

The Clatterbridge Cancer Centre NHS Foundation Trust

> Edition 6 December 21

## Introduction

ell it's hard to believe that Christmas is just around the corner ... what a strange year 2021 has been! In spite of the pandemic, clinical & corporate commitments to keep our patients & staff safe, the world of blended & virtual education & training has not stood still over the last quarter since our previous issue of *CCC Education Matters*.

I hope you enjoy our Christmas edition, which as always, is packed full of great examples of educational opportunities, celebrations & great achievements from individuals & groups from all multidisciplinary staff across the Trust. Do make a little time to read about our newly launched joint CCC/Uni of Liverpool MSc in Cancer Care, our Radiology & Radiotherapy Education update pages & hear as well about our new Acute Oncology education programme. Meet our newly qualified Registered Nursing Associates, our new PEF, & find out about how our virtual FRCR2b mock examinations went.

Do you know about the UpToDate app on your desktop, or how to apply for CPD funding support if you are a Nurse, Nursing Associate or an AHP? It's all in here. This edition also includes feedback from our CCC

internal medical postgraduate trainees survey, not to mention some great feedback from student Nurses & an Accountancy and Finance student. And so much more...

As always a huge thank you to everyone who has contributed to this December newsletter which is testament to all the dedicated hard work out there supporting both our students and staff, ensuring delivery of highly skilled patient care. I welcome your comments, contributions, & ideas for future issues.

On behalf of myself & all the Clinical Education Team, thank you for all your support in 2021 & I wish you all a truly wonderful Christmas. Here's to a very happy New Year, full of educational promise!











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## CCC's new MSc in Cancer Care Successfully Launched Sept 21

The first of the CCC delivered modules, Fundamentals in Cancer Care and Developing Practice in Cancer Care, was launched on the 8<sup>th</sup> September – running for 7 consecutive weeks. The course is part of the MSc Programme in Cancer Care in conjunction with the University of Liverpool and delivered by CCC MacMillan Senior Lecturers via MS Teams. The feedback we received was very positive and encouraging. The modules can also be undertaken as Continuing Professional Development (CPD) - for further details visit our website. Full details of the joint CCC/UoL MSc in Cancer Care programme can be found here.

Fundamentals in Cancer Care (CANC600) Level 6
This module is aimed at healthcare professionals who provide care for people with a cancer diagnosis within their care setting; who wish to develop their own practice in the holistic care of the person with cancer.

## Fundamentals in SACT Administration & Cancer Care (CANC601) Level 6

Individuals presenting for systemic antic cancer therapies (SACT) treatment have complex and diverse needs requiring a holistic approach to provide effective multi-disciplinary care. This is a practice module designed for registered nurses who are required to administer systemic anti-cancer treatment as part of their professional role.

#### Fundamentals in Palliative & End of Life Care (CANC602) Level 6

This module is aimed at Health Care professionals who provide care for people with a cancer diagnosis within their care setting; who wish to develop their critical understanding of palliative and end of life care of the person with cancer.

**Developing Practice in Cancer Care (CANC700 Level 7)** 

This module is aimed at Health Care professionals who provide care for people with a cancer diagnosis within their care setting; whom wish to develop their own practice in the of the person with cancer.

Development Practice in SACT Administration & Care (CANC701) Level 7
This module incorporates theoretical knowledge

theoretical knowledge
and clinical components that enable the learner to develop
critical appraisal skills and clinical competencies associated
with the administration of chemotherapy and systemic
agents in solid and haematological tumours. Content and
assessment align closely to the Systemic Anti-Cancer
Therapy (SACT) Competency Passport, encompassing key
safety principles.

Developing Practice in Palliative & end of Life Care (CANC702) Level 7

This module is aimed at Health Care professionals who provide care for people with a cancer diagnosis within their care setting; who wish to develop their critical understanding of palliative and end of life care of the person with cancer.

#### The Cancer Survivor (CANC703)

Developing practice supporting those living with the consequences of cancer and cancer treatment. This module is designed to encompass the survivorship phase of the cancer patient journey, enabling learners to critically explore the evidence base underpinning the management of late toxicity and associated impact on quality of life. It is relevant to a wide range of allied health and social care practitioners who have an interest in cancer survivorship.







## Virtual Education for Acute Oncology Nurses & ANPS

Virtual education session aimed at the regional acute oncology (AO) Nurses and ANPs from within CCC commenced in September 2021, and have been very well received across the region.

News has travelled of the success and we also now have AO nurses joining us from Northern Ireland, one of the benefits of virtual session. The sessions have already covered a wide range of topics from expert speakers from CCC and externally, these include; palliative radiotherapy, acute kidney injury, frailty, Haematology, AO policy, Maggies, and palliative care.

Upcoming topics include;

- Governance
- Spot light on cancer manager
- Interventional radiology
- Sarcoma
- Patient experience

All sessions are recorded (with permission) and uploaded on the CMCA private YouTube channel and can be watched at a later date using a private link.

If you want to the link to join us, watch back the sessions, or wish to come and speak at one of the future sessions please contact **Alison Taylor alisontaylor12@nhs.net** for more details.









The Clatterbridge Cancer Centre NHS Foundation Trus



We are delighted to share with you some of the fantastic feedback we have received from our student nurses on their Ward placements.

## Student Placement on Ward 3, CCC-L

"The ward has always been well staffed and I have been able to take time to do my par, attend Teams meeting with my academic assessor, and visit the macmillan team.

The ward staff have been incredibly supportive. I haven't ever felt that I was under pressure to do things I wasn't comfortable with.

I have been encouraged to watch, then try and also to work independently where I have felt comfortable. I can honestly say that the ward is lovely. All of the staff are friendly and caring. Things get actioned straight away and all of the patients are treated with kindness and respect. I had lots of contact with Nicky, we had a very long and interesting chat when I went for meditech training and I feel comfortable contacting her with anything. The overall impression I have got from this placement is that student support is incredibly important to the trust. The placement was fantastic. Excellent support, plenty of opportunities to learn and refine new skills.

I feel incredibly lucky to have had this

## Student Placement on Delamere, CCC-W

"I enjoyed every day of this placement.
All of the staff put me at ease instantly the friendliest team I have worked with.
Staff Nurses Leanne, Rachael and Kerry
were particularly kind. I was in awe of
how Leanne worked, everything she did
was seamless - she was very inspiring to
watch as a first year nurse. Rachael
taught me lots about empathy and how
to read patients, and Kerry helped me get
stuck in to the ward without fear. Just
wonderful people who helped me grow as
a nurse so much.

Overall a brilliant clinic. The ward manager made me feel able to come to her about anything and I would have happily spent more time there!"



## Student Placement on Ward 3, CCC-L

"I was well supported and encouraged. I was never made to feel bad if I didn't know something and everyone was more than happy to explain things or show me. I was treated like a part of the team and everyone used my name, I was never 'the student'.

I have learnt so much in such a short time and I am really grateful to the staff on Ward 3."

#### Placement on Ward 4, CCC-L

"Ward 4 has an amazing supportive and encouraging team. I gained so much in my short time there and I would highly recommend it as a place to work and as a student placement area".



placement.

# Education Matters Newsletter



## CCC TNA AWARDS

Our Trainee Nurse
Associates started their
training back in January
2019 and were expected
to qualify in January
2021 but due to the
COVID pandemic they
had to put their studies
on hold.

...AND A SPECIAL MENTION...

A special mention also goes to RNA Jemma Gorman. Jemma designed the RNA badge that they will wear on their uniform. The bright lotus flower design was chosen to represent the role of the RNA.

The Trainee Nurse Associates have provided support to our patients and colleagues in some of the most difficult times the NHS has experienced.

This is a real achievement. They have all shown great commitment and determination in their roles over the last two years.



Nicola Stobbart, Practice Education Facilitator, said: "This is a real achievement. They have all shown great commitment and determination in their roles over the last two years. Now they are Registered Nursing Associates they will provide the Trust with a new and dynamic role, providing individual care and support to our patients"





# FRCR Part 2b Mock-Exam 18<sup>th</sup> September 2021

## Kate Greaves. Associate Director of Clinical Education

This Royal College of Radiologists mock exam is held at CCC and attracts internal, national & international candidates.

The CCC Consultant lead mock exam was held in September 21 this year and, due to the pandemic, delivered virtually for the first time, under the careful leadership of Drs Clare Hart and Chloë May, supported by the fantastic steering group. A huge thank you to all Consultants, clinical and non-clinical staff who gave their time so willingly on a sunny Saturday, either to come into the Trust or be ready on their home laptops to examine candidates and provide feedback. Whilst not without its challenges to run such an event during a pandemic, everyone gave it their all and candidate feedback reflected this:

Time pressured mock viva but this reflects real exam.

The Clatterb

Cancer Centr

- Overall would recommend
- More time for feedback after mock vivas
- Sample answers afterwards would help with revision
- Excellent preparatory course
- A great course. Mock viva was great
- Good job reproducing exam conditions, constructive feedback from examiners. Good session for radiotherapy planning and IGRT









£150 million has been made available from Health Education England (HEE) to enable employers to provide a £1,000 training budget for each NHS nurse, midwife and AHP within Trusts. This offer, over a 3 year period, started last year and many of you have already taken advantage of these funds to support your education and development. CCC's allocation of Funds for this year are now available and the Trust would like to encourage its Nurses and AHPs to apply for funding for relevant professional development, training and education courses. **So how do you access it**? The process is simple; all you have to do is apply through Study Leave.



A Committee sits every month to review all study leave applications on the second Tuesday. Following the meeting, you will be notified by email of the panel's decision and if approved, your chosen course will be funded directly with the course provider.



An electronic Study Leave Application form (available on the CCC intranet).should be completed, signed by your line manager and returned with a copy of your mandatory training compliance record to <a href="mailto:ccf-tr.clinicaleducation@nhs.net">ccf-tr.clinicaleducation@nhs.net</a>



Discuss the course you want to attend with your line manager

(I)

Complete the study leave applications form which should also be approved and signed by your

(2)

line manager

The Study Leave
Committee will
review your
application and
confirm
acceptance by
email. The
Committee meets
on the 2<sup>nd</sup> Tuesday
of every month

(3)

Book your course and we will arrange the payment

**(4)** 







Registrants.....

.....Are you ready?

YOU are an ASSESSOR or SUPERVISOR

#### A Reminder to all Registered Staff

Make sure you know the NMC guidance on supervision and assessment. Follow the links below to the training resources available to help prepare you.

- The NMC Standards for Supervision and Assessment of Students (SSSA) was introduced in CCC in September 2019.
- We are NO LONGER MENTORS
- We are **ASSESSORS** or **SUPERVISORS**
- We now use a COACHING MODEL not a Mentoring model
- We no longer have "one Student" allocated to an Assessor to support - we support THEM ALL
- We no longer have Mentor Updates they are
   Assessor Supervisor Peer Support sessions
- PLEASE CHECK ESR FOR ASSESSOR SUPERVISOR SESSION DATES
- WE ALL have a responsibility to support and Assess Students
- The Training and Curriculum for Students has
   CHANGED We must all be aware of this

https://onlinepare.net/pan-north-nurse-materials.php https://www.nmc.org.uk/supporting-information-on-standards-forstudent-supervision-and-assessment/

Contact the PEF if any queries Call 0151 556 5404 or email ccf-tr.cccpef@nhs.net





# Education Matters Newsletter





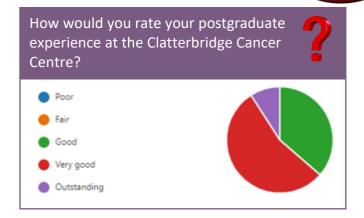
To ensure postgraduate trainees that come to CCC have a really positive experience, we circulated a survey in September 2021. The trainee's views are important to us and the feedback from this survey provided a baseline to help us to identify what we are doing well and any areas of focus for improvement in medical trainee education and experience at CCC. This survey will be conducted annually.

A huge thank you to all who took part.

Overall the medical postgraduate trainee experience was well received with majority of trainees rating CCC either as good or very good.

Students felt that the placement at CCC would greatly enhance their professional knowledge of caring for a patient with cancer.

The Clatterbridge is fortunate to have so many very good ANPs and physician associates who have been great to maintain continuity during changeover.



66Currently my supervision and teaching in clinic has been very good and I feel well supported 99

66 Include nursing staff at ward board rounds 99

Excellent team. Team is largely led by the registrars during on calls covering a number of roles including supervising a range of HCPs. It is important they are supported in these roles consistently by consultants to ensure their training is also supported as well as that of more junior colleagues





#### **Research & Innovation**

#### Staff Wellbeing study:

- Presented at the national Royal College of Radiologists Learning Live 21 event on 11
   October 2021 as part of the Wellbeing session
- Abstract accepted for the "6th Global Forum on Nursing and Healthcare" 7-8 March 2022,
   Italy
- Presented at Grand Round 25 October 2021



Newsletter launched by recently established Research Patient and Public Involvement (PPI) Forum describing how members accessed Research Ambassador training during the pandemic.

•Members have been involved with a range of projects and have attended Trust meetings including the Governance Board of the Biobank. Newsletter LINK



Annesha Archyangelio who is now Regional Director of Nursing - Direct Commissioning NHSE/I undertook and developed the Matrons handbook part of her CNO Fellowship project. I contacted her mid-2020 and between us utilised the matrons handbook and self-assessment to develop a supportive development programme for Matrons and Radiation quality leads at CCC. As result myself and a couple of our Matrons presented our Covid journey and move into CCCL at the virtual national matrons conference in Dec 20.

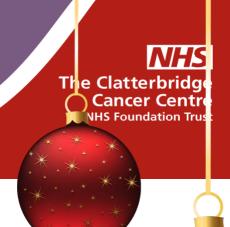
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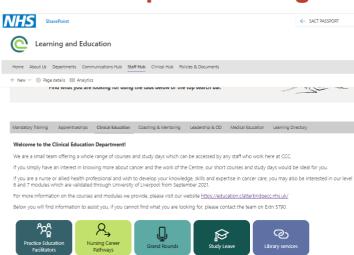
Annesha was up for a HSJ award for staff engagement and was awarded highly commended for her work in developing the Matrons handbook. As we had been involved she offered us a place to celebrate her nomination. I attended on behalf of CCC.

Jackie Rooney, Divisional Nurse Director Acute Services





## **SACT Passport Training Videos**



We are pleased to announce that a series of presentational lecutures are available NOW on the CCC Intranet under Learning & Education to assist you in the completion of the SACT Passport.

Just click on the LINK to access.

#### A Warm Welcome to our new PEF

Introducing our new Practice Education Facilitator, Charlotte Emerson who commenced with Clinical Education in November. Charlotte joins Nicola Stobbart and Leanne Owen to provide the Trust with a comprehensive PEF support team.

"I am delighted to join the PEF team here at CCC and really value this opportunity. I have moved from a role working as a Clinical Educator to become a PEF and I have a great passion for assisting with the professional development of all staff within the Trust and students within all of the multi professions.

My career as a registered nurse has predominantly involved working within post-operative surgical wards and this is where I started my career after qualifying, however I have also spent time working within a hospice care setting which was a great learning experience and one which I really enjoyed. I have had experience working as a Sister within the ward areas and also spent some time as a Ward Manager which again has been a great experience and added to my learning journey. I am looking forward to meeting staff from all sites and getting to know you all over the next few weeks/months".





## **UpToDate® for Clinicians**

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Every patient deserves to receive the best possible care from clinicians, confident in their decisions. That is why health systems and clinicians around the world turn to UpToDate every day. Over 100 research studies conclude that using UpToDate at the point of care helps improve outcomes and service delivery.

- Access UpToDate anywhere, anytime via PC/Laptop or Mobile device
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- Helps reduce medication errors with Drugs & Drug Interactions
- COVID-19 common questions & answers
- Over 200 medical calculators and much more!



Click **HERE** to explore our **bitesize UpToDate videos** 

### **RePAIR Champion**

Nicola Hutton, Advanced Practitioner Therapeutic Radiographer

"In March 2021 I was appointed by the Society of Radiographers (SoR) into a 6 month secondment as a RePAIR (Reducing Pre-registration Attrition and Improving Retention) Champion.

The aims of the role were to:

- Map progress of the implementation of RePAIR recommendations into practice across England
- Identify local and regional good practice, opportunities and challenges
- Develop a shared online live resource
- Understand the relevance of findings from RePAIR to new ways of working for training in oncology developed during the COVID-19 pandemic

This secondment has given me the opportunity to work with a wide range of stakeholders; radiotherapy managers, education leads, student Therapeutic Radiographers and also experience working with Health Education England and our professional body.

The outputs from the project include priority recommendations housed in a report to be published by HEE, publications, presentations and webinars and a Special Interest Group on the SoR website

This has now led to a second secondment with the SoR until the end of June, where I will be producing a professional body guidance documentation on the use of simulation in Radiotherapy education and training".





## 'LinkedIn' to our placement students

"Mark Swift was with us in the Finance Dept. for 12 months as part of his degree course, he finished in Sept to go back to Uni for his final year and put the following on LinkedIn, I thought it was a really nice read.

Also, we've had a new placement student start with us in September from Liverpool John Moores University and also two new Apprentices who also started in September to study their AAT".

Jo Bowden
Deputy Director of Finance & Director
The Clatterbridge Pharmacy Ltd.

Mark Swift – Accountancy & Finance placement student for 12 months ending September 21.



My placement year in Finance at The Clatterbridge Cancer Centre draws to a close today. It has been a fascinating, emotional and fulfilling 12 months with so much happening - within the Trust, and in the NHS as a whole.

I've seen first-hand the response to the biggest health, social and economic shock in my lifetime, and feel I have developed immensely both personally and professionally.

I'd like to say a massive thank you to Jo Bowden for giving me the opportunity to join her amazing Finance team last summer after my placement offer at a major aerospace firm was withdrawn following the first lockdown. Clatterbridge is familial and welcoming and I felt at home from my very first day - many have worked

there for long periods of time and care deeply about the organisation, their colleagues across the Trust and ultimately the patients we serve. It's been a pleasure to

work here. Upon arriving into work this morning I have been gifted a bag full of beer, instant noodles and toilet roll, plus a bottle of Scotch whisky - University essentials!



I've enjoyed the responsibilities given to me and opportunities to gain exposure in various teams within the department, including with Accounts Payable in Financial Services and with the Acute Care, Research & Innovation and Networked Services teams, in Financial Management.

Achievements and highlights include coordinating over 200 staff attending a system training program across various dates, being responsible for the renewal of over 100 staff travel passes across multiple channels, and developing a Microsoft Excel model to apportion monthly R&I pay expenditure across a complex framework of cost centres, contributing to in-depth analysis and reporting.

I now have (cumulatively) 2 years experience in finance, and this gives me a fantastic platform from which to launch my career as a graduate next summer.



# Education Matters Newsletter



## **Radiotherapy Education**



#### **Students**

Radiotherapy staff have welcomed back all of our RT students this autumn. Numbers of students remain high in

Radiotherapy and our new intake for BSc will be the largest cohort to date with 16 first years, including 4 international students. This will bring the total number of Radiotherapy students that will train here over the next three years to 54 (39 BSc and 15 PostGraduate). Clatterbridge remains an exceedingly popular destination for students from The University of Liverpool and feedback is good from our students.

#### **New starters**

We also welcomed 4 new band 5 Therapeutic Radiographers into the department and happily one of our ex colleagues returned to us also, so the



Education team have been supporting them all through their supernumery period. We welcome Kirsty Hoole into the Education team too on a 12 month secondment.

#### **Medical Students**

The Education team have been collaboratively working with the University of Liverpool and Sarah Jones to accommodate an hour long practical session in the RT Simulation suite at the University for the medical students that

spend a week at our Liverpool centre. In times past we could accommodate them on the treatment machines to observe Radiotherapy for an hour or two, but with our student numbers for both RT and Medics so high now this is simply is not possible.

Accommodating up to 13 Medical students weekly in the suite, together with our colleague at the University Jenny Callender, the education team have facilitated this with great success. This will be the way that these students will learn about the clinical and planning side of Radiotherapy moving forward each year now.

#### **CIED** monitoring

The Education team were also part of a project to implement radiographer led cardiac implantable electronic device (CIED) monitoring for patients undergoing radiotherapy, and where put forward for the HSJ awards 2021. This has now been

successfully implemented across the radiotherapy department.





The Clatterb idge Cancer Centre NHS Foundation Trust

## Radiology News

#### **Clinical Placement Expansion Programme**

We continue to take part in the CPEP project for the 2021/2022 academic year. We will be taking on two more students from the Pre-Reg MSc course run by the University of Liverpool.

This is a brand new course at the University and hopes to be as successful as the Radiotherapy equivalent. The students will be placed with us over the summer months of 2022.



#### 'Grow our Own' Radiologists

"I have joined CCC as the first Senior Clinical Fellow in Radiology. My background is predominantly in Nuclear Medicine (both diagnostic and therapeutic applications) in addition to Core Radiology. This new 12 month post is split across the Liverpool and Wirral sites and is primarily aimed at learning how to read cross sectional oncological studies (CT, MRI and PET/CT). The post also provides opportunities for MDT involvement in addition to project work within the field. Due to the nature of my prior training, my area of interest is Nuclear Medicine and PET/CT, however, I am especially keen to further my reporting experience of MRI and learn the intricate nuances that come with tertiary oncology work, including how to perform RECIST reporting. It is an exciting opportunity to join the Trust at a time when there is an increasing need for multimodality imaging and a changing dynamic of work with the opening of the Liverpool site and the increased acuity that has developed with the service changes. I am able to collaborate with different clinical teams and allied health care professionals who not only have been incredibly welcoming, but are



also keen to share their own knowledge and experiences and support my training needs. The post has also provided the opportunity to teach the clinical and medical oncology trainees as part of their regional training programme. The development of this new post will hopefully further strengthen the imaging services offered at CCC and enable the wonderful radiology department that is already here to grow"

Ruth Brown, Senior Clinical Fellow in Radiology





### **NATURE OF CANCER COURSE**

This 2-day course provides an introduction to the nature of cancer and whilst primarily aimed at non-clinical roles is suitable for both health and social care practitioners and those wishing to increase their understanding of cancer.



#### **DATES**

8<sup>th</sup> & 9<sup>th</sup> March 2022 - **FULL** 27<sup>th</sup> & 28<sup>th</sup> June 2022 11<sup>th</sup> & 12<sup>th</sup> October 2022

#### **CONTENT INCLUDES:**

- Understanding cancer
- Early detection and diagnosis
- Radiotherapy
- Chemotherapy
- Cancer staging
- Metastatic spread
- Health promotion

#### COST

£120 (free to CCC staff)

On completion of the course students will receive a certificate of attendance

#### **Further Information & Contact Details**

Clinical Education Department
The Clatterbridge Cancer Centre NHS
Foundation Trust
Bebington, Wirral, Merseyside, CH63 4JY
Tel: 0151 556 5121

Email: ccf-tr.clinicaleducation@nhs.net









In Association with

## **Front** | ine

NHS

The Clatterbridge
Cancer Centre

## **Advanced Communication Skills Training Course**

#### Further Dates for 2022 to be confirmed

This exciting **new blended learning ACST Model** offers opportunity for a fully interactive on-line course without the need to leave your own locality.

#### Relevant For:

Senior/experienced Health & Social Care Professionals, who wish to enhance personal knowledge, skills & confidence in patient, family, or colleague conversations that can often feel difficult, complex or highly emotive.



#### Course Structure:

**E-learning:** 4 weeks prior to 2-day workshops you will have access to approx. 2 hours of e-learning. **Personal 1-1 with course facilitator:** 1 – 2 weeks prior to workshop you will have the opportunity to discuss personal learning hopes & objectives of what you want to take into/get out of role-play helpful to your practice.

**2-day live online workshops:** (via Zoom) Interactive, friendly & fun approach to experiential learning through facilitated role-play, with support of experienced & trained facilitators & actors.

Important! For LIVE workshops, you will require study leave; broadband access; a tablet or computer (not phone) with microphone & camera; a private/quiet space.

#### 2022 Course Dates

(\*with live online 2-day workshops dates)

- Course 7: Dec/Jan (17/18 Jan 2022) FULL
- > Course 8: Jan/Feb (\*22/23 Feb 2022) FULL
- Course 9: Mar/April 2022(\*Mon 4 & Tues 5 Apr) FULL
- Course 10: Apr/May 2022 (\*Tues 3 & Wed 4 May) FULL
- Course 11: May/Jun 2022 (\*Wed 8 & Thurs 9 Jun) FULL
- Course 11: Jun/Jul (\*Mon 4 & Tues 5 July) FULL

Important! Places on this popular course are limited, please book early to avoid disappointment

#### Cost: £600

NB: A number of funded places available for (a) CNS' across Cheshire & Mersey Region, and (b) Nurses & AHPs in CCC (through study leave committee). Please enquire.

To Book/Register Please Email: ccf-tr.clinicaleducation@nhs.net

The Clinical Education Department, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral CH63 4JY. Tel: 0151 556 5790





#### **NATURE OF CANCER COURSE PLUS**

This two day course is for any staff who have attended the Nature of Cancer Course previously and would like to further develop their knowledge in this area.



#### **DATES**

16<sup>th</sup> & 17<sup>th</sup> May 2022 22<sup>nd</sup> & 23<sup>rd</sup> November 2022

#### AIM

To introduce the biological and genetic processes involved in the development of cancer and their relationship to cancer treatments

#### **CONTENT INCLUDES:**

- Epidemiology of Cancer an introduction
- Cancer and the Immune system
- Cancer therapies now and the future
- Helpful communication and support

COST £120 (free to CCC staff)

On completion of the course students will receive a certificate of attendance

#### **Further Information & Contact Details**

Clinical Education Department
The Clatterbridge Cancer Centre NHS
Foundation Trust
Bebington, Wirral, Merseyside CH63 4JY
Tel: 0151 556 5121

Email: ccf-tr.clinicaleducation@nhs.net







## THERAPEUTIC COMMUNICATION IN HEALTHCARE

An Intermediate Level Communication Skills Workshop

This course is suitable for any care professional who communicates with people facing or affected by serious or life limiting illness/frailty, and who are directly responsible for gathering and giving information, including identifying problems, needs and concerns. E.g.Doctors, Nurses, Radiographers, Allied Health Professionals, Senior support workers (i.e. specifically involved in gathering patient information as part of assessment), Social Workers.



#### **DATES**

Wednesday 30<sup>th</sup> March 2022 Wednesday 9<sup>th</sup> November 2022

#### COST

£60 (free to CCC staff)

On completion of the course students will receive a certificate of attendance

#### AIM

Would you like to develop your knowledge, skills & confidence in how to communicate?

If so, then this interactive workshop day will be useful to you.

#### **CONTENT INCLUDES:**

- Exploring the role of therapeutic communication in enabling a person-centred approach to identifying and meeting the concerns, needs and priorities of patients/families in a way that they feel is helpful to them
- Gaining Top Tips on therapeutic communication approaches/skills and person-centred strategies and structures that enable individualised gathering and giving of information to support patient/family and professional well-being and satisfaction

#### **Further Information & Contact Details**

Clinical Education Department
The Clatterbridge Cancer Centre NHS Foundation Trust
Bebington, Wirral, Merseyside CH63 4JY
Tel: 0151 556 5790

Email: ccf-tr.clinicaleducation@nhs.net







### **COMPASSIONATE COMMUNICATION IN HEALTHCARE**

A Fundamental Level Communication Skills Workshop

This course is suitable for any care professional whose role brings them into communication contact with people facing or dealing with serious life threatening illness, but who are not directly responsible for formal assessment or planning of care or treatment. E.g. Health Care Assistants, Social Care Staff, Medical Secretaries, Ward Clerks, Support Staff, Porters, patient transport/drivers, volunteers, other support staff etc.



#### **DATES**

Wednesday 16<sup>th</sup> March 2022 Wednesday 19<sup>th</sup> October 2022

#### COST

£60 (free to CCC staff)

On completion of the course students will receive a certificate of attendance

#### AIM

Would you like to develop your knowledge, skills & confidence in how to explicitly communicate compassionately?

If so, then this interactive workshop day will be useful to you.

#### **CONTENT INCLUDES:**

- Exploring the individual communication support needs of patients (families) who are facing/dealing with serious life threatening illness
- Recognising the different ways that people express their distress & concerns - whether that be by being upset, angry, anxious etc.
- Gaining Top Tips on communication approaches that help you identify and respond to individual distress in a compassionate way (within the boundaries of your role) that best supports the wellbeing of the individual and yourself.

#### **Further Information & Contact Details**

Clinical Education Department
The Clatterbridge Cancer Centre NHS Foundation Trust
Bebington, Wirral, Merseyside CH63 4JY
Tel: 0151 556 5790

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