuable
- Useful but not everyone had opportunity to contribute to the discussion

SACT Event 21/04/18 Work groups:-

“In an environment with limited or no more resources, how do we manage increasing demand without compromising the quality of the service that we deliver?”

Group 1 – Workforce and Training Issues

- Who can administer chemo? Not just nurses – pharmacists, Nurse Associate – extended roles
- Skill mix key – consistency across the region
- Role of Associate Physician roles with oncology – debate about what the role would be
- Central team of chemo nurses – flexible, clear nursing competencies defined (fits into SCAT passport?)
- Central team of bank chemo nurses
- Chemo care scheduler - nurse, admin, pharmacists assistant??
- Training fluid – apprenticeship models ie band 5 to ensure career pathway to band 6. Defined pathways to support oncology staff

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- Role of band 4 (Nurse associate) in oncology
- Extended hours of opening – the norm is becoming not 9-5 and also 7/7 working – is this required and do we have the staff?

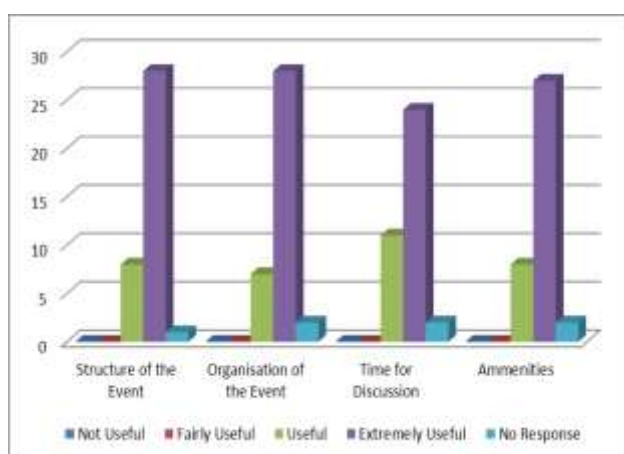
Group 2 – New Technology/IT support capacity

- Virtual clinics – principle and procurement
- Prescribing – EPS
- Scheduling – chemo care – to include pre-assessment slots
- Commissioning arrangements – pre-assessment, bloods, communication with primary care
- Scheduler – training and preparation for the role
- Who checks bloods for final OK - variations?
- Escalation process
- Phone apps – real time, triage tools

Group 3 – Models of Delivery

- Sharing good practice – Exploring a digital solution to sharing innovation
- Training – A focus on the provision of training via a digital platform
- Sharing staff resource – Models of working which would bridge trust boundaries, implementation of a “passport” system. Dispensing the organisational “politics” which restrict trusts supporting one another.
- Ambulatory Smart Infusers – Project to explore the use of ambulatory infusers at Nuth – will update the group once project concludes.
- Bank Holiday Hours – Exploration of 7 day chemo day unit working
- Outside of the trust – Delivery in the community, home care, Chemo Bus.
- Coordinators role – Reviewing bloods prior to attendance to reduce slot wastage.

The Event and Venue



Comments:

- Earlier morning break would be useful
- All very well organised with good flow
- Good venue, well organised

What part of the day was MOST informative / helpful?

- All very informative and helpful
- General update and networking
- Networking – Steve and Calum’s presentation
- The challenge of capacity ‘v’ delivery, information sharing, Ruth Plummer session
- Immunotherapy
- Overview of immunotherapy including capacity management by Prof. Plummer. Scheduling across the trusts – very helpful
- Growing impact on immunotherapies on oncology units – very relevant to practice
- Morning session, horizon scanning
- Session 1
- Networking and discussions
- Realisation that we are not alone in the problems associated with over-capacity. We have implemented some of them into our systems
- Morning sessions discussions/other industry
- All of it
- Screening and sharing practice
- The Whitehaven experience of the introduction of the scheduler role
- The growing impact of cancer immunotherapies in oncology unit. Capacity planning in real life. Sharing local insights and experiences.
- Capacity planning in real life
- All relevant discussion at the end that had solutions to capacity problems
- Workshop session
- MDT Approach, SACT via chemo care, Immunotherapy
- All information on scheduling and how this works practically
- Moving forward with chemo care / capacity / scheduling. Listening to how it is working in other areas. Having multi-disciplinary approach. Discussion UKONS. In depth of Immunotherapy treatment / toxicity / triage
- Networking with others and gaining ideas
- Networking and hearing others experiences
- Ruth Plummer and the heads up about the impact of immunotherapy on capacity

What part of the day was LEAST informative / helpful?

- All Good
- Chemo Care – not used in our area
- UKONS
- Workshop
- Insights from another industry
- I don’t think there was any part of the day that was not helpful

How did you learn about the event?

- UKONS advert on line
- Ward Manager
- Rep
- Alliance Email
- Through my workplace
- Email
- Email from colleague
- Colleague
- NCA Website
- Email from manager
- Roche
- Asked to attend by manager
- Cancer Alliance
- Scheduler role

Closing Remarks

The Northern Cancer Alliance thanks everyone for their attendance and in particular thanks to the presenters for their presentations and time given. Overall the attendees felt that the day met their expectations.



The Northern Cancer Alliance Capacity Workshop
for the Delivery of SACT Treatments.

Saturday 21st April 2018, Newcastle Gateshead Marriott Hotel,
Metrocentre, Marconi Way, Gateshead, NE11 9XF



TIME		Registration and Coffee	
9:00	9:30		
9:30	9:45	Welcome and setting the scene from the Cancer Alliance	Dr. Tony Branson, Cancer Clinical Lead Alison Featherstone, Cancer Alliance Manager
9:45	10:35	Getting the Balance Right – How can we successfully introduce new medicines?	Steve Williamson, Consultant Cancer Pharmacist, Northumbria/NHS England
		A multi-hospital, multidisciplinary approach to managing the entry of new medicines and their capacity impact	Calum Polwart, Regional Cancer Pharmacist: Durham & Tees Valley
10:35	11:00	Chemo care & SACT: Using Chemo care to aid with reporting and capacity planning	Mark Bousefield, Chemo-care Systems Manager, Newcastle Hospitals NHS Foundation Trust
11:00	11:20	Capacity Planning and Management: Insights From Another Industry	Peter Featherstone, Operations Manager, Faltec Europe
11:20	11:30	Q&A Panel	
11:30	12:00	Break	
12:00	12:30	The Growing Impact of Cancer Immunotherapies on oncology unit's capacity.	Prof Ruth Plummer, Consultant Medical Oncologist Newcastle Hospitals NHS Foundation Trust
12:30	13:00	Tools to support practice - UKONS passport and initial management guidelines	Helen Roe, Consultant Cancer Nurse North Cumbria University Hospitals NHS Trust, President of UKONS
13:00	13:10	Q&A - Summary and Close of Morning session	
13:10	14:00	Lunch	
14:00	14:10	Setting the scene - Capacity Planning in Practice	Chair: Steve Williamson Consultant Cancer Pharmacist, Northumbria/NHS England
14:10	15:10	Capacity planning in real life : Sharing local insights and experiences	Helen Roe, Consultant Cancer Nurse, North Cumbria University Hospitals NHS Trust, President of UKONS
		<ul style="list-style-type: none"> Whitehaven experience of the introduction of the scheduler role The Freeman patient experience from Scheduling roll out 	Peter Towns, Matron for Cancer services & Specialist Haematology, Newcastle hospital NHS Foundation trust)
15:10	15:20	Break	
15:20	15:50	Workshop Session "In an environment with limited or no more resource, how do we manage increasing demand without compromising the quality of the service that we deliver?"	
15:50	16:15	Group Feedback	
16:15	16:30	Summary, Next steps & Meeting close	

Please complete the evaluation form in order to help shape the content of future meetings

Roche Products limited has sponsored this meeting including meeting support, the meeting venue and subsistence.
Roche Products limited has had no control over the educational content of this meeting or speaker selection.

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Appendix 2

First Name	Surname	Job Title	Company
Donna	Alderson	Chemo Nurse	City Hospitals Sunderland
Lilian	Anamemena	Staff Nurse	City Hospitals Sunderland
Catherine	Ashbrook-Raby	Senior Research Nurse	NHS
Chris	Beck	Advanced Practitioner Pharmacist	City Hospitals Sunderland
Alyson	Beckett	Senior Sister	Leeds teaching hospitals
Patricia	Bedingfield	Chemotherapy Sister	County Durham & Darlington NHS Trust
Mark	Bousfield	Network Chemocare System Manager	Newcastle Hospitals Trust
Tony	Branson	Clinical Lead	Northern Cancer Alliance
Cheryl	Buchanan	Deputy Directorate Manager	Newcastle Hospitals
Katie	Elliott	GP	Northern Cancer Alliance
Rebecca	Embleton	Chemotherapy Staff Nurse	County Durham & Darlington NHS Trust
Debbie	Fearn	Chemo Sister	Northumbria Healthcare
Alison	Featherstone	Alliance Manager	Northern Cancer Alliance
Peter	Featherstone	Operations Manager	Falterc Europe
Abby	Forster	Chemotherapy Sister	County Durham & Darlington NHS Trust
Jane	Gaunt	Senior Sister Chemotherapy	NHS
Elizabeth	Gibson	Chemotherapy Manager	County Durham & Darlington NHS Trust
Lesley	Gorman	Chemotherapy Nurse	Sunderland Royal Hospital
Ceri	Hamilton	Head of Nursing	Rutherford Cancer Centre North East North Cumbria University Hospitals NHS Trust
Paul	Harrington	Cancer Services Manager	Weston Park Cancer Centre, Sheffield
Anne	Hilton	Project Manager	Weston Park Cancer Centre, Sheffield
Helen	Howlett	Senior Research Nurse	Northumbria Healthcare
Michele	Hughes	Chemo Services Manager	Gateshead NHS FT
Cath	Johnstone	Chemo Sister	Northumbria Healthcare
Annette	Kelly	Pharmacist - Aseptic Services	Freeman Hospital
Anne Marie	Kenny	Senior Chemotherapy Nurse	St James Hospital, Leeds
Susan	Lamb	Acting Directorate Manager	Newcastle upon Tyne Hospitals NHS FT
Chris	Land	Centre Manager	Rutherford Cancer Centre North East Gateshead Health NHS Foundation Trust
Caroline	Lane	Matron	Gateshead Health NHS Foundation Trust
Mary	Lunney-Murdoch	Network Delivery Lead	Northern Cancer Alliance
Karen	Miller	Chemotherapy Sister	County Durham & Darlington NHS Trust
Karen	Naden	Junior Sister	Newcastle upon Tyne Hospitals NHS FT
Allison	Neilsen	ODU Manager	Northumbria Healthcare
Deborah	Noble	Staff Nurse	County Durham & Darlington NHS Trust
Ruth	Plummer	Professor of Experimental Cancer Medicine	Newcastle University
Calum	Polwart	Regional Cancer Pharmacist	Durham & Tees Valley
Melanie	Robertson	Consultant Nurse Oncology	City Hospitals Sunderland
Marga	Rodriguez	Cancer Pharmacist	NHS England
Helen	Roe	Consultant Cancer Nurse	North Cumbria University Hospitals NHS Trust
Fiona	Rowling	Aseptic Services Manager	South Tees Hospitals NHS Foundation Trust

First Name	Surname	Job Title	Company
Andrea	Ruth	Chemotherapy Nurse	County Durham & Darlington NHS Trust
Ian	Scott	Programme Director	Weston Park Cancer Centre, Sheffield
David	Short	Project Manager-Transformation	Newcastle Hospitals NHS Foundation Trust
Claire	Sloane	Junior Sister	Gateshead NHS FT
Gillian	Thorne	Oncology Specialist Nurse	Northumbria Healthcare Trust
Peter	Towns	Matron	Newcastle upon Tyne Hospitals NHS FT
Lucy	Walkington	Consultant Medical Oncologist	Weston Park Cancer Centre, Sheffield
Amanda	Walshe	Lead Cancer Nurse	Northumbria Healthcare NHS Foundation Trust
Steve	Williamson	Consultant Cancer Pharmacist	Northumbria Healthcare NHS Foundation Trust
Su	Young	Business Support Assistant	Northern Cancer Alliance
Panagiotis	Ziogas	Specialist Pharmacist Aseptic Services	North Tees University Hospital

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