

# Improving Patient Experience with your MUO/CUP Service

Tuesday 12th June 2018 | Mercure Bristol Holland House Hotel, Bristol

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4. Complete the registration form and fax to **01732 44 80 47**
5. Post the completed form to **SBK: Healthcare, 10 Churchill Square, Kings Hill, West Malling, ME19 4YU**

For multiple bookings please photocopy this form **Event Code:** 1847ON002

**Attendee:**  MUO/CUP Service  Chemotherapy Service Delivery

Title	Name
Job Title	
Department	
Organisation	
Booking Contact	
Telephone	
Mobile	
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Postcode	

### Price per Delegate

- NHS or Public Sector for one place ..... £399 + VAT  
 NHS or Public Sector for two or three places (each) .....£299 + VAT  
 NHS or Public Sector for four places (each) .....£279 + VAT  
 Commercial organisations for one place ..... £699 + VAT  
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Plus VAT @ 20% \_\_\_\_\_ Total Price including VAT \_\_\_\_\_

- Bed & Breakfast Accommodation for Monday 11th June..... £100 + VAT  
 Please send me documentation only at £89 per set  
 Yes, I agree to all the terms and conditions of booking (signature here)  
\_\_\_\_\_ Date \_\_\_\_\_

### Debit Card Payments

Please charge my **DEBIT CARD**

Card No \_\_\_\_\_  
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Please use my **CREDIT CARD** as guarantee  
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### BACs Payments

Ref: 1847ON. Santander UK PLC, Bootle  
Sort Code 09-01-50, A/C No. 05321182.

### By Cheque

Payable to SBK (UK) Ltd

### Please invoice my company

**Venue:** Mercure Bristol Holland House Hotel and Spa, Redcliffe Hill, Bristol BS1 6SQ Tel: 0117 3199004

**Email their helpdesk:** H6698@accor.com

**Travel:** If you are travelling by train, the Mercure Bristol Holland House Hotel and Spa is a 10 minute walk from **Bristol Temple Meads** rail station. Bristol International Airport is located just 15 minutes away.

**Accommodation:** Bed and breakfast is available at the specially discounted price of £100 plus VAT subject to availability. Simply tick the dates that you wish to book under fees and payment details. In order to guarantee your reservation, credit card details must be provided. We regret that bookings for accommodation cannot be accepted without full credit card details. Your credit card will be charged in the event of the invoice not being settled one month following the event. **Lower rates may be found by booking directly with an on-line accommodation website.**

**Special Needs:** If you have any special needs or any particular dietary requirements, we are happy to help where possible. Please contact us with details. Vegetarians will be catered for.

**Certificate of Attendance:** A certificate for Continuing Professional Development will be given to each participant who completes the course, as a record of your continuing professional training and development.

**Fee:** Registration fees are payable in advance. The fee includes documentation, refreshments and lunch, it does not include travel costs or accommodation. If your fee has not been received prior to the event, delegates without proof of payment will be asked for a credit card guarantee on the day.

**Cancellation and Substitutions:** A refund of fees will be made only for cancellations received in writing 28 days prior to the event (less £90 administration charge). No refunds will be accepted after this date. Substitution of one conference attendee for another will be accepted at any time – please send us an email informing us of the change.

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*All best endeavours will be made to present the programme as printed. However, SBK Events reserves the right to alter the programme, speakers, date or venue.*

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£5 from your booking fee will be donated to CUP Foundation – Jo's Friends

Tuesday 12th June 2018 | Mercure Bristol Holland House Hotel, Bristol

# Improving Patient Experience with your MUO/CUP Service

Achieving earlier diagnosis, delivering continuity of care and improving access to treatment: practical improvements that will make a difference

This dedicated conference will take CUP Leads, Clinical Nurse Specialists and Medical Oncology Consultants through the pragmatic improvements that are being achieved with focus on:

- **Challenges of diagnosis:** when to do PET scans, pathological approaches and molecular profiling
- **Case assessment group discussion:** what has been done, why and what could be done differently
- **Update on the current clinical trials** for Cancer of the Unknown Primary
- **Understanding patient and carer experience:** patient feedback, surveys and improving delivery
- **Improving certainty and continuity:** building an effective MDT and integrating palliative care

**Plus: Using Ambulatory Care to Expand Chemotherapy Service Delivery**  
Wednesday 4th July 2018, Birmingham

Take one day out to identify how your CUP service is making a difference with:

- The Royal Wolverhampton NHS Trust & University of Birmingham
- Royal United Hospitals Bath NHS Foundation Trust
- The Christie NHS Foundation Trust
- Institute of Cancer Sciences, University of Glasgow
- Royal Devon and Exeter NHS Foundation Trust
- NHS Lothian
- University Hospitals Bristol NHS Foundation Trust
- The Newcastle Upon Tyne Hospitals NHS Foundation Trust
- North Wales Cancer Treatment Centre
- Northumbria Healthcare NHS Foundation Trust
- York Teaching Hospital NHS Foundation Trust
- North Bristol NHS Trust

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# Improving Patient Experience with your MUO/CUP Service

Achieving earlier diagnosis, delivering continuity of care and improving access to treatment: practical improvements that will make a difference

8.30 Registration and refreshments

## 9.00 Chair's introduction

**Dr Simon Grumett**, Cancer Lead Clinician, Consultant and Honorary Senior Lecturer in Medical Oncology, **The Royal Wolverhampton NHS Trust & University of Birmingham**

### Challenges of diagnosis

## 9.10 Managing complex diagnostic problems as part of the patient pathway

- Managing investigations: which investigations and when
- 'Chasing the primary' appropriately: investigations that should and should not be done

**Tania Tillett**, Consultant Medical Oncologist, **Royal United Hospitals Bath NHS Foundation Trust**

## 9.40 Performance and practice of pathology in CUP: current developments reviewed

- Pathological approach to investigating CUP, associated challenges and developments in IHC
- Molecular profiling for CUP and other scientific advances that may reduce the 'unknown': advantages and disadvantages
- Can pathology predict better treatment benefits?

**Dr Karin Oien**, Clinical Senior Lecturer in Pathology, at the Institute of Cancer Sciences, **University of Glasgow**

## 10.10 Discussion session: Patient experience and challenges along the diagnostic pathway

*CUP patients are under stress, so how can CUP services provide the support needed? What is the role of the CNS in guiding the patient and arranging tests? This discussion is a great opportunity to find out the different approaches of your peers and identify how your service can develop to meet the needs of patients.*

**Michelle Samson**, CUP Clinical Nurse Specialist, **North Bristol NHS Trust** and **Sam Wells**, CUP Clinical Nurse Specialist, **University Hospitals Bristol NHS Foundation Trust**

10.40 Networking break

## 11.00 Integrating palliative care into the management and support of CUP patients

- How palliative care fits with the CUP service: critical decisions facing patients
- When to introduce palliative care in the management of CUP patients: barriers to implementation
- Case study insight: building emotional and practical support to aid patient experience

**Dr Deepta Churm**, Consultant - Palliative Medicine, **Northumbria Healthcare NHS Foundation Trust**

## 11.30 Case assessment group discussion: what has been done, why and what could be done differently?

*By sharing interesting cases, you will be able to talk through what each team did and why, discussing what you would do differently. This real-time 'peer review' provides a platform for attendees to share how they would manage each case.*

**Anne McCormack**, Consultant Oncologist, **Royal Devon and Exeter NHS Foundation Trust**  
**Rachel Haigh**, Clinical Nurse Specialist, **CUP Team, NHS Lothian**  
**Dr Anna Mullard**, Consultant Medical Oncologist and CUP MDT Lead, **Clinical Trials Unit, North Wales Cancer Treatment Centre**

### Clinical trials

## 12.20 Update on the current clinical trials for Cancer of the Unknown Primary

- Insight into the current CUP trials at the Christie
- National and international CUP trials in the pipeline

**Dr Claire Mitchell**, Consultant in Medical Oncology, **The Christie NHS Foundation Trust**

12.50 Networking lunch

### Understanding patient and carer experience

## 2.00 The CUP experience in Bristol: developing the CUP urgent referral pathway

- Developing and modifying the two week wait pathway
- Making the most of patient and carer input to improve patient outcomes and experience
- Use of peer reviews, data collection and patient surveys to measure the impact of changes

**Dr Vivek Mohan**, Medical Oncologist, **University Hospitals Bristol NHS Foundation Trust**

## 2.30 Understanding what is important to CUP patients: experience shared

- Telling the story: what really makes a difference when being cared for with CUP?
- Patient perspective on communication: the right information at the right time
- Quality of life: feedback on how to reduce uncertainty and improve continuity and coordination

**Patient to attend with Dr Vivek Mohan**, Medical Oncologist, **University Hospitals Bristol NHS Foundation Trust**

## 2.40 How to implement an effective patient survey

- Overcoming the challenges of gaining qualitative data: how to research with the well and not well
- Patient experience data shared: drawing conclusions and action points from the outcomes

**Dawn Platt**, MUO/CUP Lead Clinical Nurse Specialist, **York Teaching Hospital NHS Foundation Trust**

3.10 Networking break

### Improving service delivery

## 3.30 What patients and carers value: impact of a highly dedicated assessment team

- Patient feedback shared: developing an accessible and rapid service to meet patient priorities
- Impacting on patient experience: how excellent communication and explanation can be achieved
- Going forward: how to improve non-oncological outcomes in CUP patients

**Christopher Jones**, Consultant Medical Oncologist, **The Newcastle Upon Tyne Hospitals NHS Foundation Trust**

## 4.00 Developing an effective MDT: how to improve service delivery

- How the MDT works in practice: getting things done with different roles and key members
- Supporting patients: overcoming the difficulties of co-ordinating care with no clear diagnosis
- Case study insight: building emotional and practical support to improve patient experience

**Dr Anna Mullard**, Consultant Medical Oncologist and CUP MDT Lead, **Clinical Trials Unit, North Wales Cancer Treatment Centre**

## 4.30 Group discussion: what will attendees take away to improve patient experience in their service?

4.40 Close of day

Please visit [www.sbk-healthcare.co.uk](http://www.sbk-healthcare.co.uk) for the latest programme updates

## About Cancer of Unknown Primary (CUP) Foundation – Jo's Friends



£5 of your booking fee will be donated to Cancer of the Unknown Primary (CUP) Foundation - Jo's Friends which is sponsoring and supporting this day. Jo's Friends' aim is to "make the unknown, known" by providing information and support to patients and carers, and promoting action that leads to improved diagnosis and the end of CUP.

For further information please visit Jo's Friends [www.cupfoundjo.org](http://www.cupfoundjo.org)

Plus:

## Using Ambulatory Care to Expand Chemotherapy Service Delivery

Wednesday 4th July, Birmingham

Practicalities of improving patient access to your service: extending into the community and closer to home

- Transform your chemotherapy service delivery
- Overcome the hurdles to expanding your service
- Investigate the different service models
- Provide chemotherapy in the community

For further information, visit [www.sbk-healthcare.co.uk](http://www.sbk-healthcare.co.uk)

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**SBK Healthcare are pleased to offer you a special package** for NHS or public sector attendees, where you can have two places for the discounted price of £299 + VAT, or if you book four or more places then the price reduces again to £279 + VAT. That is a saving of up to £120 on each place!