

Guidelines for 24 hour telephone advice service for Adults having Systemic Anti Cancer Treatment (SACT).

Systemic Anti Cancer Therapies are delivered across the network in a variety of settings.. It is recognised that these treatments can result in toxic side effects, some of which may be life threatening. It is important that these side effects are diagnosed and managed as early as possible to ensure patient safety and minimise the impact on the patient.
 All patients receiving SACT must have 24 hour access to appropriate clinical advice and care as necessary.
 All patients receiving chemotherapy should receive written details of where to ring for advice.

The Professional qualifications for Nurses providing 24 hour support

A registered SACT trained nurse, (having completed an accredited chemotherapy course) who is skilled and knowledgeable in the management of patients receiving SACT will be available, 24 hours a day to speak to patients regarding any queries or concerns they may have.

The nurse must have also undertaken the training on using the Oncology/Haematology 24 hour triage rapid assessment and access toolkit that can be accessed via UKONS (UK Oncology nursing society) website. This may be local or national training

A Haematology / Oncology consultant is available on-call 24 hours a day to give advice to the nurse if required.

Assessment and Triage of patients

Patients will be assessed using the UKONS triage tool and then managed according to local policy e.g. patients with red scores will be referred for immediate assessment and treatment .

Documentation of call received

All calls should be recorded on a telephone triage sheet using the UKONS Oncology / Haematology 24 hour triage rapid assessment and access triage sheets.. For patients contacting a centre that is not where they routinely attend for treatment, a record of the call and details of actions taken should be communicated to the treating unit when they are next open.

Management of symptoms

- **Where there is a triage team in place, the patient should contact the team on the number they have been given.**
- Where there is no triage team, Monday to Friday 9am – 5 pm, patients should contact their local chemotherapy day unit/inpatient ward / specialist nurse/Research Nurse where they are receiving treatment and be triaged by a nurse in that department who meets the training requirements stated above.
- Where there is no triage team, out of hours, Monday – Friday 5pm – 9am and 24hours Saturday, Sunday and bank holidays, patients should contact their nominated department – see appendix 1
- If seen in A&E a clinical advice service is available from specialist on call services for that cancer centre.
- If the patient is unable to make the phone call themselves due to severity of symptoms they must be medically reviewed with some urgency.

References: National Cancer Peer review programme. Manual of Cancer Services: Chemotherapy Measures v1.0, 2014

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Appendix 1 - 24 hour contact numbers

Trust	Department / Ward	In Hours contact number	Out of Hours contact number
Buckinghamshire Healthcare NHS Trust	Acute Oncology Triage Line Monday – Friday 8am-6pm	(01296) 315139	(01865) 235012 (01865) 235014
	Ward 5 ,SMH (open 24 hours)	(01296) 316336 (01296) 316339	(01296) 316336 (01296) 316339
Frimley Health (HWP) Foundation NHS Trust	Eden Ward In-patients (Open 24 hours)	(01753) 633150/1	(01753) 633150/1
	Eden Day Unit (Open Mon-Fri 0900-1700)	(01753) 633153	(01753) 633150/1
Milton Keynes University NHS Trust	Macmillan Day Unit	01908 660033 bleep 1090 Acute Oncology/Haematology ANP.	01908 660033 bleep 1090
	Ward 22		
Northampton General Hospital	Talbot Butler Ward (open 24 hours for oncology patients)	(01604) 545334	(01604) 545334
Oxford University Hospitals NHS Foundation Trust	Triage Assessment Unit-Open Monday-Friday 8am-8pm.	01865 572192	01865 572192
	CRUK Early Phase Chemo Clinical Trials Unit:	01865235017 & 01865 235610.	01865 572192
	Brodey Centre Horton General Hospital	(01295) 229034	Oncology – 01865 572192 24 hour helpline Haematology – (01865) 235048
	Oncology Ward (General and radiotherapy) (open 24hours)	(01865) 235012 (01865) 235014	(01865) 235012 (01865) 235014
	Oncology Day Treatment Unit/oral chemotherapy patients Open Mon- Fri 0900-1700	(01865) 235558	01865 572192
	Haematology Day Treatment unit Open Mon-Fri 0900-1700	(01865) 235554	(01865) 235048
	Haematology ward (Open 24 hours)	(01865) 235048	(01865) 235048
Royal Berkshire NHS Foundation Trust	King Edward Ward, Oncology RBH	(0118) 322 7464 Mon-Fri 08.30-17.00	(0118) 322 7471
	West ward, Haematology RBH	(0118) 322 7464 Mon-Fri 08.30-17.00	(0118) 322 7471
	Chemotherapy 1, Bracknell clinic	(01344)662907 Tues-Thur 08.30-16.30 (0118) 322 7464 Mon & Fri 08.30-17.00	(0118) 322 7471
	Adelaide Ward	(0118) 322 7471	(0118) 322 7471
Great Western Hospitals NHS Foundation Trust	Day Therapy Centre	(01793) 604348	Haematology – Dove ward (01793) 604400
	Dove ward	(01793) 604400	(01793) 604400