



## Welcome to the Spring Edition 2024 of Education Matters

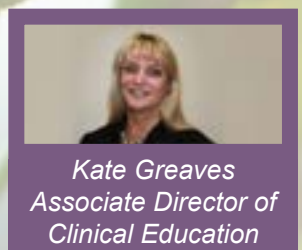
A warm welcome to the Spring edition of our newsletter. It's so lovely to see the return of leafy trees, a warmer breeze - and of course, it's the time for new growth. This new growth is also reflected in our Education Matters newsletter this quarter, where we celebrate and welcome the arrival of some new colleagues to support our education agenda across the Trust. We also showcase some fabulous educational achievements, as well as bringing you right up to date with important education projects and outreach work.

As always, we include some fabulous feedback from students and colleagues, as well as highlighting all the new courses, conferences and learning opportunities on offer to you. Is there something in there that interests and excites you? Take a look!

Well, it's finally time for me to hang up my NHS lanyard, so this will be my last newsletter to you! Thank you to absolutely everyone who has contributed to Education Matters over the years and have shared both their great success stories and fabulous learning opportunities with you; I hope they have inspired you!

As a final sign off I couldn't go without a special mention and my personal thanks to Jane Knight, Clin Ed, whose creative graphics, talent and attention to detail has kept this newsletter a fresh and appealing read—thank you SO much Jane, you're amazing!

With my warmest wishes to you all for the future and every success



*Kate Greaves*  
Associate Director of  
Clinical Education



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*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)*

## A Warm ClinEd Welcome!



**ANNETTE REDWOOD**

“The opportunity to help many more people in a more collective way through Education is something I am excited to be a part of ”

**ANNETTE REDWOOD**  
Senior Lecturer

“I am so pleased to have this opportunity of working as a Senior Lecturer in the Clinical Education Team at The Clatterbridge Cancer Centre in association with Liverpool University.

Education is something that we all do day to day sometimes without even labelling it. More formal education can provide opportunities to stop, think, capture and reflect on what we do well and what we can change. Wisdom to understand what we can't change yet can provide support and comfort by compassionate communication and caring.

My background is varied although each role has a connection with cancer care and palliative care. I started my training in 1988 with Wirral University Hospital Trust (WUTH) then in various roles which led me to working in palliative care in the community for Mersey Care and now split my role with Clinical Education as a Senior Lecturer and Wirral Hospice as a Clinical Facilitator.

I look forward to meeting you and value the experiences we all have to share that so often contribute to great learning.

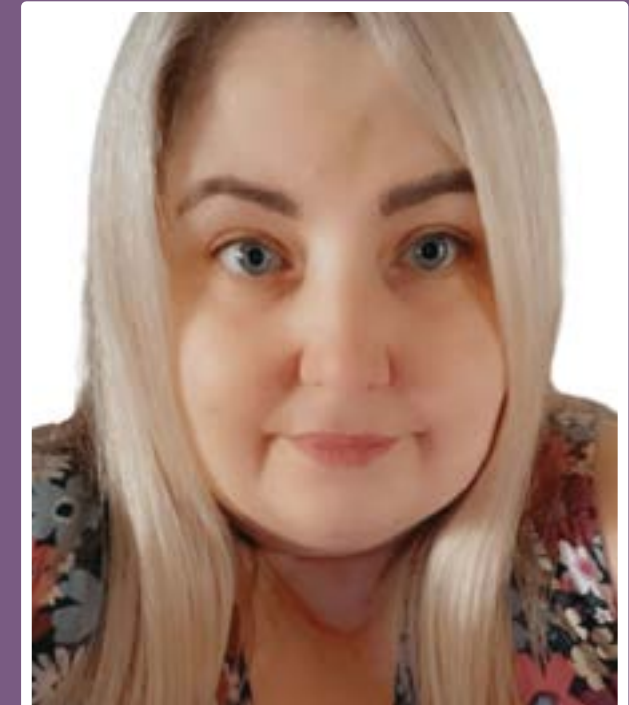
**LESLEY RIPLEY**  
Practice Education Facilitator

Hello everyone my name is Lesley and I have recently joined the Practice Education Facilitators in Clinical Education here at Clatterbridge.

I have been a qualified Operating Department Practitioner for the last 18 years working in an acute trust setting.

I have always been passionate about teaching and education. This role is an exciting opportunity for me to develop wider knowledge and skills facilitating education for pre-reg learners from all professions.

I look forward to meeting everyone during my time here.



**LESLEY RIPLEY**

“I have always been passionate about teaching and education. This role is an exciting opportunity for me to develop wider knowledge and skills facilitating education for pre-reg learners from all professions’.

**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



## .....and a Fond Farewell

We introduced you in the last edition to Roisin Boles who spent her sandwich year at CCC.....

### ROISIN BOLES



This past year has been my university placement year, which I was lucky enough to get to spend at Clatterbridge. I've really enjoyed my placement, it's been beneficial for my final year with cancer being one of my main modules and looking towards a future NHS career. I've had an interest in cancer for a long time so it was nice to get the opportunity to spend time at specialist trust like Clatterbridge. Whilst I've been here I've worked across a wide variety of departments I've learnt a lot and it's given me a wider understanding of oncology. Although I was in different departments, something that did stay the same was that all staff were supportive and anytime I had a question it never felt like a 'stupid question'. I felt at home from the first day. I've spent some time in CDU, on wards, discussing treatment side effects in clinics as well as with chemotherapy. Spending time in chemotherapy I got to understand how the treatment works whilst observing patients. Although at university you are taught the science behind what happens, it's not until you see the 'shop floor' until you can really understand what really goes on. There are careers in the NHS which I never knew existed prior to my placement and spending my time here has definitely helped me to look at things after uni in a clearer way.

Thanks to everyone I've worked with over the last 9 months for all the help and advice.

## Irvin speaks to ClinEd about his Teaching



IRVIN BALQUIN  
Advanced Research Nurse

I am very pleased for the opportunity given to me, teaching is always something that I love doing and haematology is my passion.

**“Teaching is learning twice”.**

I have been teaching about HaemOnc to both CCC SACT (Systemic Anti- Cancer Therapy) Development Workshop and The University of Liverpool's Cancer Care Programme Module CANC 600/700 for overviewing treatment decision making considerations with regard to Haem-onc.

The SACT group is mainly an in house chemotherapy course for Nurses new in oncology whilst the CANC 600/700 module is part of the MSc Cancer Care which is a three year part-time programme developed to allow care professionals to continue working in their NHS role alongside their studies. Delegates consist of nurses, physiotherapists, nutritionists and radiologists.

*“We are so grateful for your teaching contributions and valuable support and hope this article inspires others to engage with teaching opportunities”*

*Kate Greaves, Associate Director of Clinical Education*

## Time to say Goodbye and Good Luck to our Kate

### A Very Sad but Fond Farewell to Kate Greaves as she Retires from CCC's Clinical Education Dept.

Our beloved and illustrious leader, Kate, will be retiring in May after 42 years in the NHS, of which 39 of those years were with CCC. All of the Clinical Education team will miss her very much, especially her leadership, sound advice and wonderful sense of humour.

### Back in the Day

Kate started off her career in 1982 as a student nurse living on site, in what is now the pain clinic. Back then the site looked very different with the wooden huts from the war utilised as HDU, M&F surgical wards. There was even an outdoor swimming pool and tennis courts for the nurses and doctors. The Doctors' residence apparently was notorious for their parties.



Back then, nurses wore uniforms with a hat and cape as standard. This was the time of hycolin bins (mini paddling pools) for IPC, glass urine bottles and metal bed pans. Linen would have

to last as long as possible by topping & tailing sheets. Everyone had to stand up for matron's rounds and there was no calling people by their names, only by their role i.e. staff/sister/matron.

### And so began her CCC career

1984 was Kate's second year as a student and was actually her first year with CCC. She loved it so much she joined the Trust permanently in 1985 as a Staff Nurse, caring for our cancer patients. As standard there was radiotherapy and chemotherapy on all wards and there was no such thing as single sex wards. Ovoids were behind lead shields, Geiger counters a common piece of medical equipment and iridium wires placed through tongue and cheek for H&N patients. Radium was placed in lead lined pots at end of long poles and trundled through the ward to a tiny 'Alice in wonderland door' to be collected by physics. As you can imagine, Kate has seen many changes and advancement in treatment since the 80s.

Kate has progressed through various roles throughout the Trust to her current role as Associate Director of Clinical Education. Did you know that Kate was responsible for bringing NMP into the Trust as well as introducing the Schwartz Rounds and Datix version One!!?

Not widely known either was that Kate was the first ever CCC Research Nurse, well before the introduction of R&I.

### Clinical Education

During Kate's 5 years in Clinical Education she has grown the department into what it is today. Amongst her many achievements she has:-

- Re-introduced Advanced Communication Skills Training
- Negotiated the current MSc in Cancer Care with the University of Liverpool
- For the benefit of the whole Trust, has grown the Dept by employing:
  - Resuscitation Officer
  - Clinical Skills & Simulation Lead
  - Moving & Handling/Falls Co-ordinator
- Increased the delivery of in-house courses by adding to the Senior Lecturing Team
- Introduced virtual learning during the pandemic so teaching could continue
- Initiated the Education Matters Newsletter
- Started and hosted the Clinical Skills Master-classes
- Pioneered the Clinical Skills digital passport and updated all clinical competencies
- Brought in clear and streamlined job titles and descriptions for all of the Trust's educators
- Generated many thousands of pounds from bids for education funding and training equipment - for the benefit of all staff
- Streamlined the study leave policy and process which makes it more accessible for our learners to apply for funding
- Sits on expert advisory group ACCEND



- Established working partnerships with various organisations across the region
- Led on the production of a 5 year MacMillan Primary Care Education Project

### 2023 Staff Excellence Awards

Kate won 2 awards at the 2023 Staff Excellence Awards: Spirit of Clatterbridge and the Lifetime Achievement Award. Enough said!!

### So what does Kate say?

*"I have had a long career in cancer care and feel privileged to have seen the growth, major changes and improvements in the care of patients over that time and played a small part in the past, present and future of CCC. I continue to work with amazing and dedicated colleagues. Caring for patients with cancer is both highly rewarding and highly challenging, but boy has CCC HCP and nursing come a long way. The journey continues!"*

We wish you every happiness and a much deserved rest, Kate. We will miss you very much!!



## Changing the Landscape of Cancer of Unknown Primary (CUP) Educational Event

Our first student study day was held on Friday 21st July at CCC-L.



### Alison Taylor

*Acute Oncology Nurse Consultant  
AO and SRG lead  
Florence Nightingale Leadership Alumni*

The study day was aimed at all pre-registration learners who are currently on placement within the Trust and the focus for the day was to allow students to gain an insight into the roles of various different teams within CCC, allowing them to gain an understanding how each team contributes to the patient journey.

During the morning session, we had a range of teams deliver presentations to the students about their roles, which included; an overview of the role of the CNS and ANP in providing holistic patient care, acute care team, therapeutic radiography, diagnostic radiography, speech and Language therapy and dieticians and also a session from the palliative care CNS team.



Students then spent the afternoon talking to a range of professionals from the multidisciplinary teams about their roles and were able to gain further information and ask lots of questions to enhance their learning and knowledge.

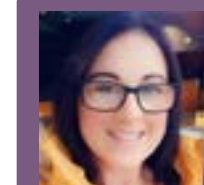
We had good attendance at the day, with students from a range of professions including; nursing, diagnostic radiography and therapeutic radiography. The study day has been well evaluated by the students and we therefore are hoping to deliver further study days aimed at students in the upcoming months. The PEF team would like to say a

huge thank you to all the teams involved, your participation on this day was greatly appreciated.

If there are any teams within the Trust who would like to be involved in future study days then please contact the PEF team by emailing: [ccf-tr.cccpef@nhs.net](mailto:ccf-tr.cccpef@nhs.net)



## Latest in Moving, Handling and Falls



Clare Parkinson  
Moving and Handling/  
Falls Co-Ordinator

### FALLS

Myself and digital currently at the design and build stage of the new Falls care plan within Meditech to be then tested at end user before roll-out and aligns with the Multifactorial Falls Risk Assessment that we updated and implemented May 2023

Work ongoing with myself and OPD to improve falls risk assessments, policy and Patient TV Screensavers to improve falls awareness.

Audits & working groups ongoing to identify New and upgraded equipment

Looking at refreshing Falls to align with national standard colour and implement new systems of work.

### MOVING & HANDLING

M&H Training hit the KPI Target in August 2023 and has remained above it since, consistently improving month by month

M&H equipment now being standardised throughout the trust with collaborative work going on between myself and all divisions

Looking at rolling out Bariatric training from a company and having bariatric link trainers from each area to attend and be trained

Flojacs now in place at CCC-L, CCC-W & CCC-A – Looking at a new piece of kit for falls for CCC-L

Collaborative work ongoing with Chemo Hubs, Acute division and OPD on several projects such as Phlebotomy, Ramblegard and a variety of Equipment to meet staff and patient needs effectively and improve the workplace




**CCC's  
FLOJACS**






## AHP Education ~ Career Framework Project

Nicky Hutton has joined Cheshre & Merseyside AHP Faculty on a secondment 2 days per week looking at an AHP Educator Career Framework Project. Here is how she's getting on.....




**Update from Nicky Hutton**  
Project Lead for the AHP Educator Career Framework project



**Project aims**


- To establish a baseline of AHP educator provision and map existing practice education resources.
- To support the implementation and socialisation of the AHP Educator Career Framework across C&M NHS organisations.
- To promote the education pillar of AHP professional practice to support continued learning and development of the workforce.



**Work underway**


Survey sent to list of C&M AHP educators to establish baseline understanding of:

- Number of roles with ringfenced time for education.
- Awareness & utilisation of the Educator Career Framework.



**Next steps**

- Run follow up focus groups with C&M Trusts to get more in-depth information on Educator roles and use of the Educator Career Framework.
- Explore establishing a community of practice for C&M Educators.
- Develop an action plan to share learnings
- Organise an AHP Educator Career Framework event.



*Extracted from the C&M Faculty Newsletter March 2024*



## Research Matters

The R&I Directorate and Clinical Education Department have supported a range of research studies exploring the needs and experiences of patients, staff and students. The results have been published in peer-reviewed journals, presented at international conferences and local and regional meetings, including a well-being Away Day for cancer nurses across Cheshire and Mersey. CCC staff have been offered research support on a range of topic areas, and face-to-face and online lectures have been provided to pre-registration students and qualified staff members within and outside the Trust.

### 1. Immunotherapy and Palliative Care Trajectories (IMPACT):

- A mixed methods study mapping illness trajectories for people with advanced cancer receiving immunotherapy treatment to identify palliative care need. The study aims to understand how people with advanced cancer experience immunotherapy treatment
- Study currently recruiting participants

### 2. Reducing Emergency Admissions for Patients with Cancer Complications and/or Co-morbidities

- A qualitative study to explore the views and experiences of i) patients, ii) family/friends, and iii) HCPs on the reasons leading to attendance at the emergency department, requiring admission of patients with cancer (type 3 presentation), and to inform the development of interventions to prevent unnecessary hospital admissions
- Study currently recruiting participants

### 3. A Randomised Controlled Trial to Investigate the Feasibility and Acceptability of a Snackivity-C™ Physical Activity Intervention for Young People During Cancer Treatment

- PhD student study from Loughborough University
- Study currently recruiting participants

### 4. Nurse Well-being across Cheshire and Mersey during COVID-19 – study closed

- A CCC-sponsored study, with funding secured from The Burdett Trust For Nursing
- A mixed methods study to investigate the impact of the COVID-19 pandemic on the psychological well-being of nurses working in the cancer setting across Cheshire and Merseyside
- Final recruitment figures: 69 nurses recruited from 18 NHS Trusts in Cheshire and Merseyside. 69 completed the survey, 7 attended focus groups, including 5 providers of well-being services
- Study findings were presented at two

international conferences: the Royal College of Nursing International Research Conference, in Manchester, and the International Conference on Cancer Nursing, in Glasgow

- A nurse well-being event was held in November for cancer nurses working across the Cheshire and Mersey region. 45 nurses enjoyed a half-day event at The Hope Street Hotel, Liverpool, and were offered positive well-being training, massage therapy, goodie bags & a presentation on the results of the study. Here are some quotes from the nurses who attended:
- “Time... time for me to reflect, restore and reset. The tools shared were inspirational and loved doing the reflective work”
- “I enjoyed the fact there was a chance to talk about our own health for a change. Also using the suggestions and tips to help us to go through our working day, weeks and use some coping strategies. I enjoyed meeting others from other trusts too”
- “The whole session was engaging, positive & helpful to everybody”

### 5. The impact of COVID-19 on the psychological well-being of oncology healthcare professionals

- Published in Journal of Advanced Nursing
- Appleton, L., Atkins, C., Watmough, S., Cherry, M. G., & Poole, H. (2023) Exploring the impact of COVID-19 on the psychological well-being of oncology healthcare professionals. Journal of advanced nursing, 79(10), 3787–3799.

### 6. The needs and expectations of preregistration students on placement in a specialist cancer setting

- Published in Cancer Nursing Practice
- Appleton L, Poole H, Greaves K (2023) Exploring the needs and expectations of preregistration students on placement in a specialist cancer setting. Cancer Nursing Practice. doi: 10.7748/cnp.2023.e1844

### 7. Research workshop held 17th October 2023

### 8. Oral presentations at two international conferences

- RCN International Nursing Research Conference, Manchester, Sept 2023
- International Conference on Cancer Nursing, Glasgow, October 2023

**9. CCC placement for pre-registration radiographer from University of Liverpool organised.** Collaboration with colorectal CNS team on an audit project: Weekly Review During Pelvic Radiotherapy for Colorectal Cancer: A Service Evaluation.

**10. Lectures, advice and mentoring offered to internal and external students and staff on a range of topics including, questionnaire design, critical writing and writing for publication.**

Dr Lynda Appleton  
Senior Researcher

## Radiology News

### Inspiration for Future Radiographers



Katie and Liv recently attended a careers event at Notre Dame Catholic College to teach students all about the world of Diagnostic Radiography. They enjoyed looking at old x-ray images on films, learning about what a typical day as a Radiographer would involve, trying on a lead apron, and competing in a quiz of MRI images of different fruit and veg!

The session was fun and enjoyable and hopefully we inspired some future Radiographers!

### Good Luck!

Congratulations to our 3rd year students, Llyr, Kerryann, Ffion, Ella, Emma and Ellen, who recently completed their final placement at CCC. Good luck in your first Diagnostic Radiographer posts!



### Image Intensifier Tutorial

Well done to our third year students who recently participated in a tutorial using the Image Intensifier. They were able to gain hands on practice with the equipment which will hopefully give them a confidence boost going in to their first posts as newly qualified Radiographers.







## Introducing Dr Claire Mercer



### We are delighted to introduce Dr Claire Mercer

who joined the Medical Education Team as Senior Clinical Education Fellow in Medical Education.

Claire is a qualified GP with a wealth of knowledge, having previously worked at York, Scarborough, Oxford and Countess of Chester.

Claire will be on site at CCC Liverpool Monday Tuesday and Wednesdays to deliver bedside teaching to the year 4 medical students.

The role of Medical Education Fellow is to deliver clinical teaching opportunities, provide continuity, plus a medical education point of contact for the students on site at CCC Liverpool.

The post is funded by the Medical Student Undergraduate Education Tariff.

### What Do Our Medical Student Think? Here is just some of the feedback received

Another highlight included teaching with the clinical fellow. It was great to have a member of staff with dedicated time for medical students. She was able to take us to see multiple patients together and observe us taking histories/completing examinations. She also talked through a DNRCPR form with us which was very informative.”

Can I also just thank you and the rest of the team at Clatterbridge! It has been a lovely placement. Claire has been amazing and provided great teaching for me throughout the entire week. Also, Dr Amy Jackson was really inspiring during her clinic, so thank you for arranging that for me.

Teaching was very good with Claire. We attended a neurological examination in a patient with bladder cancer who was experiencing increased back pain; we covered important history points and questions to ask patients in these situations for back pain. She divided the neuro exam into three parts, with one doing cranial nerve exam, myself doing an upper limb exam, and another doing a lower limb exam. Claire was helpful throughout, reminding us of steps if we weren't sure, and gave constructive feedback afterwards.

Claire has been incredibly helpful during this placement and made my experience much more enjoyable. She has provided great teaching, especially for history taking and examination techniques. The clinical fellow role is incredibly beneficial for us medical students as it provides a point of contact throughout the placement and personalised teaching. It also removes some of the stress of trying to get our required sign offs which in turn allows us to enjoy the placement more.

## L&OD News



### Congratulations to our Apprentices



Gemma Hockenull (Senior Project Manager), Hannah Wilson (Treatment Expert Practitioner) and Michelle Forshaw (Treatment Expert Practitioner) have all recently achieved a fantastic **distinction** in their Level 5 Operational Leadership and Management apprenticeship.

Despite challenges faced and demands of incredibly busy roles, the learning provider has said that all three learners have demonstrated a huge commitment to their study and have been an inspiration.



Gemma explains that the course "Has helped me to define and understand my leadership style. Overall, I had a really positive experience and I enjoyed many aspects of the course. For me personally, it was great to understand some of the theory behind the methodology, the approaches to leadership and to be able to use experiences in my day-to-day role to support my learning".

*"The course offered me great insight into areas that I need to develop myself as well as areas that I perform well in enabling me to focus my personal and professional development appropriately. I have taken a lot away from the course and applied it to my day to day role, in particular the tips and techniques around decision making and complex problem solving as well as the increasing significance of having good emotional intelligence within leadership".*



We would like to say a huge congratulations to Gemma, Hannah and Michelle.

If anyone would like to understand more about apprenticeships and how they can support you in your role, please visit the Apprenticeships site on the Learning and Education Hub on the intranet or contact the Learning & OD Team on [ccf-tr.landd@nhs.net](mailto:ccf-tr.landd@nhs.net).



The L&OD Team have refreshed the Trust's Coaching offer and Coaching page on the intranet with the introduction of a 3 tier Coaching Framework with the aim of embedding a coaching culture within CCC to support staff to perform at their best.

#### What is coaching?

Coaching is a non-directive form of development that supports people to learn and develop. It involves having conversations that are safe, supportive and challenging with the aim of helping individuals and teams to achieve their goals and maximise their potential. Coaching is based on the assumption that the individual knows more than they think they know about the problem or issue and that they are capable, with help and support of a coach, to identify actions that will move them forward, solve problems and bring about positive change. It can be helpful to deal with issues and challenges before they become major problems.



As part of the Coaching Framework, the L&OD Team are pleased to offer the two new Coaching development programmes, see details below:



Day to Day Coaching Conversations	Coaching for Improvement (Coaching Masterclass)
<p>Coaching conversations are those informal, day to day insightful conversations that can encourage and support others to solve problems, where they feel stuck, to develop new ways of thinking and to achieve their goals.</p> <p><b>Target Audience</b></p> <p>This half day course is aimed at managers across the Trust who are looking to develop their coaching style with their team members, or for staff who have a desire to support others through coaching conversations.</p> <p><b>Dates</b></p> <ul style="list-style-type: none"> <li>Tuesday 16<sup>th</sup> July 1.30 – 4.30 pm via Teams</li> <li>Tuesday 17<sup>th</sup> September 1.00 – 4.00 pm CCC-L</li> <li>Monday 11<sup>th</sup> November 1.30 – 4.30 pm CCC-L</li> </ul>	<p>This two day <b>coaching for improvement Masterclass</b>, provided by LUHFT as part of our partnership working, explores both the theory and practice of coaching and will give you time and space to practice in a supportive environment.</p> <p><b>Target Audience</b></p> <p>Colleagues with line management responsibilities and are having regular conversations with their team regarding performance, motivation and development and want to further develop their coaching leadership style.</p> <p><b>Dates</b></p> <ul style="list-style-type: none"> <li>16<sup>th</sup> &amp; 17<sup>th</sup> July 09:00 – 16:00 Aintree University Hospital</li> <li>12<sup>th</sup> &amp; 13<sup>th</sup> September 09:00 – 16:00 LUFHT, Liverpool</li> <li>4<sup>th</sup> &amp; 5<sup>th</sup> November 09:00 – 16:00 LUFHT, Liverpool</li> </ul>

**Formal coaching with a coach from our Coaching Network**

This offer is aimed at staff who are looking for more formal coaching support and would benefit from coaching sessions with a trained coach from our Coaching Network. Those staff who are interested in undertaking coaching should initially discuss with their manager and gain approval and then complete the **Coaching Request** form [here](#).

For further information about either of the information above please contact the L&OD Team [ccf-tr.landd@nhs.net](mailto:ccf-tr.landd@nhs.net)



We have wide range of Personal Development and Personal Effectiveness courses on offer. Please look out for our 2024/25 prospectus or for more information please contact the L & D team at [ccf-tr.landd@nhs.net](mailto:ccf-tr.landd@nhs.net)

<p>"Really good and engaging session. Loved the coaching aspect. Really valuable" <b>Effective appraisal Conversations</b></p>	<p>"I was made to feel really comfortable to engage throughout the day. I feel I have learnt so much regarding leadership and the difference with this compared to management". <b>Leadership Foundations</b></p>	<p>"I found emotional intelligence very helpful as I reflected on myself and I am now self aware and can identify my emotions and how to counteract different emotions I may be feeling on the ward" <b>Emotional Intelligence</b></p>
<p>"Informative session. Interactive and real solutions to dealing with stress etc. Thank you very much" <b>Building Personal Resilience</b></p>	<p>"I feel more confident having difficult conversations at work. Actively listen" <b>Courageous Conversations</b></p>	<p>"Very good session. Helped me analyse my strengths and weaknesses. Will practice in real life" <b>Assertiveness</b></p>
<p>"Going to be using the new tips and techniques in my working day, I have already started implementing them into my day to day working " <b>Time Management</b></p>	<p>"Re evaluate the way I manage the team. Use different tools to support managing change. Consider all options of managing teams / situations before engaging" <b>Leading Organisational Change</b></p>	<p>"The session was very useful, I had some clear ideas of what I want to achieve in terms of giving feedback but felt very unsure of how to do it well. Whilst it is very much a skill that will require practice and improvement I feel I now have a better idea of how to do it well" <b>Delivering Effective Feedback</b></p>



## Session spotlight.

*What do your  
colleagues say....*



### Foundations of Management

This two day will support you to develop a great understanding of our systems, polices and skills required to support your teams

*"The 2 day session was extremely helpful and very worthwhile.*

*I feel more prepared in my role and to be able to fully support colleagues as well as managing difficult situations"*

*"Thought it was very good and all sessions were informative, particularly attendance management".*

*"Big thank you to all the presenters, fantastic delivery of the training material and very helpful for my new role. I was already able to use the knowledge I acquired during the training to support my team"*

*"Great group, open and friendly discussion, non-judgemental space and great specific advice available"*

### Leading Teams and Services

Effective Leadership is key to creating an engaged, motivated and high performing team. This course is aimed at supporting leaders to further develop their leadership skills.

*"I really enjoyed the course and found it to be incredibly insightful.*

*The content was well-structured and covered a wide range of topics that are essential for leadership"*

*"The course is very informative and I was able to identify how I used to work and where i need to be to improve on my leadership skills"*

*"Fantastic course, gained a huge amount of knowledge and self belief"*

*"Greater awareness of personality types, improve task delegation and prioritisation, enhanced awareness of what it means to be inclusive and awareness of the generation gap. I have picked up great information and practical tips/advice from every session, too many to list."*

For further information about all of our courses please visit the Learning & Education Hub on the Intranet

## Allied Health Professional Clinical Supervision

**We are excited to launch brand new  
AHP Clinical Supervision Groups at  
CCCL & CCCW!**

Working in our Allied Health Professional teams can be both rewarding and challenging. We all need the opportunity to talk about our experiences and learn from each other.

Allied Health Professionals are required by the HCPC and their professional bodies to maintain regular Continued Professional Development including regular, documented reflection. These multi-professional clinical supervision groups provide the perfect safe space to reflect and share experiences with peers in a supportive environment.

We now have regular group sessions at CCCL and CCCW. Each session is supported by 2 clinical supervisors from different Allied Health Professions bringing varied skills and experience.

Clinical Supervision can:

- Increase confidence, reduce stress, anxiety and increase your emotional resilience
- It can leave you feeling more energised and motivated and increase the quality of care delivery
- Clinical Supervision provides support to help feel less isolated in the workplace
- It is an opportunity for personal and professional development
- Clinical Supervision helps develop skills and knowledge throughout your career and supports continuing fitness to practice



### Format of delivery:

Face to face Sessions will last up to 1 hour and are confidential and supportive.

### How to book:

Via ESR (Search for Clinical Supervision in Courses)

### Intended audience:

Allied Health Professionals Bands 2-8a

We have dedicated groups for:


- Bands 2, 3 & 4
- Preceptees/New to Oncology/New to CCC
- Internationally Educated Staff

For further information:

[AHP Clinical Supervision \(sharepoint.com\)](#)

or contact Alex Gilbertson

[alexandra.gilbertson@nhs.net](mailto:alexandra.gilbertson@nhs.net)

**Cancer Care  
Conference  
2024**  
Thursday 11th July

Venue: Holiday Inn Liverpool, Lime St, Liverpool L1 1NQ

Join us as we explore ways of promoting **personalised cancer care** to enhance the patient experience.

This conference is a great opportunity to present and discuss your work, network with like-minded colleagues, and learn what's new in research and quality improvement.

**Topics to include:**

- Reducing inequalities and barriers to cancer screening services
- Cancer Care Navigators - their role in providing personalised care
- Carrying out effective eHNAs
- Financial support in cancer care
- Supporting those with additional needs through cancer treatments
- Personalising follow up after cancer treatment

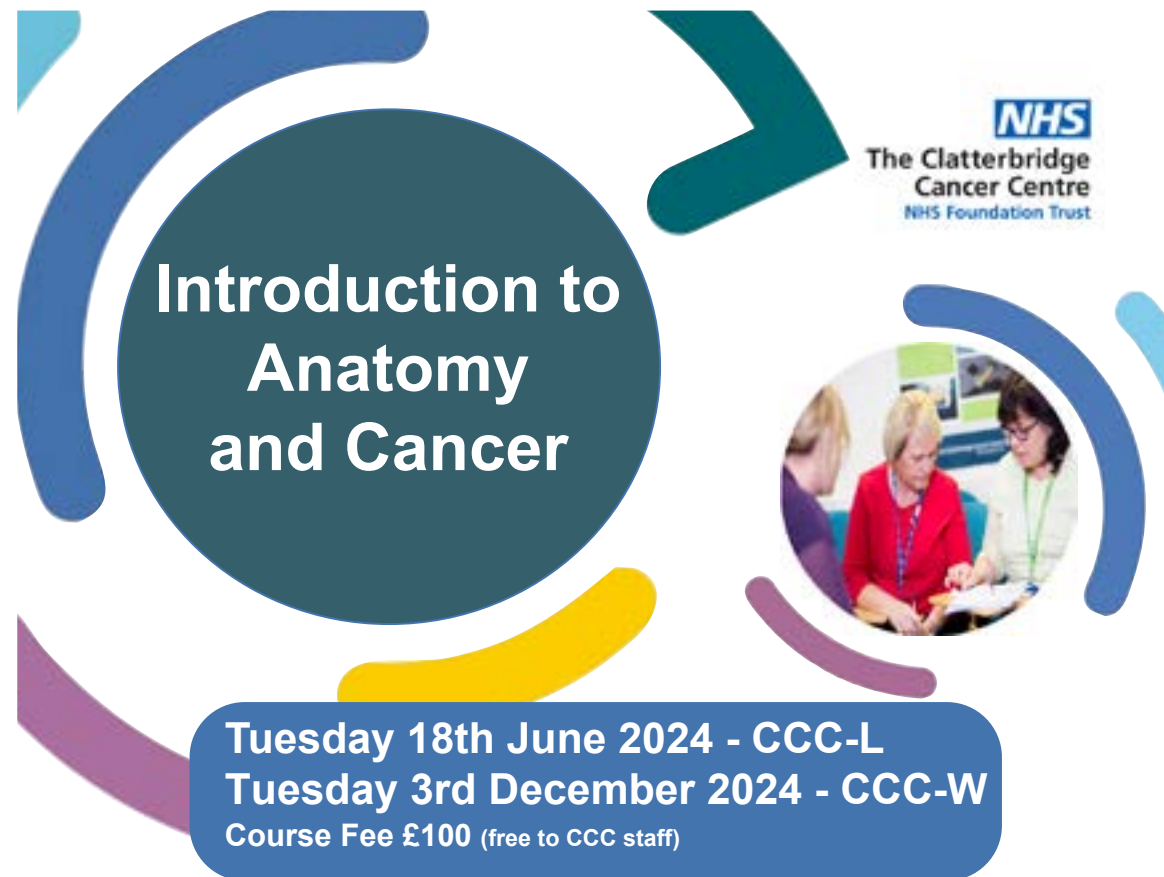
**Call For Abstracts:** To submit your poster abstract, please complete the submission form: <http://tinyurl.com/p8xn3ezn>

Cost: £90\*  
\*£75 early bird offer available until 26/04/2024  
Study leave funding may be available for CCC Staff

Lunch & refreshments are included

**FIND OUT MORE AND BOOK YOUR PLACE**  
Visit our website: <http://tinyurl.com/4pftcyk6>  
or email: [ccf-tr.clinicaleducation@nhs.net](mailto:ccf-tr.clinicaleducation@nhs.net)





## Introduction to Anatomy and Cancer

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

**Tuesday 18th June 2024 - CCC-L**  
**Tuesday 3rd December 2024 - CCC-W**  
Course Fee £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

**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

**Please note:** this course is not suitable for Health Care Professionals

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)




## Nature of Cancer

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

**11th - 12th March 2024 FULLY BOOKED**  
**27th - 28th June 2024 FULLY BOOKED** Course Fee £150  
**14th - 15th October 2024 (CCC-W)** (free to CCC staff)

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

**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

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





**Nature of Cancer Plus**

**15th - 16th April 2024** (Virtual) **FULLY BOOKED** **Course £150**  
**15th - 16th July 2024** (CCC-L) (free to CCC staff)  
**28th - 29th November 2024** (CCC-W)

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)




**THERAPEUTIC COMMUNICATION IN HEALTHCARE**  
An Intermediate Level Communication Skills Workshop

1-day course delivered on: Wednesday 3 July 2024 at CCC-W Clinical Education Dept.

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

**Aimed at: Any care professional who communicates with people facing or affected by serious or life limiting illness/frailty, & who are responsible for identifying problems, needs and concerns.**

- Explore the role of therapeutic communication.
- Gain top tips on approaches, skills and person-centred strategies and structures to support patient/family and professional well-being and satisfaction.
- Receive a certificate of attendance.

**Cost:**  
Free for CCC staff  
£100pp for external staff

**BOOK YOUR PLACE**



For further information, contact Clinical Education at [ccf-tr.clinicaleducation@nhs.net](mailto:ccf-tr.clinicaleducation@nhs.net)



## Advanced Communication Skills Training (ACST)

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  
20th & 21st May 2024

Fully Booked



Live online 2-day workshops  
13th & 14th June 2024

Fully Booked



Live online 2-day workshops  
9th & 10th July 2024

Fully Booked



Live online 2-day workshops  
16th & 17th September 2024



Live online 2-day workshops  
17th & 18th October 2024



Live online 2-day workshops  
13th & 14th November 2024



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"

## Key Education Contacts

Executive Leads for Education	Julie Gray, Chief Nurse Lindsey Dawson, Deputy Chief Nurse Dr Sheena Khanduri, Medical Director	Ext 5189 Ext 5189 Ext 5098
Director of Medical Education	Dr Isabel Syndikus, Consultant in Clinical Oncology	Ext 5209
Clinical Education	Kate Greaves, Associate Director of Clinical Education Pauline Pilkington, Head of Clinical Education General Enquiries	Ext 5159 Ext 5218 Ext 5790
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Practice Education Facilitators	Claire Woods, Practice Education Facilitator Leanne Owen, Practice Education Facilitator Lesley Ripley, Practice Education Facilitator	Ext 5404 Ext 5404 Ext 5404
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Learning & Occupational Development	Steph Thomas, Head of Learning & OD Alex Williams, Learning & OD Manager	Ext 5705 Ext 5266
Clinical Skills	Vicky Evans, Clinical Skills & Simulation lead Lauren Attwood, Resus Officer Clare Parkinson, Manual Handling/Falls Coordinator	07827 832035 Bleep 9919 07721 568647
Allied Health Professionals	Gwen Peters & Tracey Williams, Radiotherapy Clinical Tutors Katie Seager, Radiology Clinical Educator Alexandra Gilbertson, AHP & Nursing Workforce Development Lead Kathryn Parr, Dietetics Team Leader Catriona Fleming, Principal Speech & Language Therapist Emma Davey, Palliative Care, Education Lead Lucy Trayer-Dowell, Acute Care, Clinical Practice Facilitator	Ext 5709 Ext 5057 Ext 5146 Ext 5117 Ext 5791 Ext 5928 Ext 5019