

Mac News

The latest Weston General Hospital cancer news, views and announcements

Personalised Care & support (PCS) team update



In this edition of mac news, I wanted to share some insight into the team that provide cancer information & support services across UHBW. Part of this team involves our senior cancer support worker, Lesley. Lesley is based at Weston General Hospital and has been in her role for 3 years now. Many of you will have seen her familiar face in the centre.

What is a senior cancer support worker I hear you ask?

Lesley is responsible for the management of our cancer support workers, with a big focus on ensuring their wellbeing is supported. This in turn, allows them to offer a high standard of support to people affected by cancer. Lesley also holds responsibility for the smooth running of our patient health & wellbeing events for those who are newly diagnosed or finishing treatment. There is always a focus on promoting the services we provide, ensuring we're reaching as many people as we can. Most recently, this has involved the introduction of hospital-based pop-up stands, and often working with the centre manager to replicate this in the community.

Lesley regularly communicates with all of the professionals involved in our patients care, ensuring seamless delivery of support is weaved throughout this process. Using the training she has undertaken; Lesley is also around to support the wider team with more complex cases.

A big thank you to our senior cancer support workers!

Engagement events undertaken by PCS TEAM

During the past few months we have undertaken a few engagement events:



- Monthly pop up stand within the hospital
- Home Instead's Health Care Information day in Weston library
- Clevedon flower show



We have spoken to over 150 people who normally wouldn't contact us or be aware of the service offered. We also supported some of our patients who attended the events which saved them a trip to the hospital for which they were extremely grateful.

Matrons Musings : Amanda Bessant



In a hospital, working as part of a team is a daily activity & one you are involved in, sometimes so remotely you are unaware of your involvement in the wider team.

Some staff, for various reasons, can find themselves working in a silo, physically separated from other team members & isolated. Silo working, if not managed well, can result in challenges in working collaboratively with each other, potentially leading to a lack of communication, reduced input in sharing perspectives, reluctance to share knowledge & creativity...it can be a lonely place.

To avoid the negative aspects of silo working communication is key, via Teams for example, along with establishing regular check ins, listening & engaging with your colleagues, these simple steps can make all the difference.

Developing an effective team takes work, with team members consistently putting in the effort to upholding good working relationships. This helps to ensure there is ongoing trust in each other, maintaining good rapport, being accountable & respectful to one another & ensuring you do, actually, carry out what you said you would do.

We are only human & sometimes working relationships can be a challenge. The key is to find the cause of any disharmony, provide a way for colleagues to feedback, genuinely listen & act on feedback given in order to address negativity privately & directly. There can be some reluctance in wanting to address issues as they arise but it really does help to adopt a transparent culture.

Workplace wellbeing is a priority for UHBW & we advocate supporting colleagues, setting clearly defined boundaries & practicing self-care in order to maintain a positive work-life balance. The goal is to build strong working relationships with our colleagues, aiming for inclusivity in order to share similar values & work ethics, to help create a positive, professional, working environment.

If all else fails, apparently negative attitudes or emotions in the workplace can be absorbed by filling a small bowl with sea salt & putting it in your workspace & the sea salt will absorb the negative energies around you, who knew humble salt contained such powers.

Psychology Up date



Hello, my name is Dr Pascale Harrison. I'm a Psychologist and CBT Therapist working for BHOC (Bristol Haematology and Oncology centre) Psychological services at Weston General Hospital.

We offer psychological and emotional support for patients and families going through cancer diagnosis and treatment. Some of the common reasons for referral are adjusting to the cancer diagnosis, changes in life, fear of cancer treatment and worries about cancer recurrence. Psychological service can work with individuals up to 2 years post treatment.

If you do feel that you or family members are struggling with diagnosis or treatment please do get in contact with health professional within your team or MacMillan Cancer Support Centre.

Other options of self-support are from MacMillan Cancer Support , they offer face to face support, provide literature and signposting: Macmillan Wellbeing Hub: Your Guide to Wellbeing with Cancer | Macmillan Cancer Support

UHBW Psychological services provide patient and family resource toolkits/leaflets: Patient support | University Hospitals Bristol NHS Foundation Trust (uhbristol.nhs.uk)

CNS & CSW introducing our role to hospital staff

Since the beginning of this year the Cancer CNS teams and Cancer Support workers have been contributing to Key Information & Clinical Knowledge (KICK) study days, working alongside the Practice Education Facilitators.

These sessions are designed for the WGH workforce - RNs, health care assistants & students. Our contribution is to offer a bite-sized 20 minute introduction to our area of work, our role, how to contact us, and what we can help with. We hope that this will aid communication with ward teams, as they will know who to contact if they need advice and guidance for a patient.

As well as the clinical side of things, the Cancer Support workers have also given an insight into the world of Macmillan support for cancer patients.

The KICK sessions will continue, as our workforce turnover means an ongoing supply of new staff and students. It's a positive step to support this area of learning, and lets staff know what we do and how helpful and effective we can be in caring for patients.

Fundraising on behalf of the Macmillan Support centre

There has been some amazing fundraising for the Macmillan Centre over the past few months



Steph Coombes organised a cake sale as part of her Rangers Gold badge after a family member was supported by the Macmillan centre. She held it one lunchtime in Raffters and raised an amazing £127.33



In July Emma the Macmillan centre manager was invited to attend Clarence Park Baptist Church Toddler Group. Each year they donate to a local charity that helps support children. This year they chose the Macmillan centre as they heard that we buy books to help support children whose relatives have a cancer diagnosis. They kindly donated £200.



This year Weston Homemakers have chosen the Macmillan centre as their charity of the year. They hold various fundraising events throughout the year but during September they are holding weekly coffee mornings at the Grand Atlantic Hotel.

Senior Sisters update from OHDU

by Alison Hatton



For future reference the name of our unit is being updated in line with Bristol, we will now be known as Weston chemo day unit (CDU). This transition will take a while to process as we need to change signage, letters and name badges.

We are delighted to announce that Jac our health care support worker has received an NHS England chief nursing officer award in recognition of the vital contribution of health care support workers in England and their exceptional support of nursing and midwifery practice. The certificate presented to Jackie is for the category "Working together for patients"

"Jac is an extremely valuable member of the team; she is bright and bubbly but also caring and compassionate. Always willing and extremely supportive to the patients and other staff" We are very fortunate to have Jac in our team and she is greatly revered by both patients and staff.

Contact the Macmillan Support centre on :
01934 881079
Ex 5079 or email :
WGHTMacmillansupport
centre@UHBW.nhs.uk



As winter approaches we are actively encouraging patients and staff to have COVID & Flu vaccines. If you are between 75-79, you may be offered the RSV vaccine from your GP practice. RSV (respiratory syncytial virus) is a common cause of coughs and colds which can lead to pneumonia and bronchitis. All these are inactive vaccines and are safe for immunocompromised patients to receive.

For information,
support or just
someone to talk to,
call 0808 808 00 00
or visit
macmillan.org.uk



Patient Voice Cancer Information & Support Teams

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For further information or
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Are you interested in improving services provided by the Cancer Information and support teams ?

We are looking for patients who have completed treatment and would like to be involved in shaping our services . This could be face to face , a phone call or video call . We want to ensure that any changes to our service are based on the voices of people affected by cancer.

If you are interested please let your cancer support worker know or drop into one of the Cancer Support Centres