



The Clatterbridge  
Cancer Centre  
NHS Foundation Trust

# About The Clatterbridge Cancer Centre



**A guide for patients and carers**

# Contents

Introduction.....	1
Travel claims .....	5
What Services do we offer? .....	6
Chemotherapy.....	7
Radiotherapy .....	8
Imaging .....	8
Pharmacy.....	9
Infection control .....	10
Rehabilitation and support.....	10
Clatterbridge Private Clinic.....	11
Research .....	11
Information and support .....	12
Macmillan Cancer Information & Support Centres.....	12
Clatterbridge Cancer Centres.....	12
Maggie’s Merseyside at Clatterbridge.....	13
Information and Support Radiographer.....	14
Volunteers .....	14
Patient and public involvement .....	14
HeadStrong and wig service.....	14
Simple hand and foot massage service.....	15
Pets As Therapy (PAT).....	15
Email a patient.....	15
Become a member or governor.....	16
Making a difference.....	16



## Welcome to The Clatterbridge Cancer Centre

This booklet gives you information about the services and facilities we offer at The Clatterbridge Cancer Centre NHS Foundation Trust.

The Clatterbridge Cancer Centre is one of the largest networked cancer centres in the UK, making more than 220,000 patient contacts with around 30,000 patients per year. We offer high-quality, specialist cancer diagnosis and care to residents in Merseyside, Cheshire, North Wales, the Isle of Man and parts of Lancashire as well as national and international cancer patients.

Our main site, **Clatterbridge Cancer Centre - Wirral**, is located on the Clatterbridge Health Park and provides both inpatient and outpatient services. We have three inpatient wards, one of which includes a Teenage and Young Adult unit. Our Delamere day case unit provides outpatient Chemotherapy 5 days a week. There are seven External Beam Radiotherapy Treatment (EBRT) machines, providing treatment 5 days a week and a brachytherapy treatment suite. The Wirral site is also home to The National Centre for Eye Proton Therapy which provides proton treatment for eye tumours, the Papillon Suite which provides treatment to superficial rectal cancers, and Clatterbridge Private Clinic, a private patient unit

which provides treatment to both UK and international patients. Our Wirral site has a well-equipped imaging department and onsite pharmacy. We also provide a 24-hour, seven-days-a-week, 365-days a year clinical advice helpline for patients undergoing treatment and for up to eight weeks afterwards.

Our second site, **Clatterbridge Cancer Centre - Aintree**, is on the Aintree University Hospital campus in Fazakerley, Liverpool. The specialist radiotherapy centre has three External Beam Radiotherapy Treatment (EBRT) machines and clinic rooms for outpatient appointments.

We provide chemotherapy clinics within eight hospitals across Merseyside and Cheshire, all treatment is administered by trained Clatterbridge Cancer Centre staff. In addition, suitable patients can now have some anti-systemic cancer treatments at home, provided by specially trained Clatterbridge Cancer Centre staff.

Our medical staff also have outpatient clinics at a large number of hospitals across the region.

### **Transforming Cancer Care**

We have exciting plans for expanding and improving cancer care even further with the development of our new 11-floor specialist cancer hospital in the heart of Liverpool. Located next to Royal Liverpool University Hospital, our new cancer hospital is due to open in 2019 and will provide highly-specialist care for people with blood cancers and solid tumours. Although the Liverpool hospital



will become our main base, we will also continue providing services at all our current locations including Wirral, Aintree and other hospitals in the region.

### **Our Vision**

- ✓ To provide the best cancer care to the people we serve

### **Our values**

- ✓ Putting people first
- ✓ Achieving excellence
- ✓ Passionate about what we do
- ✓ Always improving our care
- ✓ Looking to the future

### **NHS Constitution**

The NHS Constitution tells you about your legal rights and sets out pledges that the NHS strives to deliver. We fully support the Constitution and do all we can to uphold your rights and fulfil the NHS pledges. You can find out more from [www.gov.uk](http://www.gov.uk).

### **Patient survey**

It is very important to us to know what our patients feel about the service we provide. We invite patients to complete a short survey at the end of their stay or treatment. We value what our patients tell us and it helps us improve our services. The forms are anonymous.

## **The Friends and Family Test (FFT)**

The NHS wants to ensure that service users have the best possible experience of care. The Friends and Family Test is a way of gathering feedback from our patients and their families and carers of their experience with us at The Clatterbridge Cancer Centre, and helps drive improvement in our hospital services. This very short questionnaire is anonymous.

## **Comments, concerns, compliments and complaints**

All staff at The Clatterbridge Cancer Centre strive to provide the best service for our patients and visitors. We welcome ideas on how we can improve our services. Comments, concerns, compliments and complaints forms are available from various locations around both hospital sites. Alternatively, service users can contact the Patient Experience Manager on **0151 556 5203**.

## **Patient Advice and Liaison Service (PALS)**

PALS provides confidential, on-the-spot advice and support, helping to sort out any concerns about the care we provide. PALS can:

- Advise and support patients, their families and carers
- Listen to service user concerns, suggestions or questions
- Help sort out problems quickly on the service user's behalf
- Provide information on NHS services
- Advise how to pursue a complaint



## How to access PALS:

- Telephone: **0151 556 5203**
- Ask any member of staff to contact the PALS office for you
- Call into the Macmillan Cancer Information & Support Centre or Maggie's Centre and ask them to contact the Patient Experience Manager for you

## Travel claims

Patients receiving any of the following benefits, and who are not using hospital transport, may be entitled to claim help towards travelling expenses from their place of residence to the hospital for appointments and treatment:

- Income Support
- Child/Working Tax Credit (with exemption certificate or card)
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Low Income Certificate HC2 or HC3
- Guaranteed Pension Credit
- Universal Credit

Patients in receipt of one the above benefits, should contact Patient Services on **0151 556 5302** who will advise on how the claims are processed. Their office is located on the ground floor in the main reception area of our Wirral site.

Patients who are not receiving any of the above benefits, but who are on a low income, may still be entitled to help. **Further advice and information regarding other financial support can be obtained from our Macmillan Benefits Advisors on 0151 556 5228 / 0151 556 5309**

## What Services do we offer?

### **Clatterbridge Cancer Centre Hotline 0800 169 5555**

The Clatterbridge Cancer Centre has a 24-hour, seven-days-a-week, 365-days a year clinical advice helpline for patients undergoing treatment and for up to eight weeks afterwards.

All calls to the hotline are answered by a dedicated nurse advisor who undertakes a holistic assessment and offers advice over the phone or recommends that patients are reviewed - this can be at the Clatterbridge Cancer Centre - Wirral, by their own GP or at a local hospital, depending on their symptoms.

If patients are advised to attend their local hospital, the triage staff will contact the hospital's A&E department and will send them any relevant information regarding their treatment and symptoms. All local hospitals with A&E departments have their own acute oncology teams (specialist cancer healthcare professionals) who are alerted by our triage staff of any patients referred. These teams work weekdays only.



## Chemotherapy

At the Wirral site, we offer inpatient and outpatient chemotherapy services. Delamere Day Case Unit is for patients receiving their chemotherapy as an outpatient and is operational between 8:30am - 6:00pm Monday to Friday, with specific times and days being allocated for different medical consultants.

Our doctors and/or nurses provide off-site chemotherapy clinics across Merseyside and Cheshire in the following eight hospitals:

- Clatterbridge Cancer Centre at Aintree University Hospital
- Clatterbridge Cancer Centre at The Linda McCartney Centre, Royal Liverpool University Hospital
- Clatterbridge Cancer Centre at Liverpool Women's Hospital
- Clatterbridge Cancer Centre at Countess of Chester Hospital
- Clatterbridge Cancer Centre at Halton General Hospital
- Clatterbridge Cancer Centre at St Helen's Hospital
- Clatterbridge Cancer Centre at Broadgreen Hospital
- Clatterbridge Cancer Centre at Southport Hospital

## Radiotherapy

The Clatterbridge Cancer Centre has one of the largest radiotherapy departments in the country. Treatment is delivered on two sites.

At the Wirral site, we currently have seven linear accelerator treatment machines and a brachytherapy treatment suite. The National Centre for Eye Proton Therapy provides proton treatment for eye tumours and the Papillon Suite provides treatment to superficial rectal cancers.

Our radiotherapy treatment facility on the Aintree site houses three linear accelerator treatment machines, providing radiotherapy treatment for patients with specific types of cancer who find it more convenient to receive their radiotherapy treatment at this site.

## Imaging

We have a range of modern specialist machines and techniques that create pictures or 'images' of the structures and activities inside the body, including: X-rays, Fluoroscopy, OPGs (dental X-rays), Computer Tomography (CT) scans, Nuclear Medicine scans, Magnetic Resonance Imaging (MRI) scans and Ultrasound scans.

We also have a PET/CT Scanner. PET (Positron Emission Tomography) produces images showing how the cells in the body are functioning. By combining PET and CT in a single scanner, images are produced which can reveal information regarding the



exact location, size, nature and extent of disease anywhere in the body with much greater detail.

The type of scan or X-ray procedure used on patients usually depends on the symptoms and the part of body that needs to be examined. Our imaging facilities are used mainly for diagnosing our cancer patients, but we also provide services for non-cancer patients.

## Pharmacy

The pharmacy department at Clatterbridge Cancer Centre - Wirral employs around 50 people including pharmacists, pharmacy technicians, pharmacy assistants and clerical staff, all of whom play a vital role in providing medication and advice to our patients.

The pharmacy department provides a range of services to support the safe management of medicines across all areas of the hospital. Pharmacy supports doctors, nurses and patients through outpatient and clinical pharmacy services, aseptic manufacturing of chemotherapy, drug purchasing and supply, clinical trial management, medicines information and a highly-rated medicines management service.

PharmaC is our outpatient dispensing pharmacy service onsite at Clatterbridge Cancer Centre - Wirral. It is open to patients and visitors **Monday - Friday, 8:30am - 5:30pm and Saturday, 9:00am - 1:00pm.**

## Infection control

We take infection control very seriously and aim to ensure that all patients are cared for in a safe, clean environment. Staff, patients and visitors all have a significant role in preventing infections. One of the things we can all do to protect each other is practise high standards of hand hygiene. We advise everyone to use the hand hygiene rub on entering and leaving wards or departments.

Several infection prevention and control information leaflets are displayed around the Trust, others are available on request and via our website ([www.clatterbridgecc.nhs.uk](http://www.clatterbridgecc.nhs.uk)).

The infection control team works with all hospital staff to try to minimise the risks of infection and will listen confidentially to any comments or concerns. If you would like to contact an infection control nurse, you may write to us at the hospital address on the back of this leaflet, telephone us on **0151 556 5726** or ask a member of staff to arrange a meeting.

## Rehabilitation and support

The Cancer Rehabilitation and Support Team (CReST) is a group of multi-professional staff offering comprehensive care and support.

The team is led by the Lead Cancer Nurse and includes Macmillan Clinical Nurse Specialists (CNS), Advanced Nurse Practitioners (ANP), Physiotherapists, Macmillan Occupational Therapists, Dietitians, Speech and Language Therapists, Social Workers,



Macmillan Cancer Information and Support Manager, Macmillan Welfare Benefits Advisors, the Teenage and Young Adult Team, Counsellors, and the Specialist Palliative Care Team.

### **Clatterbridge Private Clinic**

Clatterbridge Private Clinic is now an established element of the range of cancer services we can offer our patients. Our private patient unit helps us enhance our NHS services even further, as income from it is reinvested to fund improvements to NHS services.

Clatterbridge Private Clinic provides private patients (those with medical insurance or who wish to pay for their treatment) access to treatment delivered in the comfort of a purpose-built, modern environment. Patient care, choice and convenience sit at the heart of our service. Our patients benefit from consultant-led care, reduced waiting times and access to a wide range of drug regimes and treatments. If you wish to be treated privately, please contact Clatterbridge Private Clinic on their dedicated patient line **0151 556 5391** or **[www.clatterbridgeprivate.co.uk](http://www.clatterbridgeprivate.co.uk)**

### **Research**

The Clatterbridge Cancer Centre has a large research team who support a wide variety of clinical trials.

Clinical trials are cancer research studies that involve people. Their main purpose is to find a better way to prevent, diagnose or treat a disease and they form part of a long, careful research process.

Patients who take part in a clinical trial will receive drugs or procedures that have already been researched successfully. Some trials involve new drugs or procedures and some look at drugs or procedures that have already been approved in the UK.

## Information and support

### Macmillan Cancer Information & Support Centres

Situated at the front entrances of Clatterbridge Cancer Centre - Wirral and Clatterbridge Cancer Centre - Aintree, the Macmillan Cancer Information and Support Centres provide a confidential drop-in service for anyone affected by cancer.

Each centre is staffed by a Macmillan Cancer Information and Support Manager and trained volunteers. There is information on all aspects of living with cancer and the opportunity to discuss treatments, side-effects and other cancer-related issues.

### Clatterbridge Cancer Centre - Wirral

Opening times: Monday - Friday 10.00am - 4.00pm

Tel: **0151 556 5570**

### Clatterbridge Cancer Centre - Liverpool

Opening times: Monday - Friday 9.00am - 5.00pm; staffed 2-days a week 9.00am - 5.00pm

Tel: **0151 556 5959**



## **Maggie's Merseyside at Clatterbridge**

Maggie's offers free practical, emotional and social support to people with cancer and their family and friends. Built in the grounds of specialist NHS cancer hospitals, Maggie's Centres are warm and welcoming places with qualified professionals on hand to offer a programme of support that has been shown to improve physical and emotional wellbeing.

The first Maggie's Centre opened in Edinburgh in 1996. There are now 16 Centres across the UK, online and abroad, with more planned for the future.

Maggie's Merseyside at Clatterbridge opened to the public in June 2014. The Centre is located adjacent to the patient car park at the front of Clatterbridge Cancer Centre - Wirral. Visitors to the Centre can access the huge range of support services including psychological support, benefits advice, nutrition workshops, relaxation and stress management, art therapy, tai chi and yoga. To find out more about Maggie's Merseyside at Clatterbridge, the programme of support provided, opening hours or to plan a visit go to:

**[www.maggiescentres.org/merseyside](http://www.maggiescentres.org/merseyside)**

**Tel: 0151 334 4301**

## Information and Support Radiographer

We have a dedicated Information and Support Radiographer based at Clatterbridge Cancer Centre - Wirral who provides support to patients during their radiotherapy treatment, and is contactable Monday to Friday during office hours (9am - 5pm) on **0151 556 5314**.

## Volunteers

The Centre has a team of volunteers who provide valuable help around both hospital sites. We are always pleased to hear from people who may be interested in joining the team of volunteers. For further information, telephone **0151 556 5275**.

## Patient and public involvement

We welcome the involvement of patients and the public in various ways, either through the Patients Council or as a volunteer. Please contact the PALS office for further information on **0151 556 5203**.

## HeadStrong and wig service

We offer a HeadStrong service at Clatterbridge Cancer Centre - Wirral. To make an appointment phone Patient Services on **0151 556 5302**. All patients having treatment that results in hair loss will be given a wig voucher, this can be taken to one of eight wig suppliers across the region that are on our list.



## Simple hand and foot massage service

We have a team of volunteers who offer free hand or foot massages to inpatients and outpatients on the Wirral and Aintree sites.

## Therapy Dogs Nationwide

Therapy Dogs Nationwide is a charity where volunteers take their pets into hospitals for patients to handle; bringing benefit to some 100,000 patients and residents across the UK.

Research shows that contact with animals brings many therapeutic benefits, particularly for children and old people, as it helps to normalise situations that can be anything but normal for patients. At the Wirral site we have our very own Therapy Dogs Nationwide dog, Callie, who visits with her owner, Sue Yates.

## Email a patient

Family and friends can send an email to an inpatient at Clatterbridge Cancer Centre - Wirral via our website:

**[www.clatterbridgecc.nhs.uk](http://www.clatterbridgecc.nhs.uk)**

Please note that this service is not confidential but printed out by the PALS office and taken directly to the patient.

## Become a member or governor

**As an NHS foundation trust, we are accountable to patients and the population we serve. People can help shape the future of cancer care, and have a say on our plans and priorities, by becoming a member or elected governor. Membership is completely free and open to anyone aged 16 or over. You can be as involved, or uninvolved, as you wish. Members can also stand for election to our Council of Governors. For more information, visit <http://www.clatterbridgecc.nhs.uk/support-us/foundation-trusts-and-membership>**

## Making a difference

The Clatterbridge Cancer Charity is the only charity directly raising money for our patients and their families.

By choosing to give your support, you will help us invest in projects which will make a lasting impact on what we do: improving patient experience, supporting vital research programmes and funding innovations in services. It's thanks to supporters of our charity that we can help patients, young and old, get the best possible care.

There are lots of ways to get involved with The Clatterbridge Cancer Charity, from one-off gifts to taking part in our events - every pound raised helps us to continue providing the very best



cancer care for our patients. Find out more by dropping into our offices at the Wirral and Aintree sites, or contact us:

Website: **[www.clatterbridgecc.org.uk](http://www.clatterbridgecc.org.uk)**

Tel: **0151 556 5566**

Post: **Charity Office, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Wirral CH63 4JY**

Registered charity number 1051727

## How we produce our information

All of our leaflets are produced by staff at The Clatterbridge Cancer Centre and this information is not sponsored or influenced in any way. Every effort is made to ensure that the information included in this leaflet is accurate and complete and we hope that it will add to any professional advice you have had. All our leaflets are evidence based where appropriate and they are regularly reviewed and updated. If you are concerned about your health in any way, you should consult your healthcare team.

We rely on a number of sources to gather evidence for our information. All of our information is in line with accepted national or international guidelines where possible. Where no guidelines exist, we rely on other reliable sources such as systematic reviews, published clinical trials data or a consensus review of experts. We also use medical textbooks, journals and government publications.

References for this leaflet can be obtained by telephoning 0151 556 5570.

If you need this leaflet in large print, Braille, audio or different language, please call 0151 556 5570.

**If you have a comment, concern, compliment or complaint, please call 0151 556 5203.**

The Clatterbridge Cancer Centre NHS Foundation Trust  
Clatterbridge Road, Bebington,  
Wirral, CH63 4JY.

Tel: 0151 556 5000

Web: [www.clatterbridgecc.nhs.uk](http://www.clatterbridgecc.nhs.uk)

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