

# Learning Environment



Oncology Outpatients

# Learner Booklet

## Welcome

We would like to warmly welcome you to Lancashire Teaching Hospitals NHS Foundation Trust (LTHTR).

We have created this pack as a useful resource to help you to settle in with us. The purpose of this booklet is to provide you with information to help you on your learning environment.

## About LTHTR

### We have three equally important strategic aims:

- To provide outstanding and sustainable healthcare to our local communities
- To offer a range of high-quality specialist services to patients in Lancashire and South Cumbria
- To drive health innovation through world class education, training and research

We provide a range of Hospital based health services for adults and children and cover a range of specialities. These include cancer services such as radiotherapy, drug therapies and surgery, disablement services such as artificial limbs and wheelchair provision. Other specialities include vascular, major trauma, renal, neurosurgery and neurology including brain surgery and nervous system diseases.

### Our five core values:

- Being caring and compassionate
- Recognising individuality
- Seeking to involve
- Building team spirit
- Taking personal responsibility



We deliver care and treatment from three main facilities:

- Royal Preston Hospital
- Chorley and South Ribble Hospital
- Specialist Mobility and Rehabilitation Centre, Preston

In relation to car parking, please refer to your Induction to the Trust, for information regarding car parking. Additional information can be found on our Intranet page.

<https://legacy-intranet.lhtr.nhs.uk/car-parking-documents>



### **E-roster for Nursing and Midwifery Learners**

It is your responsibility to ensure that you access your Healthroster account on a regular basis, to make a note of your rota.

Please note the following;

- You will need to make any specific requests of change to your rota to your placement area, in line with our Trust Healthroster deadlines.
- You will need to make a request to your placement area for study leave to be added to your Healthroster, should study leave be required.

## Orientation to your Learning Environment – Adult Nursing

*Please complete and present at your initial meeting.*

### **Pre-orientation 2 weeks prior to starting your Learning Environment**

- Arrange a pre-visit to your new Learning Environment.
- Visit your Learning Environment; ask to be shown around and ask what to expect on your first day i.e. where do I put my belongings, where can I put my lunch, where should I go on my first day and who should I report to.
- Ask to be shown your Learner Board, where you will find out who your Supervisor and Assessor is.
- Ask to be shown your Learner Resource File.
- Access your Healthroster to ensure you have your off duty and should you have any queries regarding your rota, please direct them to your Ward Manager or Learning Environment Manager.
- Access your learning handbook via the Health Academy webpage and start planning what you want to achieve from your Learning Environment.
- We advise that on your **first day you will be starting at 9am**, please discuss this with your learning environment.

### **First day on your new Learning Environment**

- Introduce yourself and inform them that it's your first day.
- Ask to be shown around again, should you require this.
- Request to be shown the Team Board where the teams for the day are displayed, so you can familiarise yourself with, who is in your team, who you are working alongside and where your break times will be displayed.
- Ask to have the chain of command explained to you on this Learning Environment and ask who oversees this Learning Environment (i.e. Unit/Ward Manager).
- The local fire procedures have been explained and where you can find the equipment needed.
- Resuscitation equipment has been shown and explained.
- You know how to summon help in the event of an emergency.
- Lone working policy has been explained (if applicable).
- Risk assessments/reasonable adjustments relating to disability/learning/pregnancy needs have been discussed (where disclosed).
- You are aware of your professional role in practice.

**Within your first week on your Learning Environment**

- Resuscitation policy and procedures have been explained.
- You are aware of where to find local policies.
  - Health & Safety
  - Incident reporting procedures
  - Infection control
  - Handling of messages and enquiries
  - Information Governance requirements
  - Other policies
- Policy regarding Safeguarding has been explained.
- Complete your initial meeting with your Practice Supervisor/Assessor and discuss any Inter-professional Learning Sessions that you would like to attend.

If you require any further support with your orientation, please contact your  
Unit/Ward Manager or our Clinical Placement Support Team on  
01772 528111/placement.support@lthtr.nhs.uk

**Please note: Any member of staff can complete this document with you.**

## Learning Environment

We would like to welcome you to your learning environment.

### **Oncology Outpatients Department**

Rosemere Cancer Centre (Ground Floor),  
Royal Preston Hospital  
Sharoe Green Lane  
Fulwood  
Preston  
PR2 9HT

### **Orientation To The Department**

The Oncology Outpatients Department is located in the Rosemere Cancer Centre. Our clinic rooms are on the ground floor to the right of the main reception desk as you enter the centre. The department comprises several clinic suites and examination rooms used by various clinicians, including doctors, surgeons, advanced clinical practitioners, radiographers, specialist nurses, and allied health professionals. While most oncology clinics are held at Royal Preston Hospital, some take place at Chorley and South Ribble Hospital. Although the majority of your placement will be at Royal Preston Hospital, you may be required to work at both sites during your placement. The Oncology Outpatients team works extremely hard to ensure all patients have as positive experience as possible. This can be challenging in an environment where bad news is delivered frequently, but our emphasis is on creating and maintaining a calm environment so that all patients feel valued and respected and that their families, friends and loved ones feel welcome during their time in the department.

### **Sickness Policy**

If you are unable to attend your placement on a given day due to reasons such as illness, our policy requires you to inform the Chemotherapy Unit at Royal Preston Hospital by calling 01772 522056, ideally before 9 am if possible. The staff at the Chemotherapy Unit will relay the message to the Outpatients team. you will also need to send an email to [learner.absences@lthtr.nhs.uk](mailto:learner.absences@lthtr.nhs.uk). It is not acceptable to send a text, email or use social media to inform the unit of your absence. Keeping the Outpatients team informed about your expected return date is crucial.

### **What To Bring On Your First Day**

On your first day, please bring your ID badge and uniform, as you are required to have them with you at all times while working in the department. Additionally, make sure you have your login details for PARE. You are welcome to bring a packed lunch, but canteen facilities are also available in the Rosemere Centre. Initially, you will spend time observing different members of the team. Once you are orientated to the department and depending on your level of confidence, you will progress to managing a clinic and by the end of your placement you will feel comfortable co-ordinating a shift with support and supervision.

### **Changing Facilities**

There are no designated changing facilities in the Oncology Outpatients department; however, there are areas with lockable doors where you can change in private.

### **Team Structure Including Wider Mdt**

In the Oncology Outpatients department, the team structure is streamlined for optimal patient care and operational efficiency. Led by a Team Leader and supported by a Shift Coordinator, the core team comprises Registered Nurses and Senior Healthcare Assistants. The wider multidisciplinary team includes Consultants, Surgeons, Radiographers, Advanced Clinical Practitioners, Specialist Nurses, Dietitians, Allied Health Professionals, Pharmacists, Admin staff and Domestic Staff. Together, they collaborate to provide comprehensive care, from medical treatment to emotional support, ensuring each patient's needs are met with expertise and compassion.

### **Hours Of Work**

The core hours for the Oncology Outpatients department are from 8 AM to 6 PM, Monday to Friday. The department is closed on weekends and bank holidays. Team members work various shifts to cover the core hours. Examples of shift patterns include 9 AM to 5 PM, five days a week, or 8 AM to 6 PM, four days a week. During your initial meeting, you will collaborate with your mentor to create a shift pattern that accommodates your preferences and any learning opportunities available during your placement.

### **Contact Telephone Numbers**

The following are the main contact telephone numbers you might need during your placement:

- **Chemotherapy Unit RPH 01772 522056**
- **Oncology Outpatients Department 01772 528476**
- **Clinical Placement Facilitators phone 01772 528111**
- **Clinical Placement Facilitators email [placement.support@lthtr.nhs.uk](mailto:placement.support@lthtr.nhs.uk)**

### **Learning Opportunities Available**

The Oncology Outpatients department offers a rich learning environment for learners, providing valuable insights into collaborative patient care through direct involvement with consultants and the multidisciplinary team. Here, you'll delve into the diverse range of treatments available to oncology patients and the intricate nature of medical interventions. You will experience the communication of difficult news, which will impart vital lessons in empathy and effective communication. By exploring various types of cancer and treatments available you will enhance your understanding of disease pathology and management strategies. You will nurture cultural sensitivity by interacting with patients from varied backgrounds. You'll also familiarise yourself with the tools and services necessary to ensure patients are well-informed.

Handling acutely unwell patients in an outpatient setting will help to hone your critical thinking skills, while arranging hospital admissions will offer practical insights into the complexities of healthcare logistics. Time spent in the chemotherapy unit, radiotherapy department, and Macmillan hub will provide hands-on experience across different facets of cancer care, fostering both knowledge and compassion.

### **Learning Opportunities Available (Continued)**

There are several SPOKE opportunities available to you whilst working on Oncology Outpatients. It is your responsibility to arrange these, however we would ask that you do not book more than one spoke placement per week unless this has been previously agreed with your practice assessor.

**Radiotherapy-** You can arrange to spend a day with radiographers to observe radiotherapy in action. Radiotherapy uses high-energy rays to treat cancer by destroying cancer cells in the targeted area. For more information, contact Ext 2900.

**Acute oncology-** You can arrange to spend a day with the Acute Oncology Team during their ward rounds to see oncology inpatients. For more information, contact Ext 4432.

**Oncology Helpline-** You can arrange to spend time with the chemotherapy support team nurses who manage the 24-hour helpline for patients undergoing treatment who feel unwell and need advice. For more information, contact the Chemotherapy Support Team on the unit.

**Pre-assessment-** You can arrange to work with the chemotherapy support nurses as they meet newly diagnosed patients for the first time, conduct Holistic Needs Assessments, and provide information about treatment. For more information, contact the Chemotherapy Support Team on the unit.

**Ribblesdale ward-** Gain ward experience in Oncology on Ribblesdale Ward, where you will nurse patients with complications from their disease or treatment. For more information, contact Ext 3223.

**Hot clinic-** Arrange to spend a day in the Acute Oncology Hot Clinic, working with an Advanced Nurse Practitioner to assess patients in an ambulatory setting who are unwell due to their anti-cancer treatments. For more information, contact Ext 4432.

**PICC line insertion-** Observe the chemotherapy support nurses as they insert peripherally inserted central catheters (PICCs) for patients undergoing treatment who need a central line. For more information, contact the Chemotherapy Support Team on the unit.

*(Please notify your Practice Assessor when you book spokes so they can be added to the off duty)*

### **Commonly Used Medications**

Cancer treatment often involves a diverse array of medications tailored to individual patients and their specific cancer types and stages.

Chemotherapy remains a cornerstone, with drugs like paclitaxel, carboplatin, cisplatin and gemcitabine commonly utilised.



Targeted therapies such as imatinib and rituximab address specific molecular targets, while hormonal treatments like tamoxifen and aromatase inhibitors are vital in hormone-sensitive cancers.

Immunotherapies like pembrolizumab and nivolumab are increasingly employed, harnessing the body's immune system against cancer cells.

Supportive medications, including antiemetics and growth factors, mitigate treatment side effects, while bone-modifying agents like bisphosphonates help manage bone metastases.

Radiopharmaceuticals like radium-223 offer localised treatment options.

Each medication plays a crucial role in comprehensive cancer care, guided by oncologists, in collaboration with patients to optimise patient outcomes.

### **Transferable Skills**

Working in the Oncology Outpatients department provides an opportunity to develop a range of transferable skills highly valued across various healthcare settings. You will enhance your communication abilities, engaging empathetically with patients and effectively collaborating with multidisciplinary teams. You will refine your organisational skills, coordinating appointments and documenting follow up plans efficiently. Critical thinking and problem-solving skills will be honed through the assessment and response to patient needs and the adaptation to rapidly changing clinical situations. Your time with the Oncology Outpatients department will help you to cultivate resilience and emotional intelligence, as you support patients and families through challenging times, developing a compassionate and professional approach to care.

### **Expectations, Linked With Professional Values**

Patients come first in everything we do, and as a student, you will be expected to uphold the trust's values: being caring and compassionate, recognizing individuality, seeking to involve, building team spirit, and taking personal responsibility. Additionally, you must demonstrate the trust's behaviours: effective team working, taking accountability, showing respect and dignity, and committing to quality care.

### **Escalation Of Concerns Process**

**In case of a cardiac arrest, fire or other emergency, call ext 2222.**

Every shift will be overseen by a coordinator, and each clinic will be led by a trained nurse and/or senior healthcare assistant. If you have concerns about a patient, the first step should be to escalate the issue to the experienced nurse or senior healthcare assistant leading the clinic, followed by the coordinator, and then the department manager or chemotherapy unit managers if the unit manager is unavailable. Students will collaborate with experienced healthcare assistants who can offer assistance with certain concerns.

However, if a patient shows signs of being unwell, it is vital to escalate the matter to the coordinator promptly. Do not hesitate to activate the emergency call bell.

### **Catering Facilities**

Catering facilities are located on the chemotherapy unit and include a microwave, fridge, tea and coffee. There is a water fountain in the main waiting area for staff to refill water bottles should they wish to.

## Induction

The Local Induction process will take place throughout the first week of your placement.

This will comprise of:

- Trust and department orientation, including housekeeping information
- Location of emergency equipment
- IT access
- Reading & acknowledgement of Mandatory Trust policies such as Health & Safety, Fire Safety, Infection Control, Information Governance, Staff Code of Conduct, Social Networking and Dress Code policies.
- Adult Basic Life Support training if applicable
- Trust Moving & Handling Training if applicable
- COVID-related policies & procedure
- Orientation
- Professional voice: - freedom to speak up, datix, chain of command, open door policy
- An awareness of our Educational Governance Team- evaluation and importance of feedback
- Inter-professional Learning Sessions
- Practice Assessment Record and Evaluation (PARE) training, if applicable
- Collaborative Learning in Practice (CLiP™), if applicable



## What to bring on your first day

- Uniform: All other items in the dress code policy must be adhered to <https://legacy-intranet.lthtr.nhs.uk/search?term=uniform+policy>
- A smallish bag which would fit into a small locker.
- You may wish to bring a packed lunch and a drink on your first day.

## Inter-professional Learning Sessions and eLearning Resources

At our Trust, our Education Team facilitates a yearly programme of Inter-professional Learning (IPL) sessions. This programme consists of various teaching sessions, delivered by our Specialist Teams, to support and enhance our learners and trainees' learning experience with us.

Inter-professional learning is an important part of your development and allows you to build professional relationships and communication skills with the wider multi-disciplinary teams. Our IPL sessions are valuable in supporting you to stretch your knowledge and experiences to enhance your clinical practice. They also help bridge the gap between theory and practice, allowing you to hold a deeper understanding of the topics discussed. Our sessions are open for all learners and trainees on placement at our Trust to attend and these learning opportunities are an extension to your learning environment; therefore, these hours need to be recorded on your timesheets. We encourage our staff to facilitate enabling a learner/trainee to attend these sessions.

***Please note: You must inform your learning environment prior to attending a session.***

These IPL sessions need to be discussed in a timely manner with your learning environment.

You are required to complete a reflection on each of your IPL sessions, as well as documenting on your HEI documentation what you have learnt and how this relates to your current placement.

You can book onto our IPL Sessions by accessing this link <https://elearning.lthtr.nhs.uk/login/index.php> and searching for 'IPL'.

You can access our policies and procedures via our Intranet page, which will help expand and stretch your knowledge.

## Support with evidencing your learning outcomes or proficiencies

We encourage you to use the Trust learning logs to collate and evidence your skills, knowledge and abilities achieved. You can then present your completed learning logs to your Practice Assessor/Educator during your assessment meetings.

Any staff member who is involved in coaching you can complete your learning log feedback.

You can request time during your placement hours to complete these and request feedback prior to your shift ending. To obtain a copy of our learning logs, please visit our Health Academy Webpage on the link below, where you will see a copy of our CLiP™ Learning Log available for you to download, on the right hand side - <https://healthacademy.lancsteachinghospitals.nhs.uk/support/clinical-placement-support/collaborative-learning-in-practice-clip/>

## Collaborative Learning in Practice (CLiP™)

CLiP™ is an innovative clinical education model designed to enhance the learning experience of healthcare learners by fostering a collaborative and supportive environment. Originating in Amsterdam and introduced to the UK by Charlene Lobo, Senior Lecturer at the University of East Anglia, CLiP™ has been successfully implemented in various NHS trusts, including Royal Preston Hospital and Chorley & South Ribble Hospital.

### ➤ How CLiP™ Works in a Learning Environment

Learners are assigned to a practice environment and divided into smaller groups. These groups consist of learners from various year levels, promoting peer learning and support.

Each group is supervised by a coach rather than a traditional mentor. The coach is responsible for guiding the learners in delivering holistic patient care, covering essential skills, documentation, ward rounds, and shift handovers. Our coaches;

- Provide guidance and ensure that learners meet their learning objectives.
- Help bridge the gap between theoretical knowledge and practical application. Offer continuous feedback and support to enhance the overall learning experience.

Learners will be encouraged to engage in a comprehensive range of patient care activities, which include performing essential clinical skills, maintaining accurate documentation, participating in ward rounds and conducting handovers. Additionally, learners will have the opportunity to follow their patient's journey through specialist

units, by attending surgeries and also partaking in specialised treatments, therefore gaining a broader practical experience.

An overarching Practice Assessor supports the coach in order to promote the quality of the learning experience. The Practice Assessor is responsible for overseeing the learners practice assessment documentation and providing necessary support to both the coach and learners.

➤ **Benefits of Collaborative Learning in Practice (CLiP™)**

The collaborative environment helps address the challenges of traditional mentoring, such as workload balance and teaching time. This model aims to alleviate stress for both learners and Practice Assessors whilst promoting a supportive and effective learning experience.

By involving Practice Supervisors and Educators, CLiP™ ensures comprehensive support and continuous feedback, leading to richer learning experiences and better-prepared healthcare professionals.

The structured support system and hands-on learning opportunities help mitigate issues related to perceived lack of support, reducing learner dropout rates compared to traditional mentoring models. (not sure I would include this paragraph as it sounds a bit negative and I don't think the learner needs to read this)

LTHTr are dedicated to implementing innovative educational methods, such as CLiP™, to ensure our learners receive high-quality clinical education and are well-prepared to deliver exceptional patient care.

## **Creating a positive Organisation Culture**

LTHTr strive to create a great place to work for every colleague and deliver excellent care with compassion to our patients. We all play a pivotal role, not only in providing services but also in shaping the culture of our organisation.

The attitudes, actions and behaviours we experience from others makes a huge difference, both personally and professionally. We want you to feel safe and supported in work to be able to deliver high quality care to others. We also want you to feel confident, supported and empowered in taking positive action to address and challenge others in situations that may make you or those around you feel uncomfortable.

We take a zero-tolerance approach towards any form of abuse. You can find out more about this by reading our [Zero-Tolerance Statement](#), or by taking a look at [Creating a Positive Culture Intranet](#) pages. Here you will find the links to lots of information, resources and training opportunities to help develop your knowledge, skills, and awareness in how to uphold the principles of [zero-tolerance](#), as a colleague at LTHTr. There is also further information available on [Civility](#), our [Best Version of Us Culture Framework](#) and [Supporting Sexual Safety in the Workplace](#).



## Chain of Command

Keeping patients safe, providing the best care that we can and learning in an environment where you feel safe and valued is important to us. Speaking up about any concern you have on your learning environment is also important. In fact, it's vital, because it will help us to keep improving our services for all patients.

There may be occasions where we witness, experience or are asked to do something that causes us concern. Often these concerns can be easily resolved, but sometimes it can be difficult to know what to do.

Our Clinical Placement Support Team are available Monday to Friday, 8.00am – 5.00pm should you need to contact them in relation to any concerns regarding your learning environment. If your concern relates to patient safety and/or your concerns are outside of these hours, please follow the chain of command in your learning environment and speak with the person in charge.

Please visit our Freedom to Speak Up page on the Intranet for more details.



## We value your feedback

Our Trust values your feedback. To continuously improve, we offer opportunities for our learners and trainees to provide feedback regarding both your learner experience and your learning environment. We would encourage you to kindly complete your end of placement evaluation, within your clinical hours.

We will keep you updated with the improvements that we make based on the feedback you provide us with.

Nursing Directorate monthly meetings are held to share new and innovative ideas as to how we can collaboratively enhance our learning environments, to support both learners, trainees and staff.