Yorkshire and Humber Children and Young People’s Cancer Network

24 Hour Telephone Advice Line for Patients, Parents and Carers
# 24 Hour Telephone Advice Line for Patients, Parents and Carers

<table>
<thead>
<tr>
<th>Title</th>
<th>24 Hour Telephone Advice Line for Patients, Parents and Carers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Author(s)</td>
<td>R Hollis</td>
</tr>
<tr>
<td>Owner</td>
<td>Yorkshire and Humber Children and Young People’s Cancer Network</td>
</tr>
</tbody>
</table>

## Version Control

<table>
<thead>
<tr>
<th>Version/ Draft</th>
<th>Date</th>
<th>Revision summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Aug 2011</td>
<td>Published</td>
</tr>
<tr>
<td>2</td>
<td>May 2011</td>
<td>Contact numbers changed</td>
</tr>
<tr>
<td>2.1</td>
<td>April 2012</td>
<td>Contact numbers changed</td>
</tr>
<tr>
<td>2.3</td>
<td>April 2014</td>
<td>Minor Revision</td>
</tr>
<tr>
<td>2.4</td>
<td>September 2016</td>
<td>Minor Revision</td>
</tr>
</tbody>
</table>

## Review date

September 2017

## Proposed Target Audience for Consultation / Final Statement

All consultations and e-mail notification of updated guidelines will be consulted to:
The Yorkshire and Humber Children and Young People’s Cancer Network Group

## Contact details

Rachel Hollis
Lead Nurse for Children’s Cancer
Leeds General Informary
Leeds Teaching Hospitals NHS Trust
rachel.hollis1@nhs.net
# Table of Contents

## I  DOCUMENT CONTROL & INFORMATION READER BOX ............................................. 2

## II  TABLE OF CONTENTS ..................................................................................................... 3

## 1  INTRODUCTION ................................................................................................................ 4

## 2  CONTACT POINTS FOR THE SERVICE ........................................................................ 4

### 2.1  1. ADVICE FOR PATIENTS, PARENTS AND CARERS .................................................. 4

### 2.2  2. MONDAY TO FRIDAY 8:30 TO 17:00................................................................. 4

### 2.3  2.3 OUT OF HOURS ADVICE .................................................................................... 5

### 2.4  2.4 ARRANGING MEDICAL REVIEW ........................................................................ 5

### 2.5  2.5 PATIENTS RECEIVING RADIOTHERAPY ......................................................... 6

### 2.6  2.6 PATIENTS RECEIVING PALLIATIVE CARE ....................................................... 6
1 Introduction

The aim of this policy is to establish the framework for the provision of the 24 hour telephone advice service to patients and parents, carers and families, across the Yorkshire and Humber Children’s and Young People’s Cancer Network (YHCYPCN).

This 24 hour advice service is provided by the Principal Treatment Centre at the Leeds Teaching Hospitals Trust, which is the common access point from across the Network.

The aim of the policy is to further ensure that patients, carers and families and professionals receive prompt, appropriate information and advice from staff who have the agreed level of training, knowledge and competence, as set out in the NICE Improving Outcomes Guidance (NICE 2005) and further recommended within the report of the National Chemotherapy Advice Group (NCAG: DH 2009).

2 Contact points for the service

2.1 Advice for Patients, Parents and Carers

At the time of diagnosis all patients, parents and carers being treated by the PTC in Leeds are given information on the following contact points for the 24 hour telephone advice service provided by the department.

2.2 Monday to Friday 8:30 to 17:00

Patients, parents and carers are advised to contact the Children’s Haematology and Oncology Day Unit in the Children’s Hospital at the LGI on 0113 3927179

All phone calls seeking advice on clinical care issues are answered by the nursing team on the Children’s Haematology & Oncology Day Unit.

Phone calls are referred to either the designated nurse in charge of the clinic on that day, or to the Senior Sister on the Children’s Haematology & Oncology Day Unit, or her nominated deputy to ensure that appropriate advice is given. All those responsible for providing this advice have been trained to the level equivalent to the ‘full internal training’ identified in the NICE Guidance and agreed in the nurse training policy for the YHCYPCN.

If medical advice is required this will be provided by either the Specialty Doctor or in their absence the doctor of ST3 and above who is on rotation to the unit. If the advice required falls outside of their competence then the relevant Consultant, and in their absence the on-call Paediatric Oncology or Haematology Consultant will advise. All staff are encouraged to seek assistance from the Consultant team if there is any doubt as to the advice given.

All advice given will be recorded on Patient Pathway Manager (PPM) or in the medical notes, if available, and otherwise on a continuation sheet, with all patient details, and the name and details of the staff member taking the call, recorded. This information will then be amalgamated in the medical notes within 24 hours.
When the ‘Telephone Triage Toolkit’ being developed by the Royal College of Nursing (RCN) and the Children’s Cancer and Leukaemia Group (CCLG) is rolled out nationally from September 2016, this will be adopted and implemented in the management of all telephone calls where clinical advice is required.

### 2.3 Out of Hours Advice

Parents and families are advised to contact the In-patient Paediatric Oncology and Haematology Unit at the Leeds Teaching Hospitals Trust. They are advised to contact the ward on which they are treated:

- Ward L31 – 0113 3927431
- Ward L32 – 0113 3927432
- Ward L33 – 0113 3927433

All phone calls are referred to the nurse designated as in charge of the ward on that shift to ensure that appropriate advice is given.

All those responsible for providing this advice have been trained to the level equivalent to the ‘full internal training’ identified in the NICE Guidance and agreed in the nurse training policy for the YHCCN (link to policy).

If, exceptionally, one of the wards does not have this level of cover on a particular shift, phone calls will be referred to the phone calls will be referred to the Band 6 Sister/Charge Nurse on duty at the time. If there is no band 6 on duty, all queries should be referred to the senior nurse in charge on Ward L31 or L33.

If medical advice is required this will be provided by the on-call doctor at ST3 or above, covering in-patient Paediatric Oncology and Haematology. If further advice is required this will be available at all times from the on-call Paediatric Oncology or Haematology Consultant.

All staff are encouraged to seek assistance from the Consultant team if there is any doubt as to the advice to be given.

All advice given will be recorded in the medical notes, which should always be requested. If they are not available, advice should be documented on a continuation sheet, with all patient details, and the name and details of the staff member taking the call, recorded. This information will then be amalgamated in the medical notes on the next working day.

When the ‘Telephone Triage Toolkit’ being developed by RCN and the CCLG is rolled out nationally from September 2016, this will be adopted and implemented in the management of all telephone calls where clinical advice is required.

### 2.4 Arranging Medical Review

If the phone call from a patient, parents or carers results in a need for medical review, this will be co-ordinated by the nurse in charge of the clinical area.

If it is appropriate for a patient to be reviewed in one of the Paediatric Oncology Shared Care Units (POSCUs) the PTC nurse, having discussed the referral with the patient, parent or...
carer, will make contact with the nursing team in that POSCU to request direct access for the patient. This will be followed up by contact between the medical team at LTHT and the medical team at the POSCU. This will be recorded in the patients’ notes; if they are not available, this contact should be recorded on a continuation sheet as above. This information should be amalgamated in the medical notes within 24 hours.

It is the intention of the team at the PTC to use ‘Patient Pathway Manager’ (PPM) system to record this information in the future; this requires widening of training across the team.

### 2.5 Patients receiving Radiotherapy

Parents and carers of children and young people receiving radiotherapy are advised that on Monday to Friday, from 08:30 to 17:00, they should contact the children’s radiotherapy department in Bexley Wing, LTHT, for advice on any complications or queries relating to radiotherapy treatment: telephone 0113 2067810.

This is detailed in the patient specific pro-forma given to all patients/parents at the start of radiotherapy treatment.

When the ‘Telephone Triage Toolkit’ being developed by RCN and the CCLG is rolled out nationally from September 2016, this will be adopted and implemented in the management of all telephone calls where clinical advice is required.

Out of hours advice will continue to be provided through the in-patient ward numbers provided above. The nursing and medical team in Paediatric Oncology and Haematology have access to advice on the complications of radiotherapy through the LTHT Clinical Oncologist (24 hour) on-call service. This contact is through the switchboard at the LGI.

### 2.6 Patients receiving Palliative Care

Parents and carers of children receiving palliative care have access to 24 hour advice and support from the Children’s Haematology and Oncology Outreach Nursing team. They are given the bleep number of their identified Key Worker, who can be contacted at any time from 9:00 to 17:00.

Outside of these hours when patients are receiving end of life care the family/carers have the bleep number of the on-call member of the Outreach team, this is a 24 hour, 7 day service. The Outreach team have 24 hour access to medical advice from the Paediatric Oncology/Haematology Consultant team if required.