



**Acute Oncology Group  
Hull University Teaching Hospitals NHS Trust  
Queen's Centre**

# **Service Specification Consultant Oncologist 24/7 Telephone On-Call Service 2019**

## Version Control

This is a controlled document please destroy all previous versions on receipt of a new version.

Review Date: January 2019

Version	Date Issued	Review Date	Brief Summary of Change	Owner's Name
1.0	July 2011	July 2013	Original Document	Network Acute Oncology Group
1.1	September 2011	September 2013	Update	Network Acute Oncology Group
1.1a	January 2014	March 2015	Date Revised	Network Acute Oncology Group
1.2	January 2016	January 2017	Update Documents to HEY Hospitals	Acute Oncology Group HEY
1.2	January 2017	January 2019	Date revised	Acute Oncology Group HEY
2.0	May 2019	May2021	Full review	AOG

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## Aim of the Service

Hull and East Yorkshire Hospital NHS Trust wide service will provides consultant oncologist telephone on call service 24 hours per day seven days per week.

## Service Links

There will be linkage between this service and the 24/7 chemotherapy helpline for patients.

## Direct Recipients of 24 hours Consultant On-Call Service

This service as specified above will give telephone **urgent** advice to health professionals only in relation to the management of acute oncology patients in the cancer region. (For definition of acute oncology patient, please see below).

## Indirect Recipients (beneficiaries) of 24 hours Consultant On-Call Service (Individuals who require acute oncology services)

An acute oncology patient is defined as one who is suffering from any of the problems listed below:

<p>Those caused by systemic anti-cancer treatment (SACT).</p> <ul style="list-style-type: none"><li>• Neutropaenic sepsis</li><li>• Uncontrolled nausea and vomiting</li><li>• Extravasation injury</li><li>• Acute hypersensitivity reactions including anaphylactic shock</li><li>• Complications associated with venous access devices</li><li>• Uncontrolled diarrhoea</li><li>• Uncontrolled mucositis</li><li>• Hypomagnesaemia</li></ul> <p>The following, as caused by radiotherapy</p> <ul style="list-style-type: none"><li>• Acute skin reactions</li><li>• Uncontrolled nausea and vomiting</li><li>• Uncontrolled diarrhoea</li><li>• Uncontrolled mucositis</li><li>• Acute radiation pneumonitis</li><li>• Acute cerebral/other CNS, oedema.</li></ul>	<p>The following as caused directly by malignant disease and presenting as an urgent acute problem. (This may refer to patients with known malignancy, whether or not they are picked up by the hospitals flagging system or not, or patients with previously unknown malignancy)</p> <ul style="list-style-type: none"><li>• Pleural effusion</li><li>• Pericardial effusion</li><li>• Lymphangitis carcinomatosa</li><li>• Superior mediastinal obstruction syndrome, including superior vena cava obstruction</li><li>• Abdominal ascites</li><li>• Hypercalcaemia</li><li>• Spinal cord compression including MSCC</li><li>• Cerebral space occupying lesion (s)</li></ul> <p>Any other cases where the A&amp;E staff or acute Medical team decide an urgent oncology assessment is needed.</p>
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This service will be available for **all** patients who meet the above criteria and in contact with any health professional based within the geographical boundaries served by the North East Yorkshire & Humber Clinical Alliance.

## **Points of Access to 24 hours Consultant Oncologist Service (in/out hours):**

Under normal circumstances, a consultant oncologist will review acute oncology admissions within 24 hours of admission. The usual procedure should be followed relevant to the admitting units protocols to inform the local acute oncology teams of these admissions in a timely manner.

Should **urgent** advice be required before routine review, the healthcare professional tasked with the patient's acute management can ring Hull Royal Infirmary on 01482 875875 and ask for the oncology consultant on call.

Where the Acute Oncology problem appears to be related to a haematological malignancy with the exception of malignant spinal cord compression it may be more appropriate to refer to the haematologist on-call.

## **Points of Access to 24 hours Consultant Oncologist Service:**

While this service is available to all acute oncology and emergency admission in Hull and East Yorkshire NHS Trust, it will also support health professionals based within the North East Yorkshire & NLAG.

Acute medical and emergency units in the cancer region include:

Scarborough General Hospital

Diana Princess of Wales Hospital, Grimsby

Scunthorpe General Hospital

Hull Royal Infirmary

Castle Hill Hospital

In general terms, patients with acute oncology problems should only be admitted to a specialist cancer hospital (Queen's Centre for Oncology and Haematology) or hospitals with a fully functioning A&E and/or MAU in the first instance.

## Responsibility for Maintaining the Consultant Duty Rota

It is the responsibility of Hull and East Yorkshire Hospitals NHS Trust to ensure:

- The Duty rota is valid, kept up to date and fully staffed
- The Duty rota is made available and accessible to all accredited accident and emergency centres within HEY (including timely notification of any amendments/changes) and available to the acute oncology teams at supported localities in Scarborough and NLAG hospitals.
- 24 hour access will be provided to the on call consultant via the hospital switch board

It is the responsibility of all provider trusts within region to report difficulties in accessing this 24 hour service within 24 hours to Hull and East Yorkshire Hospital Trust.

## Performance Monitoring and Management of the Service

- Hull and east Yorkshire will undertake an annual review/audit of the service. The terms of reference of the review to be agreed at the Acute Oncology Group.
- The Acute Oncology Group to include, as a standing item, an update/ report of the ongoing operations of the service.
- All provider organisations are expected/ required to proactively participate in the maintenance of this service – thereby supporting successful delivery.

### Contractual Arrangements:

The primary contractual relationship for this service will lie between the lead commissioner(s) for Hull and East Yorkshire Hospitals NHS Trust and this provider organisation.

## Consultants Duty Rota

For an up to date copy of the Rota please contact the Queen's Centre