



PARTNERSHIPS COMMITTEE

9th November 2020

REPORT TITLE:	UPDATE FROM THE CLATTERBRIDGE CANCER CENTRE NHS FOUNDATION TRUST
REPORT OF:	LIZ BISHOP, CHIEF EXECUTIVE, THE CLATTERBRIDGE CANCER CENTRE NHS FT

REPORT SUMMARY

The Partnerships Committee requested an update from The Clatterbridge Cancer Centre NHS Foundation Trust following the opening of the new cancer hospital in Liverpool. This report relates to the Council's Active and Healthy Lives pledge and affects residents in all wards. The report is provided for information and for noting.

Background

The Clatterbridge Cancer Centre NHS Foundation Trust (CCC) is the specialist cancer centre for the 2.4m people of Cheshire and Merseyside. In June 2020, the Trust opened its flagship new state-of-the-art hospital in Liverpool in line with proposals approved by a Joint Health Overview and Scrutiny Committee in December 2014 and a full business case approved by NHS commissioners in 2016.

The new, 11-storey Clatterbridge Cancer Centre – Liverpool (CCC-L) has 110 individual en-suite bedrooms rather than shared wards. Its location adjacent to the Royal Liverpool University Hospital and the University of Liverpool means complex or seriously unwell patients benefit from rapid access to on-site acute medical and surgical specialties, while current and future patients benefit from significantly enhanced potential for groundbreaking cancer research and clinical trials of new treatments.

In addition, Clatterbridge Cancer Centre – Wirral remains a busy and crucially important site providing a wide range of specialist cancer care to people from Wirral and surrounding areas. We always planned to make capital investment to modernise and upgrade the Wirral site, improving facilities for patients and staff, once the Liverpool hospital had opened. Work on initial design options is now beginning.

Clatterbridge Cancer Centre – Liverpool (CCC-L)

The new hospital opened as planned in June, despite the challenges of COVID-19, and every inpatient was welcomed with a guard of honour and standing ovation from hospital staff when they arrived by North West Ambulance Service transfer from Clatterbridge Cancer Centre – Wirral (CCC-W). We were also deeply honoured that HRH The Prince of

Wales recorded a video message to thank everyone who had worked so hard to ensure the hospital opened on time.

The final stages of the project were, unsurprisingly, impacted by the COVID-19 pandemic. Work on site was affected in the very early days of lockdown in March but quickly got back on track. Our main contractor, Laing O'Rourke, and all those involved with the project worked tirelessly to ensure safe working practices and to maintain progress on this high-priority project for the NHS.

Since June, activity levels in the new hospital have rapidly increased as planned. The regional stem cell transplant unit and blood cancer inpatient wards that were previously in Royal Liverpool University Hospital moved into CCC-L in September. Bed occupancy levels are as anticipated in our plans. The new hospital benefits from having fully single-occupancy inpatient bedrooms (reducing infection risk), rather than shared wards.

Being located on site with the Royal Liverpool University Hospital has also enabled us to provide safe, high-quality specialist cancer care to acutely unwell patients who would previously have been admitted elsewhere. This means patients who need urgent care for cancer-related problems can now receive specialist oncology assessment in our Clinical Decisions Unit, rather than an A&E. If they need treatment, they will receive it in a specialist cancer centre, where clinically appropriate, rather than a general acute hospital. As well as benefiting patients, this also releases capacity in other NHS hospitals.

Opening the new hospital has increased our diagnostic and treatment capacity at a time when it has never been more needed. We have the physical space to maintain services and support the NHS recovery of cancer activity while also observing social distancing and rigorous infection control. The chemotherapy unit has spectacular views over the city of Liverpool and patients have been extremely positive about it. All five linear accelerator (linac) radiotherapy treatment machines will be fully operational imminently, with commissioning completed ahead of schedule. The hospital has been designed to create a sense of wellbeing, bringing nature inside through artwork, a Winter Garden on the lower ground floor and outdoor terraces on the upper floors (the inpatient wards and chemotherapy). This is enhanced by striking and inspiring visual arts installations. Images of the new hospital are enclosed in the slidepack at Appendix 1.

Patient feedback has generally been extremely positive, praising the new hospital's design and the quality of the facilities, as well as the care received. A selection of comments are enclosed in Appendix 1 and 2, including: "One of the nicest hospitals I have seen so far! I like the privacy and the views. I'm sure more cancer patients would like to come here!" Now the building is operational, we are continuing to monitor things so we can make ongoing adjustments that make it even better. For example, we have further enhanced wayfinding and signage in the new hospital and directional information to help patients find the hospital if they are unfamiliar with the area.

Staff feedback has also generally been very positive. Getting used to a new environment can be difficult but staff have been enthusiastic about the hospital's design and its facilities, with many commenting on how it has enhanced patients' experience of care. The impact of adjusting to a new work environment at the same time as responding to the COVID-19 pandemic cannot be underestimated, however. Our staff have worked incredibly hard in very challenging circumstances, personally and professionally, continuing to provide patient care and all the related support services while coping with huge changes in their working

and home lives. Throughout all this, they have been truly outstanding and that dedication deserves to be noted here.

In addition to informal feedback from our conversations with staff and our regular executive walkarounds, we have held more in-depth focus groups so we can build on what is working well and address any teething issues. For example, we have extended the hours of the shuttle bus to the car park following a request from staff working late shifts.

Further details of patient and staff feedback are included in Appendix 1 and 2.

Clatterbridge Cancer Centre – Wirral

Our Wirral site (CCC-W) remains an extremely important hub in our network and continues to provide the vast majority of daycase and outpatient treatment, together with vital cancer support, for people from Wirral, Cheshire West and other local areas. The services on site include chemotherapy, radiotherapy, radiology (diagnostic imaging), pharmacy, clinical therapies, and outpatient clinics. Further information is provided below:

- The Delamere day ward continues to provide systemic anti-cancer therapy (SACT) such as chemotherapy and immunotherapy.
- Clinical trials also continue at CCC-W so patients have access to the latest treatment options, where possible.
- Radiotherapy planning and treatment are still provided at CCC-W, with two linear accelerator (linacs) radiotherapy treatment machines.
- Radiology (diagnostic imaging) services at CCC-W include CT, MRI, PET-CT, ultrasound, x-ray, orthovoltage and nuclear medicine.
- The site still has a clinical pharmacy service and a busy outpatient pharmacy dispensary (PharmaC), in addition to provision for SACT delivery (e.g. chemotherapy and immunotherapy) on the CCC-W site. We have also introduced a home delivery service for people who cannot collect their medication from CCC-W during the pandemic.
- The site is also the main hub for our Clatterbridge in the Community 'treatment at home' services for people in Wirral, Cheshire West and other local areas.
- Eye proton therapy is still provided on the site.
- Clinical therapies including physiotherapy, dietetics, occupational therapy and speech and language therapy are provided, along with a lymphoedema clinic.
- Outpatient clinics continue to run for patients who need to be seen in person. (Due to COVID-19, the majority of consultations now take place by phone or video.)
- The site also has a Cancer Information and Support Centre, offering advice and signposting to other services including benefits advice.

As planned, inpatient care and some services that are more specialist or involve smaller numbers of patients and can therefore only be provided at one site are now at the new hospital in Liverpool rather than Wirral. Any patient who becomes unwell at home will contact our 24-hour hotline and be advised as to which site to attend or, if an emergency, attend their local A&E. The hotline is managed by senior cancer nurses.

The vacant inpatient wards are available to the local NHS if needed.

Investment in upgrading Clatterbridge Cancer Centre – Wirral (CCC-W)

CCC-W remains an important site for us and we always planned to invest in upgrading and refurbishing our Wirral site once the Liverpool hospital had opened. Funding has been ringfenced and we are now in the very early stages of developing outline proposals and initial options. We are talking to our partners on the site to develop coherent plans together. The first stage will be to identify the key design principles. Our ambition is to create an outstanding environment for patients and staff. We need to ensure the full vision and proposed designs are right for the long term so that CCC-W has an exciting future and can continue to care for the people of Wirral for decades to come.

RECOMMENDATION/S

The committee is asked to note this report.

SUPPORTING INFORMATION

1.0 REASON/S FOR RECOMMENDATION/S

1.1 This update report was requested by the committee. The report is for noting.

2.0 OTHER OPTIONS CONSIDERED

2.1 This report is for noting so no other options were considered.

3.0 BACKGROUND INFORMATION

3.1 Plans to develop a new cancer hospital in central Liverpool for the 2.4 million people of Cheshire & Merseyside were approved by the Joint Health Overview & Scrutiny Committee in December 2014. The committee's decision followed the Transforming Cancer Care public consultation that took place from July to October 2014. Wirral residents contributed 21% of the 1,054 written responses; 78% of Wirral residents said they supported the vision for Transforming Cancer Care, and 71% of them agreed the proposals would deliver the vision and improve the quality of cancer care for people in Cheshire and Merseyside. The NHS approved the full business case for the new hospital in 2016.

4.0 FINANCIAL IMPLICATIONS

4.1 This report is for information only. There are no financial implications.

5.0 LEGAL IMPLICATIONS

5.1 This report is for information only. There are no legal implications.

6.0 RESOURCE IMPLICATIONS: STAFFING, ICT AND ASSETS

6.1 No resource implications have been identified.

7.0 RELEVANT RISKS

7.1 No risks have been identified.

8.0 ENGAGEMENT/CONSULTATION

8.1 Extensive pre-consultation engagement took place from 2012 to 2014, including public roadshows at locations across Wirral and on-site events and information at Clatterbridge Cancer Centre – Wirral. Full public consultation took place from July to October 2014, reaching 100,950 people across Cheshire and Merseyside. The consultation included 117 public roadshows at which there were 10,433 direct conversations about the proposals. Overall support for the vision was 91%; in addition, 89% of respondents said they believed the proposals would improve the quality of cancer care.

Further public engagement has taken place since then, including further roadshows and consultation on designs for the new hospital. People have been kept informed

and engaged on progress through regular media stories, social media, website updates and information displays on the Clatterbridge Cancer Centre's sites.

Patient representatives were involved in user groups that co-designed the new hospital with the architects. Engagement also took place with a disability forum and people with expertise in dementia. An extensive social value programme ensured that local people and businesses benefited from construction of the new hospital.

9.0 EQUALITY IMPLICATIONS

9.1 Wirral Council has a legal requirement to make sure its policies, and the way it carries out its work, do not discriminate against anyone. An Equality Impact Assessment is a tool to help council services identify steps they can take to ensure equality for anyone who might be affected by a particular policy, decision or activity.

A full equality impact assessment was undertaken as part of the business case for the new hospital. All equality implications were taken into consideration throughout the project, including engagement with disability and other user groups.

10.0 ENVIRONMENT AND CLIMATE IMPLICATIONS

10.1 Clatterbridge Cancer Centre – Liverpool has been rated BREEAM Excellent.

REPORT AUTHOR: **Dr Liz Bishop**
Chief Executive
The Clatterbridge Cancer Centre NHS Foundation Trust
telephone: 0151 556 5011
email: ccf-tr.communications.team@nhs.net

APPENDICES

Appendix 1 Slide pack

Appendix 2 Comments about the new hospital from the latest NHS Friends & Family Test

BACKGROUND PAPERS

None

SUBJECT HISTORY (last 3 years)

Council Meeting	Date

Appendix 1

[please see slide pack]

Appendix 2

Comments about the new hospital from the NHS Friends and Family Test (August-September 2020)

These are verbatim free-text comments from patients who responded to the NHS Friends and Family Test at the new hospital (CCC-L) from 24th August to 30th September 2020:

- Staff are lovely and friendly always happy to chat and make cups of tea. Unit very clean and bright with nice views.
- New hospital really amazing.
- As good here as Wirral.
- Came to see consultant and all was explained to me very well and new hospital so much closer for me to get to.
- Seen by my appointment time. New hospital better. Closer to home
- Love the new hospital.
- Happy with everything so far. New hospital great. Lifts very confusing.
- Had appointment with consultant and was taken down to the ambulance by [staff name] who made me a nice drink whilst I waited for my ambulance.
- Seen to quickly. All staff very nice and amazing new hospital.
- New hospital really good and staff friendly and helpful.
- [T]he Liverpool hub is very efficient. Nurse's are really good and understanding.