



## Welcome to the Spring 23 Edition of Education Matters

It is so good to welcome the Spring when nature revives and reinvigorates after the winter months. It is a time for hedgehogs awakening from hibernation and when long walks, perhaps first cuts of the lawn, eyeing up the bedding plants and dusting down the barbeque happen, in eager anticipation of warmer days ahead.

Over the last few challenging winter months, our staff across the Trust have remained energised in their commitment to providing and taking part in fantastic education and training opportunities, both in the Trust, across the region and beyond! As always this issue is packed with great examples and opportunities, as well as celebrating some fabulous individual academic achievements! Don't miss our Clinical Scientists fabulous news item, apprenticeship update and spotlight on Medical Education, with a well-deserved commendation nomination by a 4th year Medical student.

In this issue, read about our AHP projects focusing on improving recruitment and retention, as well as our Diagnostic Radiographer's amazing experience of working for 6 months in Uganda on an imaging project. Closer to home Clinical Education has been busy delivering multiple courses and academic modules, 2 bespoke regional study days- and read about our first clinical skills Masterclass which was a big success! The Learning and Development Team have also been busy supporting all staff learning and do have a look at their personal development opportunities for the coming months.

This quarterly newsletter provides you with a brief overview of education activities from all areas of the Trust. The newsletter aims to keep you up to date with the latest news and opportunities, tools, resources and updates on key education and training topics.



*Kate Greaves  
Associate Director of  
Clinical Education*

A huge thank you to everyone who has contributed, and to all staff for your continued support. I hope that you find this education newsletter both informative and valuable...and it puts a Spring in your step!! I welcome your ideas and input into future issues.



*Pauline Pilkington  
Head of Clinical Education  
& Professional Development*



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## A Very Fond Farewell to 2 of our long standing Clinical Education colleagues

### Nicola Stobbart Practice Education Facilitator (PEF)

One of the Trust's PEFs retired on the 31st March. Nicola has been an integral part of the team, and a linchpin to all of the many students that have passed through the Trust over the years and a familiar face in all Trust sites. She will be greatly missed by students, the PEF team and her Clinical Education colleagues.



### Angela Ashcroft MacMillan Senior Lecturer

MacMillan Senior Lecturer in Clinical Education retires at the end of June, a lecturing legend!! Angela has been instrumental in the development and delivery of the cancer modules we offer as part of the MSc in Cancer Care with the University of Liverpool as well as all the short courses delivered by Clinical Education. A familiar face to many and will be greatly missed by all of the Clinical Education colleagues.

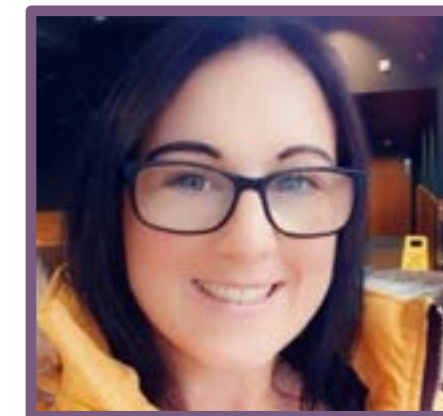


**“We wish Nicola and Angela a well-deserved long, happy and healthy retirement”**

*Kate Greaves, Associate Director of Clinical Education  
Pauline Pilkington, Head of Clinical Education & Professional Development*

## Introducing Clare Moving & Handling/Falls Coordinator

We are delighted to introduce Clare Parkinson our newly appointed Moving and Handling/Falls Coordinator. Clare will become a recognisable face throughout the Trust as she delivers our patient handling training across all sites.



“Hi, I’m Clare and I’m the new Moving & Handling / Falls coordinator here at CCC. I commenced in post in January and I’m loving my time here so far – everyone is very friendly and has helped me settle in well and gave me a warm welcome.

I came here from MFT as a previous moving and handling advisor. I have also worked at Mersey Care, LCH, Wirral Community and Whiston since joining the NHS back in 2009 after I left University. I graduated from Edge Hill with a BSc in Sports and Exercise Science.

My passion for moving and handling / falls stems from the different roles I’ve had & working with so many different types of patients. Seeing how it can make a real difference if we have the right equipment, techniques and knowledge along with a baseline of information to care for them to the best of our ability whilst also keeping ourselves safe is great to see!

There has been some positive changes and feedback since I commenced and hopefully this will continue to ensure we are getting things right and heading in the right direction – Small changes for a big impact!

I’m excited as to what’s to come in the future with plans that we have to ensure safe moving and handling and also a reduction in falls and a relaunch (watch this space!)

I have tried to get round to everyone but please feel free to come see me / drop me a message if I haven’t yet got to you or your department and I’d be happy to visit. Any bright ideas you may have, issues arising or equipment trials you want to do – please drop me a line. I’d love to hear them!!

Look forward to seeing you all at some point out and about or in my training room”

## Clinical Education: Clinical Skills Masterclass

The first new Clinical Skills Masterclass day ran on 14th April 2023 in the Clinical Education Classrooms CCCL. With a focus on Infection Prevention and Control, the Masterclass was aimed at both newly qualified and existing Nursing staff, to support competency and increase confidence.

There was opportunity to refresh theory, followed by an opportunity to practice key skills within the safe environment of a suite of 10 expertly manned simulation skills stations, receive supportive feedback and sign off of clinical competencies.

The Masterclass was well attended and feedback has been hugely positive. We hope to run these more frequently going forwards, with access to wider staff groups. We are also looking forward to welcoming a newly appointed Clinical Skills and Simulation Lead to the Clinical Education Department in a few weeks' time.



Further Masterclasses to be announced  
*Watch This Space!*

## Spotlight on our Communications Courses

The virtual and interactive online classroom venue of our Communication Skills Workshops/Courses, offered through Clinical Education at CCC, continue to be popular and well evaluated. We provide a core, intermediate and advanced level of workshops/courses to meet the skills needs of staff within CCC and our wider locality of whose role brings them into contact with patients and/or relatives facing or living with the concerns and consequences that serious illness brings.

The most recent core level **Compassionate Communication in Healthcare** (1-day workshop) group were a mix of staff from services across CCC and the wider locality. They included Cancer Support/Associate roles, volunteers and HCA's. These staff have contact with patients and/or relatives as part of their role, and who wish to feel more confident when they find themselves alongside a patient/relative who is distressed, in being able to recognise distress, and listen and communicate compassionately within the boundaries of their own role. The group took away much learning relating to helpful communication approaches in a range of 'distress' situations, as well as some self-awareness learning and how this influences our communication.

Our latest intermediate level **Therapeutic Communication in Healthcare** (1-day workshop) group were a mix of Therapeutic Radiographers, OTs, Dieticians, Cancer Support Workers, Nurses and HCA'S, who have patient (and relative) facing roles that include specific conversations, such as undertaking assessments/reviews/gathering patient information. The group took away helpful learning relating to enabling a person-centred structured approach to such conversations, that is helpful to enabling both patient and professional agendas and relationship, the eliciting of individual concerns, priorities and need, and informing a tailored approach to information giving, signposting or referral in a way that is helpful to the individuals expectations.

Our latest 3 **Advanced Communication Skills Training' [ACST] in Healthcare** courses, have been a mix of senior staff, such as Clinical Nurse Specialists in a range of cancer roles (mostly supported by HEE funding), and a few AHPs and Medical Staff. These courses stretch over a 6 week period, starting with an interactive reading, watching and reflective activity eLearning programme, a 1-1 meeting with a course facilitator (to pull out individual learning wishes and priorities), and finally a 2-day live online classroom venue workshop - further details of this course on Page 36

## Outreach Clinical Skills for Assessment (OSCA) Clinics at CCC

Here at CCC, we are working in partnership with the Enabling Effective Learning Environments (EELE) project team and the University of Chester to support student nurses to attend Outreach Clinical Skills for Assessment Clinics (OSCA) at both our Liverpool and Wirral sites.

The aim of the OSCA clinics are to provide students (from LJMU, EHU, UoC and UoL) with opportunities to engage in both theoretical and simulated learning. There are a range of clinical skills which students can gain exposure and assessment in including: cannulation, venepuncture, nasogastric tube insertion, chest auscultation, catheterisation and suction. During the sessions, students are assessed in a specific skill and if successfully completed, students will achieve the appropriate proficiency within their practice assessment documents.

On behalf of the PEF team here at CCC, we would like to thank Rose and Laurie for facilitating the sessions and also Vikki Whaley (EELE Lead) and Lee Caiger (Engagement and Implementation Officer), along with other members of the EELE team for their hard work and commitment to ensuring students are supported during the OSCA clinics.

If any staff would like to further information regarding this project please contact the PEF team. The latest version of the EELE Newsletter can also be accessed here: [The EELE Update - Feb 2023 \(office.com\)](#)"

*Charlotte Emerson*  
CCC PEF



## Clinical Education's Return of Face to Face Study Days

We were delighted to deliver two face-to-face study day events early this year.

- Navigating the Minefield of Resuscitation Related Conversations Study Day
- Teenage and Young Adult Study Day

Both events took place at the Spine in Liverpool and were a huge success



Clinical Education will also be hosting further study days throughout the year, including an Immunotherapy Study Event and a Cancer Care Conference.

Further information regarding these events will be released shortly.



*The interactive role play made it feel more real and the solutions needed to be found*

*Excellent day, wide range of speakers relevant to TYA. Very informative. IT issues a bit frustrating but worth it to attend the day virtually on a school strike day. Thanks*

*This was a fab, very real talk, highly emotive and thoroughly well presented. Always beneficial to hear from those who are going through or have had treatment to inform our care*

*It has been very informative day, listening to excellent speakers from professionals, patient, parent and professionals from charity and hospice. I would like to thanks the organisers of this event.*



## Our Student Placement Experience in their own Words

### WARD 5

"The staff on Ward 5, go above and beyond to make you feel part of the team. I have never been welcomed as much as I had on any other placement. The staff are willing to accommodate any learning outcomes and proficiencies students need to meet were possible in the trust. I cannot thank them enough"

~

"Introduction and involvement from CCC-L PEFs was especially appreciated and proactive from their side"

~

"I strongly enjoyed my time at clatterbridge"

~

"The staff have made me feel so welcome and I will miss working with them, they have treated me so kindly and with a lot of respect. They have been patient with me and gave me regular feedback which I highly appreciate"

~

"I really enjoyed my placement on ward 5. All members of staff were welcoming, friendly and supportive which added to my positive experience. I was able to work with a variety of health care professionals that explained their role allowing me to better understand what was going on within the ward and the patients. Patients on this ward were also friendly and supportive of all the student nurses."

### WARD 2

"I would like to add that this placement gave me the opportunity to increase my knowledge in palliative care and that the ward were extremely supportive."

### OTHER AREAS

"I really enjoyed my placement and the staff, patients, pef team were amazing. I am grown as a person and learned copious amount of softer nursing skills, core skills, practical skills. I have grown in confidence and my emotional resilience has increased."

~

"I was able to Spoke in other areas within the hospital, which was very educational and beneficial CCCL are very supportive and promote learning within other fields"

~

"Excellent bespoke placements in cdu, chemotherapy, ACT team and physio - the staff were amazing and willing to guide me - a credit to CCCL"

### WARD 4

"I feel I was supported by all the staff during my placement."

~

"I had support from placement, university and the pef team throughout my studies"

### CTU

"I felt 100% supported at all times by all the nurse's to work within my personal and professional scope of practice, and nurses always made sure I felt comfortable and confident in completing any tasks and were more than happy to support me through any uncertainty's. Really lovely placement, all nursing/HCA's were really supportive and were happy to share their knowledge, answer any questions and provide me with as many learning opportunities as possible."

### OPD

"All the staff were amazing, answered any questions I had, and regularly gave me feedback. All the staff were very welcoming. For future students, I think it is an excellent placement area, but I would like to say all the staff are brilliant and welcome you with open arms."

~

"The PEF team where fantastic and really helped me settle in and with my bereavements"

### WARD 3

"Ward 3 is an extremely busy clinical area. However, the staff are very supportive of students and encourage learning opportunities wherever possible. All staff were very supportive "

~

"Tessa Henderson and Lucy Johnson were amazing mentors. All the staff on ward 3 are so lovely always willing to help and assist. Kelsey was also very supportive and gave me jobs, trusting me and helping my confidence grow. I would most definitely work at Clatterbridge and think it is a fantastic trust and an asset to Liverpool."

~

"Lots of information provided by the PEF team via email before starting the placement - this was very helpful. I was always aware of the support available from the PEF team and how to contact them. They also made regular visits to the ward."

"Just wanted to say that I had an amazing experience at Clatterbridge and I'm definitely considering a chemotherapy nurse as my future goal. The PEF team as a whole have been absolutely incredible and are a credit to Clatterbridge. I didn't even meet a pef in my first year placements. You have copious amount of support and made the whole experience effortless.

I will hopefully be back June 2022 for my formative placement. This placement has been the most humbling experience in my life and I will treasure the memories forever.

Also, Tessa Henderson is a fantastic asset to Clatterbridge, and her assessor skills have inspired me. Her guidance and support have helped me on so many levels. Not once did I see her stressed out or snapping at ppl. She is incredible and with patients and has this awe of calmness/kindness.

Tessa is amazing at her job; she is the nurse that I inspire to be one day.

Thanks again,  
Carla Ryan "



## Reminder when applying for Study Leave

Over the course of the last year there have been many occurrences of staff applying for study leave funding after they have enrolled on their course and in some cases the University have denied access to their systems due to non-payment.

It clearly outlines in the Study Leave Policy, courses should only be booked following

funding confirmation for the Study Leave Committee as there could be occasions where the Committee part-fund or even decline an application.

As a reminder, here is a brief summary of the process. The Study Leave Policy can be found on the Intranet.



- Retrospective applications are not accepted; therefore employees are responsible for ensuring that they submit their application **no later than 28 days before the event** they are applying for.
- Employees applying for programmes costing in excess of £500, the Bonding Agreement **MUST** be completed and signed by the relevant Directorate Manager, Matron, Head of Service or Clinical Director.





## Being an Educator

by Dr Max Gibb Medical Oncology Registrar North Wales  
- Six Month CCC Placement

As medical oncology trainees in North Wales, we are allocated a six-month placement at Clatterbridge Liverpool to gain experience in intensive therapies - I did so between March and September 2022. This was a fantastic opportunity to practice in a very different environment and one I thoroughly enjoyed. Completely incidentally, one of the most enjoyable parts of this rotation was the opportunity to develop as an educator and get involved in undergraduate medical education. Most weeks I had a student with me in clinic; they were almost all enthusiastic to learn about oncology as a specialty and to see how we worked. I found it very rewarding to have the opportunity to talk through our roles and the principles underpinning our practice to students who appeared to be genuinely interested. I also found that having a student in clinic with you makes you particularly aware of how you interact with patients (positively and negatively!) and offers an excellent opportunity to reflect on our own individual styles.

Having now returned to North Wales, I am hoping to increase my involvement with our local undergraduates and postgraduate trainees and take forward some of the skills I have developed during my time at CCC-L. Had I remained at CCC for longer I would certainly have been keen to explore taking on some more formal teaching sessions and to become an educational supervisor for the students.

Would you like to contribute to our next edition of Education Matters@CCC Newsletter?  
Would you like your contact details to be added to the Education Key Contacts list below?  
Would you like to provide feedback on the Education Matters@CCC Newsletter?

If so please contact Kate Greaves [kate.greaves@nhs.net](mailto:kate.greaves@nhs.net) or Jane Knight [jane.knight1@nhs.net](mailto:jane.knight1@nhs.net)

## Delivery of Doctors in Training 3 Day Induction

Piloted February 2023

Following the feedback from previous cohorts of doctors in training rotating into Clatterbridge the Medical Education team piloted a new 3 day induction in February with the aim to ensure all doctors in training start their ward rotations feeling supported and equipped to deliver a safe service in a hospital unfamiliar to them.

The 3 day induction included a wide range of training sessions including Meditech with Lucy Tindsley, BLS/SEPSIS Training with Lauren Attwood, and Tracheostomy Training with Kate Green, Ann Whitaker H & N Team. The trainees attended a full day, meeting key CCC Clinical Staff who delivered vital in person talks to prepare the trainees. Day 3 of the Induction included a familiarisation session on the wards meeting key ward staff.

We are now discussing with the Senior Medical Education Leads how we can deliver the same quality of Induction for the smaller number of trainees arriving outside of the larger rotations in February and August to ensure all doctors in training feel supported and well prepared before rotating onto the CCC wards.

*Jake Blease, Medical Education*

The feedback received has been extremely positive:



## Well-being and Professional Development day for Medical, Clinical and Haemato-Oncology registrars

Joanne Cliff, after successfully bidding and securing funds from HEE ran the first Well-being and Professional Development day for Medical, Clinical and Haemato-Oncology registrars at the Novotel on the 19th of January with very valuable contributions from Phillipa Dick, Nicky Thorp, Caroline Brammer and Jane Younger as well as an external professional Coach.

Sessions covered Combating Stresses, reflections of experiences in training and in becoming a Consultant, Imposter Syndrome and an opportunity

to reflect on difficult conversations in a pop-up Schwartz round.

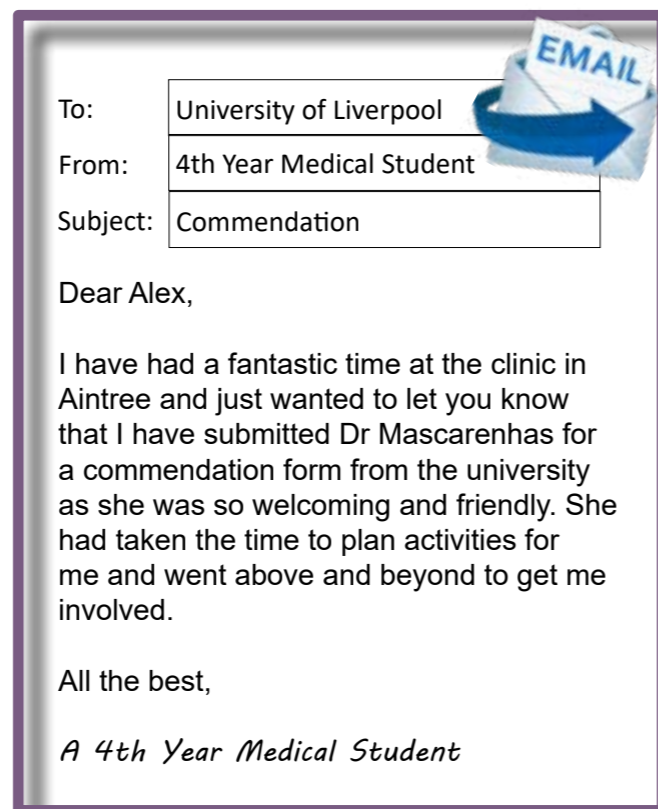
The feedback was very positive and we plan for this to become a regular fixture for our Higher Speciality Training Registrars in Clatterbridge Cancer Centre. We are receiving interest from other Cancer centres in running similar events with our involvement. Hopefully this contributes to fulfilling an unmet need in training within what is frequently an incredibly rewarding, but also what can be a personally challenging clinical environment.

## Commendation Nomination for Dr Mascarenhas

4th year medical students timetabled for ward work as part of their oncology placement were unable to attend Monday – Wednesday due to the junior doctors industrial action.

At late notice Dr Michelle Mascarenhas agreed to take a student and went above and beyond to provide an excellent welcome.

Here is an email received.



Updates from our AHP Colleagues

## The Valerie Carr Award:

Therapeutic Radiography Bursary (England & Wales)

Do you know someone considering starting a career in therapeutic radiography in England or Wales?



If so, please tell them about the College of Radiographers' Valerie Carr Award. This therapeutic radiography bursary programme (funded by a generous legacy) is for individuals in England and Wales intending to study pre-registration therapeutic radiography either:

- As a second degree, or
- To advance their career from working as a support worker in radiotherapy / cancer services. (In this context, the term "support worker" includes everyone from helpers to assistant practitioners.)

A limited number of bursaries are made available annually intended for those who would not otherwise be able to afford to study therapeutic radiography. On completion, graduates must be eligible to apply for registration with the Health and Care Professions Council so that they may work in the UK as a therapeutic radiographer.

Full details of the bursary can be found on <https://www.collegeofradiographers.ac.uk/vca>. Those considering applying for the bursary should first register their interest. The application deadline is 2pm Saturday 30 September 2023 to apply for a bursary for courses beginning in 2024.





## Reducing Pre-registration Attrition & Improving Retention in Radiotherapy

by Nicky Hutton

I have been successful in RePAIR (Reducing Pre-Registration Attrition and Improving Retention) funding from HEE NW for projects at CCC over the next 12 months.

Funding was awarded for two projects;

1. Implementation and evaluation of a collaborative Radiotherapy open day between Clatterbridge Cancer Centre and University of Liverpool to improve student retention, supported by the North-West Operational Delivery Network.

This project involves running 4 collaborative open days throughout 2023, we have secured ethical approval, finalising the contract between CCC and UoL and creating a digital advert before the first open day at the end of April.

2. Implementation and evaluation of a Culture of Care tool, for early careers retention of Therapeutic Radiographers, at Clatterbridge Cancer Centre; a collaboration with the North-West Radiotherapy Operational Delivery Network.

This project will provide data on staff feelings about the culture in Radiotherapy, which themes rate highly and we need to sustain and those which rate lower and give us information for future improvements. Approval has been granted from the Clinical Audit Committee and we are currently in the planning phase, determining best timings for the survey to ensure the highest response rates possible.

Both of these projects were recommended in the Society of Radiographers [Radiotherapy RePAIR report](#) that I authored last year, after a secondment to map implementation of recruitment and retention initiatives nationally.

I am delighted to have been awarded this funding to facilitate these projects, contributing to the recruitment and retention of staff at CCC.



## Welcome Home Katie!

In our last edition of the Newsletter (No.8), we said goodbye to Katie Seager our Diagnostic Radiographer Clinical Educator as she took a 6 month career break to Uganda working on the Gulu Diagnostic Imaging Project. We are delighted that Katie has returned to tell us about it:

"I headed out to Gulu, not quite knowing what to expect. I knew I would be involved in a project but not sure exactly how this would take shape. After a week there, chatting with staff around the two hospitals and



spending time with the Radiology staff, myself and my colleague Abi came up with a project with the aim to help improve Xray image quality. This involved giving weekly presentations on Xray Image Interpretation, giving practical teaching sessions on how to perform the Xrays and assisting with patients in the Xray department daily. We performed audits on Xray quality and completed questionnaires with referrers, and at the end of the 6 months there had been an improvement in Xray image quality!

Working in the hospitals was an incredible experience. I made friendships with the staff which I know will last a lifetime, I experienced a side of radiography that challenged me and was part of something which, hopefully, will help many people.

Whilst in Gulu I also helped a ladies football team! Seeing their passion and enthusiasm for the sport was incredible and I was so privileged to be able to be a part of it. My friends at home gathered donations from local Wirral teams for kits and equipment which the ladies were so grateful for.

The 6 months in Uganda really was an incredible experience and my dream is to set up a link between CCC and the hospitals in Gulu so we can establish a training programme which is mutually beneficial for all."



Hospital Staff



Katie and a patient



Footy Team

## News from our Physics Team

### Welcome Five New Clinical Scientist Trainees!

Last September the Physics department were able to welcome five trainees all working towards completion of the Scientist Training Programme.

In 2021 CCC became a recognised training provider and started employing physics trainees. In addition to this, the training programme's curriculum received a major overhaul this year, this required careful consideration and planning from the Trainee Management Committee to ensure training meets the new learning objectives.

There was also a strong focus on receiving feedback from trainees from previous years to ensure the new training format was as engaging, educational and effective as possible. Our new trainees have recently finished their first training rotation and have had some very positive comments on their experience so far!

*"The STP has been everything I expected and more so far. Everyone in the department has been so welcoming and helpful... The work environment is great and the support network is unlike anywhere I've worked before. Wholeheartedly positive experience of the STP so far."*



### CCC Clinical Scientists - what an achievement!

Simon Temple, Ann-Marie Lee and Julie Kirk have recently completed the Higher Specialist Scientist Training (HSST) programme, which is a five year workplace-based training programme for Healthcare Scientists.

<https://nshcs.hee.nhs.uk/programmes/hsst/>

The academic part of the programme is the Doctor of Clinical Science (DClinSci) Research Degree, which is run by the University of Manchester, and which we have all now been awarded.

Further info here if required:

<https://nshcs.hee.nhs.uk/programmes/hsst/trainees/the-doctoral-award/>

The DClinSci is split across three sections:

- Leadership and Professional Development
- Specialist Scientific Clinical Programme and Research
- Development and Innovation

Completion of the programme also means eligibility for membership of the Academy for Healthcare Science (AHCS) Higher Specialist Scientist Register, and eligibility to work at Consultant Clinical Scientist level.

### Work Experience in the Physics Department

In February the Physics department invited four A-Level students for three days of work experience. All of the students were from local Liverpool schools and were recruited following an advertisement, application and interview processes. The work experience included teaching, observations and hands-on sessions. These sessions covered Ultrasound, Magnetic Resonance Imaging, Computed Tomography, Positron-Emission Tomography, External Beam Radiotherapy and Brachytherapy. The events were organised by trainee clinical scientists.

The four students expressed delight and appreciation for their visit to CCC and provided positive and encouraging feedback. To mention a few, this include:

*"All the staff were very friendly and have made us feel welcome, and I learnt a lot about what a career in medical physics can look like."*

In late March, two university students were welcomed for a week of work experience. The goal was to provide them some insight into medical physics and prepare them for opportunities available in the Scientist Training Programme (STP). The students had some encouraging feedback on their experience.

*"It's great to see the things I have learned on my masters be used for actual treatment"*

## Training available to help you develop your department's Intranet page

The intranet is a great resource to help improve communication within your team and across other departments. The Communications Team provide a 1 hour training session to help staff build and content manage their department intranet page. The Digital team have also produced a series of short e-learning videos to support the training session. The sessions take place the first Thursday of every month at 12pm, please email [ccf-tr.communications.team@nhs.net](mailto:ccf-tr.communications.team@nhs.net) to book on to the next available session.



## Introducing Angie Ditchfield Our new Head of Equality, Diversity and Inclusion

Hi my name is Angie Ditchfield and I started in post as the Head of Equality, Diversity, and Inclusion in Jan 2023. I am a registered nurse and I worked for NHS Blood & Transplant for over 11 years as National Diversity and Inclusion Nurse Lead. Prior to coming to Clatterbridge Cancer Centre I was on secondment at NHS England working on a programme focusing on International retention and belonging. I am delighted to have joined the team at Clatterbridge Cancer Centre and looking forward to working with you all. I have a strong passion for inclusion and I want to support our workforce, making sure that everyone is included and feels a strong sense of belonging. Equality, diversity, and inclusion is a golden thread that runs through everything that we do and I want to build an environment that promotes equal access, where staff feel happy and motivated at work. I am working across Clatterbridge Cancer Centre and Alder Hey Children's Hospital which is a challenge but one I will embrace. Supporting both organisations will bring challenges but there are also huge benefits, and together we can discover new ways of supporting equality, diversity, and inclusion sharing our practices and resources, developing a successful local collaboration. Over the next 12 months I want to work too hard to really get to know the organisation and identify areas we can improve on. I already feel that Clatterbridge Cancer Centre is a great place to work but there is still lots of work to be done and I am excited to be taking this forward with you all.



Please feel free to contact me [angie.ditchfield@nhs.net](mailto:angie.ditchfield@nhs.net) and I will look forward to meeting you all

## Emily Marsden, Communications and Digital Media Apprentice

Emily has been with the team since February 2021 and is nearing the completion of her apprenticeship. It's been a great success.

Emily says:

"I found the job advert for the Communications and Digital Media Apprentice role shortly after finishing university, where I felt I'd gained substantial academic knowledge but lacked the practical experience that you need to secure your first job and feel confident in your role. I applied for the apprenticeship, as I knew it would be a great way to get my foot in the door, learn from those already in the industry, build my confidence and gain transferable skills.

I am now approaching the end of my 18-month apprenticeship, with 5 months left to go and although it has been hard work at times, I have thoroughly enjoyed it. I have loved being involved in different campaigns and projects and seeing my work around the hospitals.

One thing I'd say you must consider is that you need to be prepared to split your time between work and the training provider, attending seminars, completing homework tasks, submitting assignments on time and evidencing several hours of off the job learning. However, I found that all of these have helped me improve my organisation and time management skills.

I am so grateful that I was given the opportunity to work for Clatterbridge, it is such a lovely place to work and everyone has been so friendly and happy to help/support me where they can. If I was given the chance to do something like this again, I would and I would also recommended anyone else considering an apprenticeship to do one too"



## Learning & Development Opportunities

### Upcoming Leadership and Development Courses.

- We have a huge wealth of learning and development opportunities available to everyone at CCC.
- Book a place via ESR or contact the L&OD team on [ccf-tr.landd@nhs.net](mailto:ccf-tr.landd@nhs.net) to secure a place today.
- Please also keep an eye out for our brand new learning prospectus to see the full offer. You can this [digitally](#) or print copies are also available.



**Financial Wellbeing & Education Programme**

|            |                                    |            |                                    |
|------------|------------------------------------|------------|------------------------------------|
| 26<br>MAY  | Understanding your Pension Changes | 12<br>JULY | Understanding your Pension Changes |
| 19<br>JUNE | Understanding your Pension Changes | 18<br>SEPT | Retirement                         |
| 23<br>JUNE | Focus on your Finances             | 20<br>OCT  | Focus on your Finances             |

**affinity** connect  
part of the Wealth at Work group

To book your space on ESR. Teams links will be sent directly to your email prior to each session.

#### Retirement Course: (from age 50)

This course is geared towards individuals who are a few years down the road from retirement and ensures you are firmly on the path to achieving your retirement goals. Encompassing, a thorough comprehension of retirement income opportunities, debt alleviation and optimal pension benefits, as well as expert guidance for those seeking a deeper understanding of their options and implementation strategies. From defining retirement goals and identifying key considerations to leveraging retirement funds and mitigating risks, this course has got you covered.

#### Understanding your Pension Changes (any age group)

Unlock your NHS pension knowledge with this essential course! It's important to understand the recent changes to your pension scheme resulting from the Age Discrimination case more commonly known as the McCloud Judgement. This course provides a comprehensive overview of what these changes mean for you, including how they impact your previous pension savings and your new pension. You'll also learn about Retire & Return, Flexible Retirement, and other key topics that will help you make the most of your workplace benefits.

#### Focus on Your Finances Course: (any age group)

This course is designed to help you improve your financial wellbeing and make the most of your workplace benefits. From managing debt to improving credit scores, Affinity Connects team of experienced Financial Coaches will cover the essential tools and knowledge to foster good money management skills and savings habits. Whether you're planning for the short or medium term, this course covers it all. Don't miss this opportunity to take control of your finances and achieve your financial goals. Book a place now and embrace a financially secure future!



## PERSONAL DEVELOPMENT FOR MAY

- THURSDAY**  
**11** 9.30 - 13.30 - CCC-W  
Mental Health Awareness
- TUESDAY**  
**16** 9.30 - 16.30 - CCC-L  
Organisational Change
- WEDNESDAY**  
**17** 9.15 - 16.30 - VIA ZOOM  
Effective Chairing of Meetings
- MONDAY**  
**22** 9.30 - 12.30 - CCC-W  
Courageous Conversations
- TUES-THURS**  
**23-25** 9.15 - 16.30 - CCC-L  
Foundations of Leadership  
(Must attend all 3 days)
- THURSDAY**  
**25** 9.15 - 16.30 - VIA ZOOM  
Effective Report Writing
- THURSDAY**  
**25** 9.15 - 16.30 - CCC-W  
Presentation Skills

## PERSONAL DEVELOPMENT FOR JUNE

- TUESDAY**  
**20** 9.15- 16.30 - ZOOM  
Effective Minute Taking
- THURSDAY**  
**22** 10.00 - 13.00 - CCC - W  
Building Personal Resilience
- FRIDAY**  
**23** 9.30 - 16.30 - CCC-L  
Introduction to Management
- TUESDAY**  
**27** 9.30 - 16.30 - CCC-W  
Leadership Skills
- WEDNESDAY**  
**28** 9.30 - 12.30 - CCC-L  
Delivering Effective Feedback

## PERSONAL DEVELOPMENT FOR JULY

- TUESDAY**  
**4** 9.30 - 16.30 - CCC - W  
Assertiveness Skills
- TUESDAY**  
**4** 9.30 - 12.15 - TEAMS  
Pre-retirement Course
- THURSDAY**  
**6** 10.00 - 12.30 - CCC - W  
Civility in the Workplace
- MONDAY**  
**10** 9.30 - 16.30 - CCC-L  
Time Management Training
- TUESDAY**  
**11** 10.00 - 12.00 - CCC-L  
Effective Appraisal  
Conversations - Reviewer
- TUESDAY**  
**11** 13.00 - 15.00 - CCC-L  
Effective Appraisal  
Conversations - Reviewee




## CANCER CARE MSc

**ENTRY: SEPTEMBER 2023**

Designed and delivered by the **University of Liverpool** and the **Clatterbridge Cancer Centre**, this programme is aimed at a variety of healthcare professionals and graduates who wish to develop their practice in the holistic care of individuals who have been diagnosed with cancer.

To find out more scan the QR code



### Introduction

This programme is designed for you if you are a registered nurse, health and social care professional, someone who provides care for people with a cancer diagnosis within their care setting or if you wish to develop your own practice in the holistic care of cancer patients.

The programme explores the broad impact of a cancer diagnosis and the complex journey of the patient and those important to them, enhancing awareness of individual needs and the provision of a holistic, patient centred approach to care.

You will critically explore your own practice in the holistic care of the person with cancer in order to influence development of other professionals and support them in their roles too.

This offering will enable you to further your educational and professional development within the speciality of oncology to drive forward practice improvements, expand the evidence base and improve care for all cancer patients.

### Your Experience

This is a multi-professional, part-time programme which allows registered healthcare practitioners to undertake master's level study whilst continuing with your NHS role.

This programme has both mandatory and optional module choices. The pathway allows students to critically explore the evidence base underpinning decision-making and best practice which enables health and social care professionals to improve the way in which they care for cancer patients, their carers and their families in a variety of settings throughout the cancer journey.

[liverpool.ac.uk](http://liverpool.ac.uk)

Students can also tailor the programme to their area of oncology interest and expertise which further enables them to improve their professional development within this area which will in turn drive forward practice improvements, expand the evidence base and ultimately improve the care of the cancer patient.

### Your Development

As well as developing expert oncology knowledge, the programme aims to develop a practitioner with relevant reflective, communication, supportive care, clinical, leadership, research and educational skills and knowledge, which will enable you to work innovatively.

A range of different assessment methods can be seen across all of our healthcare programmes.

These include seen and unseen written examinations, essay assignments with specific word lengths, multiple choice questions, case study presentations, video analysis and interactive practical examinations.

The various methods of assessments have been chosen to provide a balance that will permit our undergraduates to demonstrate their intellectual abilities in all areas to the full.

Visit our website for more information on: fees; module options; entry requirements and more:

[liverpool.ac.uk/study/postgraduate-taught/taught/cancer-care-msc/overview/](http://liverpool.ac.uk/study/postgraduate-taught/taught/cancer-care-msc/overview/)

THE ORIGINAL  
REDBRICK

### Modules

#### Level 6 (20 credits each)


- Fundamentals in Cancer Care
- Fundamentals in SACT Administration and Care
- Fundamentals of Palliative and End of Life Care
- The Cancer Survivor

#### Level 7 (20 credits each)

- Developing Practice in Cancer Care
- Developing Practice in SACT Administration and Care
- Developing Practice in Palliative and End of Life Care
- Developing Practice Supporting Those Living with the Consequences of Cancer and Cancer Treatment
- Research Methods
- Development of Leadership in Health and Social Care
- Reflection in Professional Practice
- Work Based Learning
- Supporting Learners in Practice
- Taking Pride in Cancer Care: Person Centred Care for LGBTQ+ people with cancer
- Advancing Practice in Prostate Cancer Management and Patient Care
- Advancing Practice in Breast Cancer Management and Patient Care
- Advancing Practice in Gynaecological Cancer Management and Patient Care
- Advancing Practice in Head and Neck Cancer Management and Patient Care
- Advancing Practice in Colorectal Cancer Management and Patient Care
- Advancing Practice in Lung Cancer Management and Patient Care
- Generating and Using Professional Evidence
- Magnetic Resonance Imaging (MRI) in Radiotherapy
- Dissertation (60 credits)

The majority of modules offered on our MSc Cancer Care programme are also available as credit-bearing standalone modules which can be taken to continue your professional development.





**Nature of Cancer Plus**

**22-23 May 2023 - FULL**  
**20-21 November 2023 Virtual**  
Course £150 (free to CCC staff)

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.

**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
- Cancer and the Immune system
- Introduction to Immunotherapy
- Haematological Cancers
- Cancer therapies - now and the future
- Helpful communication and support

*On completion of the course students will receive a Certificate of Attendance*

**BOOK YOUR PLACE NOW**  
Scan the QR code or visit <https://education.clatterbridgecc.nhs.uk/>

For all enquiries please contact [ccf-tr.clinicaleducation@nhs.net](mailto:ccf-tr.clinicaleducation@nhs.net)



Interest in our Nature of Cancer and Nature of Cancer PLUS courses has been so great that we have decided to increase the number of courses that we run throughout the year. These courses remain online and run over two days, with great feedback received from staff who attend

#### Feedback from a member of staff

I actually feel that every new starter would benefit from this as compulsory training as it's so interesting and its really well taught. I feel that it will benefit our patients overall experience as it will give every new starter more confidence in providing care to patients as a whole as they have been taught what we do and the nature of cancer.

I have truly been overwhelmed by today's training and how easy it was to follow. Although I'm a nurse, my background is general nursing, respiratory and elderly



**Nature of Cancer**

**27-28 June 2023 FULL**  
**9-10 October 2023 Virtual**  
Course £120 (free to CCC staff)

This 2-day virtual 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

**Content Includes:**

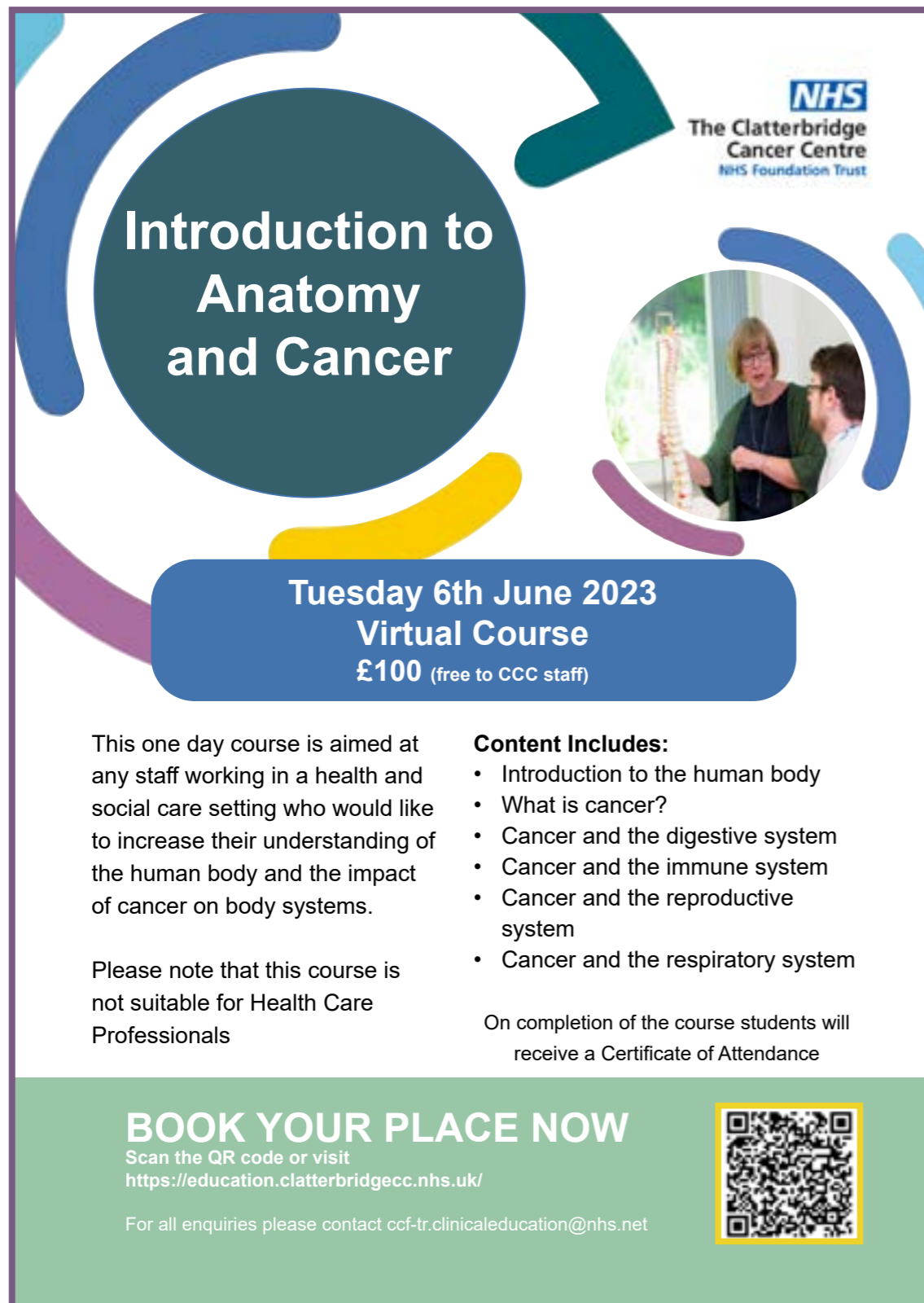
- Understanding cancer
- Early detection & diagnosis
- Radiotherapy
- Chemotherapy
- Cancer staging
- Metastatic spread
- Health promotion

On completion of the course students will receive a Certificate of Attendance

**BOOK YOUR PLACE NOW**  
Scan the QR code or visit <https://education.clatterbridgecc.nhs.uk/>

For all enquiries please contact [ccf-tr.clinicaleducation@nhs.net](mailto:ccf-tr.clinicaleducation@nhs.net)





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

## Introduction to Anatomy and Cancer

**Tuesday 6th June 2023**  
**Virtual Course**  
£100 (free to CCC staff)

This one day course is aimed at any staff working in a health and social care setting who would like to increase their understanding of the human body and the impact of cancer on body systems.

Please note that this course is not suitable for Health Care Professionals


**Content Includes:**

- Introduction to the human body
- What is cancer?
- Cancer and the digestive system
- Cancer and the immune system
- Cancer and the reproductive system
- Cancer and the respiratory system

On completion of the course students will receive a Certificate of Attendance

**BOOK YOUR PLACE NOW**  
Scan the QR code or visit  
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For all enquiries please contact [ccf-tr.clinicaleducation@nhs.net](mailto:ccf-tr.clinicaleducation@nhs.net)




**COMPASSIONATE COMMUNICATION  
IN HEALTHCARE**  
A Fundamental Level Communication Skills Workshop

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

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.

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.

**Thursday 19th October 2023**  
**£100 (FREE TO CCC STAFF)**  
Virtual one day course  
On completion students will receive a certificate of attendance

**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 well-being of the individual and yourself.

**BOOK YOUR PLACE NOW**  
Scan the QR code or visit  
<https://education.clatterbridgecc.nhs.uk/>

For all enquiries please contact [ccf-tr.clinicaleducation@nhs.net](mailto:ccf-tr.clinicaleducation@nhs.net)



## Advanced Communication Skills Training (ACST)

in association with 

Fully interactive Online Course - Blended Learning ACST Model, including interactive e-learning & live online 2-day workshops & role play

### 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.

For LIVE workshops you will require:-

- Study leave
- Broadband access
- A tablet or computer (a mobile phone is not suitable)
- A camera and microphone
- A private, quiet space



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.



Live online 2-day Workshops  
TUES 18 & WEDS 19 July 2023



Live online 2-day Workshops  
Wed 18 & Thurs 19 Oct 2023



Live online 2-day Workshops  
Tues 5 & Weds 6 Dec 2023



Live online 2-day workshops  
Wed 7 & Thurs 8 Feb 2024



NEW DATES TO BE ANNOUNCED  
SOON!

For enquiries & bookings



[ccf-tr.clinicaleducation@nhs.net](mailto:ccf-tr.clinicaleducation@nhs.net)



0151 556 5790

"I have learnt so much over the past two days. I have grown in confidence as a health care professional. I am able to have those difficult conversations with patients / relatives"

"I was unsure about having such conversation with patients over video call, but doing the role-play with actor in this way gave me some Top Tip skills and confidence"

"Feel more knowledgeable & confident in breaking bad news sensitively and at patient's pace"

"I felt that the actors were so convincing and engaged with each role play scenario. They fed back incredibly relevant information with regards to our communication styles which was very helpful"

"So much knowledge, how to approach the emotional needs of a person rather than just the clinical needs. how to create a good rapport with a patient"

"Feel more confident having difficult telephone conversations"

"I was really apprehensive about the whole experience but I didn't have to be and I have gained so much and I am very thankful for that"

# Education Key Contacts

|                                     |   |   |
|-------------------------------------|---|---|
| Executive Leads for Education       | Julie Gray, Chief Nurse<br>Dr Sheena Khanduri, Medical Director   | Ext 5189<br>Ext 5098  |
| Director of Medical Education       | Dr Isabel Syndikus, Consultant in Clinical Oncology   | Ext 5209  |
| Clinical Education                  | Kate Greaves, Associate Director of Clinical Education<br>Pauline Pilkington, Head of Clinical Education & Professional Development<br>General Enquiries  | Ext 5159<br>Ext 5218<br>Ext 5790                                |
| Clinical Education Lecturers        | Jacquie Ball, Senior MacMillan Lecturer<br>Angela Ashcroft, Senior MacMillan Lecturer<br>Nicky Benson, Senior Lecturer<br>Kathryn Birch, Senior Lecturer  | Ext 5402<br>Ext 5285<br>Ext 5402<br>Ext 5285                    |
| Practice Education Facilitators     | Claire Woods, Practice Education Facilitator<br>Leanne Owen, Practice Education Facilitator<br>Charlotte Emerson, Practice Education Facilitator  | Ext 5404<br>Ext 5404<br>Ext 5404                                |
| Medical Education                   | Chris Thompson, Medical Workforce Manager<br>Kate Phelps, Medical Education Manager   | Ext 5493<br>Ext 5715  |
| Learning & Occupational Development | Steph Thomas, Head of Learning & OD<br>Alex Williams, Learning & OD Manager   | Ext 5705<br>Ext 5266  |
| Clinical Skills                     | Clinical Skills & Simulation lead (TBC)<br>Lauren Attwood, Resus Officer<br>Clare Parkinson, Manual Handling/Falls Coordinator  | Ext TBC<br>Bleep 9919<br>07721 568647                           |
| Allied Health Professionals         | Gwen Peters & Tracey Williams, Radiotherapy Clinical Tutors<br>Katie Seager, Radiology Clinical Tutor<br>Alexandra Gilbertson, Macmillan Physiotherapy Team Leader<br>Kathryn Parr, Dietetics Team Leader<br>Heulwen Sheldrick, Principal Speech & Language Therapist<br>Occupational Therapy | Ext 5709<br>Ext 5057<br>Ext 5146<br>Ext 5117<br>Ext 5791<br>TBC |

Clinical Education at The Clatterbridge Cancer Centre

Email: [ccf-tr.clinicaleducation@nhs.net](mailto:ccf-tr.clinicaleducation@nhs.net)

Website: <https://education.clatterbridgecc.nhs.uk>

Tel: 0151 556 5790