



Acute Oncology Management Service (AOMS)





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Acute Oncology (AO) is a cross cutting service responding to the emergency needs of increasing numbers of cancer patients across all tumour sites. It is a relatively new concept following national recommendations made in 2009 (Ref1).

Many patients with cancer will present to emergency services as a result of treatment side effects (e.g. chemotherapy/radiotherapy) or with symptoms from their cancer. Whilst some patients may require advice and outpatient symptomatic management, others require admission, often via their local Emergency Department (ED). As a specialist Cancer Centre the Christie plays a pivotal role in providing advice, expertise, education, evidence based protocols and co-ordination to patients, primary care, ED and Medical Admission Units (MAU). The Christie can then co-ordinate audits on toxicities and outcomes and influence local, regional and national strategies.

The Christie provides a 24 hour Hotline for patients, primary care, and clinical staff in ED and MAUs on 0161 446 3658.

The Christie hosts the Metastatic Spinal Cord Compression (MSCC) Coordinator service for the Great Manchester and East Cheshire

population. MSCC contact no. Mon- Fri 9-5 on 0161-918-7058. (Out of hours via hotline)

Patients admitted to the Christie require the same high quality acute care which is also led by the AO team.

Acute oncology services (AOS) in Greater Manchester and East Cheshire are developing along a hub and spoke model with Christie consultants providing local visiting AOS.

Operational Structure

The aim of the Acute Oncology team is to provide a high quality, efficient, equitable, patient centred, seamless service.

Central to AOMS is the 24 hour Hotline: the specially trained Acute Oncology Nurse Advisors follow an accredited triage scoring system as well as their own clinical experience to advise patients on a range of treatment related symptoms.. This may mean taking advice from the relevant medical, nursing or research teams. They also provide specialist advice to primary care and acute hospital teams.

A vital part of their role is to ensure communication between the various clinical



teams is robust and that the patients' records are updated appropriately.

If patients are advised to seek urgent assessment and possible treatment through their local ED, the AOMS team contact that ED to ensure they are fully aware of the patient's cancer history, medication, alerts, recent and previous treatments and current oncological status including the current problem and where necessary signpost them to relevant clinical guidelines and protocols. They also liaise with the Trust acute oncology team. (AOS pathway appendix 1)

- The MSCC service receives referrals re possible, impending and confirmed cases of Metastatic Spinal Cord Compression from acute Trusts directly or via their acute oncology teams. Extensive clinical guidelines have been drawn up and this triage service ensures that the process of local diagnosis and where relevant centralised treatment is as efficient as possible. It includes liaison with spinal surgical services at Salford Royal Foundation Trust and more commonly Christie sited radiotherapy services. A robust audit process underpins the service. (MSCC pathway appendix 2)

- As the Christie is a specialist cancer centre without ED services it required an innovative response to the acute needs of in patients with a resultant agreement with an acute Trust to

provide Consultant Acute Physician service. Whilst based in MAU, they provide a pan Trust service. They supplement the established compliment of junior medical staff, advanced nurse practitioners, outreach nurse specialists and AHPs.

There are regular AOS meetings chaired by the Clinical Director within the Christie. Critical to the service is the relationship with Manchester Cancer Pathway Board and the relationship with Palliative Care.

Personnel

| | |
|---|--------------------------------------|
| Clinical Director | Dr Philip Haji-Michael |
| Acute Physicians | Dr Tim Cooksley Dr Tamer Al-Sayed |
| Acute Oncology Senior Nurse | Paula Hall |
| Hotline Team Leader | Ann Moreman |
| MSCC Co-ordinator | Lena Richards |
| Specialist Radiographer / Education Lead | Conor Fitzpatrick |
| Manchester Cancer Pathway | Dr Claire Mitchell |



| | |
|---------------------------------------|-----------------|
| Lead | |
| MSCC subgroup Lead | Dr Vivek Misra |
| AOMS Implementation Specialist | Louise Lawrence |

Christie Consultants with an interest in Acute Oncology

Each acute Trust has developed its own model of Acute Oncology within the national recommendations. Where a number of visiting oncologists provide the service within a Trust only the lead has been named. All Trusts have some level of Acute Oncology Nurse service.

Personnel

| | |
|---------------------------|---------------------|
| Bolton | Dr Carmel Anandadas |
| Salford | Dr Claire Arthur |
| Stockport | Dr Catherine Coyle |
| Leighton | Dr Laura Horsley |
| Central Manchester | Dr Claire Mitchell |
| Wigan | Dr Elena Takeuchi |
| UHSM | Dr Yvonne Summers |

Activity

The AOMS hotline service was set up in 2009 when it received around 900 calls per month. By 2013 this had risen to around 1700 and in 2014, 2000 calls were handled per month.

The Christie based MSCC coordinator service commenced on 25th of November 2013. Just prior the monthly number of confirmed MSCC patients was around 10. The referral rate by November 2014 was 50 per month with approximately 25 confirmed MSCC and 5 impending.

Service Development 2013/14

All patients receiving systemic treatment
Development of an ambulatory care model with expansion of rapid access clinics at the Christie.

Building a new Medical Admissions Unit at the Christie.

Expanding the recent Service Level Agreement currently held with University Hospital of South Manchester to provide acute and specialist medicine services for the Christie.



Expand the functionality of the Christie Web Portal across the hub and spoke network whilst retaining governance.

[Outcomes – Click Here](#)

Work with the acute Trusts to develop viable joint Consultant Oncology posts with an interest in Acute Oncology- particularly for those with no current medical input.

Use audits to support business cases for growth posts and nurse led clinics.

Within Manchester Cancer contributing and where appropriate leading the projects outlined in the Pathway Board Annual Reports (Ref 2)

Greater representation from patient and carer groups and primary care in service developments.

Intention to increase the current AOS educational role beyond the specialist to incorporate primary care, community and hospital AHPs e.g. physiotherapy, and acute hospital staff.

AOS is generally linked to the Cancer of Unknown Primary service and will have common themes.





Peer Reviewed Publications 2013/14

Research

Collaborative observational study alongside Royal Marsden Hospital.

Dr Vivek Misra and Lena Richards both presented at MSSC Conference in Birmingham 2014.

Clinical Audit Activity

Since 2013 more complex audit has been carried out on the AOMS Hotline service which doesn't just measure activity but complexity, referral type, tumour sites, cancer specialties and whether managed in the community, acute hospital or Christie referral. The upward activity trend is sustained and other trends such as admission, location of admission and bed usage, length of stay are evaluated.

Reports are discussed at the Christie AOS meetings and shared with the Pathway Board.

As well as activity data the MSCC service audits the referring hospital, tumour site, and treatment (showing increasing use of surgery). The data is presented regularly to the AOS team, the MSCC subgroup and AOS Pathway Board meetings.

Neutropenic Sepsis door to needle Audit:

The Christie Acute team also partake in the following audits

- National Cardiac Arrest Audit
- MEWS
- DNAR
- O2 prescription



- NCAA
- NCEPOD
- Arrest equipment audit

Education Activity

School of Oncology supported Acute Oncology Study days. 2013 and 2014.

AOS education day for AHPs 2014

- Resuscitation -BLS & defibrillation training
- HELS
- MEWS
- National Tracheostomy Safety Project
- AIM
- SWAIM
- Equipment training Allow a Natural Death
- Junior doctors induction

References

National Chemotherapy Advisory Group/ Chemotherapy Services in England ensuring quality and safety. August 2009

<http://manchestercancer.org/services/acute-oncology/>

<http://www.christie.nhs.uk/the-foundation-trust/treatments-and-clinical-services/clinical-services/acute-oncology.aspx>