



# **West Yorkshire & Harrogate Cancer Alliance**

## **The Network Consultant Oncologist Telephone On-Call Service: Minimum Service Specification**

Updated June 2017

# i Document Control

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| <b>Title</b>     | The Network Consultant Oncologist Telephone On Call Service: Minimum Service Specification |
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| <b>Owner</b>     | West Yorkshire & Harrogate Cancer Alliance   |

| <b>Version Control</b> |             |                                   |
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| <b>Version/ Draft</b>  | <b>Date</b> | <b>Revision summary</b>           |
| 0.1                    | 23/08/2011  | Initial draft version of document |
| 1.0                    | 01/09/2011  | Final first version               |
| 1.1                    | 31/03/2016  | Final second version              |
| 2.0                    | June 2017   | Review and update                 |

| <b>Contributors to current version</b> |                      |                             |
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| <b>Contributor</b>                     | <b>Author/Editor</b> | <b>Section/Contribution</b> |
| Dr Chris Bradley                       | Dr Chris Bradley     | Author                      |

## ii Information Reader Box

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| <b>Title</b>   | The Network Consultant Oncologist Telephone On Call Service: Minimum Service Specification  |
| <b>Author(s)</b>   | Dr Chris Bradley  |
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| Sign off date  | 18 <sup>th</sup> July 2017  |
| Next Review date   | June 2020 (or before if new guidance becomes available)   |
| <b>Proposed Target Audience for Consultation / Final Statement</b> | Acute Oncology Services<br>Acute Trust Lead Cancer Nurses<br>Acute Trust Lead Cancer Managers<br>CCG Lead Cancer Commissioners  |
| <b>Proposed Circulation List for Final Statement</b>               | All WY&H Cancer Alliance guidelines will be made available electronically at Wakefield CCG (until the WY&H Cancer Alliance's website is up and running). No hard copies will be supplied. |
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# 1 Purpose

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The purpose of this document is to set out the minimum specification for the 24-hour Network Consultant Oncologist telephone on call service for the Yorkshire West Yorkshire & Harrogate Cancer Alliance.

## 2 Background

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Acute Oncology Cancer Measure 11-1E-103y in the Manual for Cancer Services specifies the availability of a telephone advice service for health care professionals 24 hours a day, 7 days a week.

Each hospital within the network is in turn required to agree the specification and put in place local arrangements in order to support the service, as per measure 11-3Y-303.

### **3 The West Yorkshire & Harrogate Cancer Alliance Service Model**

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Each organisation will clearly state its own internal processes for access to the acute oncology consultant on call rota and specify the required patient review prior to contacting the acute oncology consultant. A default position in the event of a problem contacting the on-call consultant oncologist is to be included. Calls from any non-elective area are appropriate, including A&E.

The service is available 24 hours a day, 7 days a week for urgent oncological opinion and is in addition to any existing non-consultant oncology on call rotas

- Cover is in place from one service arrangement or another, across the network. There are agreed alliances between the following Trusts – Airedale NHS Foundation Trust and Bradford Teaching Hospitals NHS Foundation Trust, Harrogate and District NHS Foundation Trust and York Teaching Hospital NHS Foundation Trust and Mid Yorkshire Hospitals NHS Trust and Leeds Teaching Hospitals NHS Trust.
- Local Units to develop protocols that specify their processes
- The contact number provides telephone access during the time of the call to a consultant oncologist, making up a 24/7 duty rota
- There is coverage from one service arrangement or another, over the whole Network
- Each service to have its own contact number
- The local protocol to be distributed to relevant other disciplines / be available on local Intranet Systems

## 4 On-call Oncologist Referral Criteria

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The Oncologists are available out of hours for emergency advice:

- Discussion of complications of cancer treatment
- Newly diagnosed malignancy
- Complications of an established malignancy
- Patients receiving treatment from consultants in Leeds should ideally have their case discussed with the on call team at Leeds
- Patients with suspected malignant spinal cord compression should be managed in accordance with the Network MSCC guidelines

Any admitted patients discussed should be clerked and reviewed by a senior clinician (Registrar or consultant) prior to the oncologist being contacted. Ideally the case notes, initial results and latest correspondence will be available (although this may not always be possible).