An update report for The Alfie Gough Trust

Complementary Therapy Programme 2016/2017

GREAT ORMOND STREET HOSPITAL CHARITY

Thank you

We are delighted to provide The Alfie Gough Trust with this update report, which has been prepared by Jenni Hallman and includes information and updates on the Complementary Therapy Service from the past year.

Thanks to your generous support, the Complementary Therapy Service at Great Ormond Street Hospital is now entering its seventh year and continues to go from strength to strength. We very much hope you enjoy reading about Jenni's important work and the patients and families.

On behalf of everyone here at the charity and the patients, their families and the staff at the hospital thank you for your continued support - it really is very much appreciated.

Introduction

The Complementary Therapy Service at Great Ormond Street Hospital (GOSH) is now entering its seventh year. This report details activity and service developments in 2016/17.

Service profile

The Complementary Therpay Service is comprised of a complementary therapy nurse specialist (CTNS) who provides relaxation and massage (primarily using the "M" technique) on the GOSH oncology wards. Children are seen either at their hospital bed or, if they are well enough and infection free, in the complementary therapy room.

Sessions usually last between 20 minutes to over an hour, depending on the needs of the child and family. Some children and their families use the opportunity to talk about their treatment, whereas for others it is a time for quiet and relaxation. Some parents take the opportunity of their child having a massage session to take time off the ward and other families arrange their sessions around other key events like physiotherapy so as to relax afterwards.

The Alfie Gough Trust has generously supported the service from March 2015 and this funding continues until October 2017, compromising of 0.85wte.

Referrals

The CTNS continues to meet all children and families that are nursed on Lion, Elephant and Giraffe wards. The service is introduced to families at the time of, or shortly after, admission. Most children are seen as a result of this personal introduction, with the second most common referral method being word of mouth from parents or from the children themselves.

A number of referrals are received from physiotherapists, occupational therapists, advanced nurse practitioners, doctors and consultants based on the oncology wards. Ward nurses also continue to regularly update and refer to the CTNS.

Referrals from non-cancer wards have increased from 12 in 2015/16 to 21 in 2016/17. Referrals have been received from a range of specialities and from varied members of the multi-disciplinary team, as shown in the table below.

Speciality	Role of Referrer	Number referrals	Number of times seen
Immunology	Physio	3	43
Surgical	Pain Team	1	9
CICU	1x Physio/8 x Nurse	13	100
Neurology	Nurse	2	2
Trial Patient	CNS/Play Specialist	1	8
Urology	CNS	1	3

Fig 1: non-cancer referrals to CTNS, 2016/17

Speciality	Number of patients	Number of times seen
Haematology/ Oncology	70	486

Fig 2: cancer patients seen as direct result of introduction by CTNS

A large number of the referrals have been made from the Cardiac Intensive Care Unit (CICU), a 24-bed unit caring for babies, children and young people up to the age of 18 years. Many of the patients are long term and four out of the 13 patients seen have had heart transplants; one further patient is currently on a Berlin heart device awaiting this procedure. A high proportion of the patient demographic are babies, often diagnosed antenatally or very soon after birth. The CTNS has also organised group teaching sessions for parents wishing to learn baby massage and has received positive feedback. One of the CICU Family Liaison Nurses is currently in talks with her manager as to how they can support the service internally.

Activity and caseload

The number of patients seen by the CTNS has increased slightly compared to the last two years and generally remains stable. The number of massage sessions has continued to increase, with 731 sessions provided in 2016/17.

Results from the previous two years have noted that the length of sessions has increased due to the complex and increasing needs of the patients. Extra time is often required to position patients who have complex needs and ensure their comfort throughout the massage session, and the parents of these patients are also often in need of more emotional support which can be offered after the session. For these children and families sessions can last between 40 – 90 minutes.

The previous two years have also seen a slight increase in the number of palliative children and young people who have decided on hospital for their place of care; sessions for palliative patients, especially those who have previously used the service, are understandably longer in duration, in terms of both the massage given and support provided by the CTNS to the patient and family. Sessions for these pateints have never been recorded separately, but this is something that has been noted as significant to overall data.

This year has also seen an increase in the number of children and young people accessing trials at GOSH; these patients have also not previously been separately recorded but it has been noted that the time spent with them can be significantly longer and therefore should be recorded for future reference.

In addition to the above, the CTNS continues to co-ordinate volunteers who provide massage for parents. This currently covers three wards. Two new volunteers started in March 2016 and one remains in post, covering one evening per week and seeing an average of four parents. It is hoped that another volunteer will be in place in the near future.

Educational activities and staff training

All staff members on the oncology wards are aware of the role of the CTNS. Rotation staff (newly qualified nurses who work for six months on one of the oncology wards before going to another speciality) and new starters are met during their induction period to be informed of the role. Student nurses have the opportunity to spend a few hours with the CTNS during their ward placements. New doctors are informally made aware of the service.

Further formal teaching sessions were delivered for nurses on the oncology and the pain management degree pathways. For this financial year this has totalled two hours face-to-face teaching on each course. In addition to the above, the CTNS has also carried out relaxation sessions for internal and external candidates on the paediatric palliative care foundation course three times this year.

Research, publications and conferences

Work has begun or continued on the following projects:

- The CTNS has completed a chapter for the GOSH nursing manual on complementary therapies; this is now with the final editors and publication of the updated version is expected later in 2017.
- "M Technique" article – awaiting completion.

Service developments

Patient diary and survey

A patient diary was piloted for one week on one patient to assess their usability and feasibility of using for a wider population. The aim was to give this to patients to complete to gather information in relation to pain, sleep and mood for a period of two weeks. A further six patients were given these diaries but minimal information was obtained from them, which led to the CTNS deciding to close the study.

The CTNS is now using a survey monkey design to obtain the same information. This has been registered as an Audit and asks the question "Does massage for Oncology patients improve their overall hospital experience?" (Audit No: 1967). The survey monkey is quick and child friendly to complete and so far ten children and young people have completed this over a four week period. The survey will continue until September 2017 and the results will be then be analysed with the help of the GOSH patient improvement group.

Information sheets

All information sheets have been updated as required.

Feedback

The CTNS continues to give feedback cards to children, young people and parents after their first or second session. These cards will be analysed with the help of the patient improvement group alongside the survey monkey that is currently being used and will be included in next year's annual report.

Baby massage sessions

Three baby massage teaching sessions have been held on CICU, each session lasting 30-40 minutes with an average attendance of three - four parents.

Personal development

Clinical supervision continues to take place on a monthly basis between the CTNS and line manager, Julie Bayliss (Nurse Consultant for Palliative Care, Louis Dundas Centre for Children's Palliative Care). Phone supervision is also available if required from Virginia McGivern, CTNS at Queen Medical Centre and Nottingham Children's Hospital

Service budget

Consumables are paid for from ward funds and the total expenditure in 2016/17 was £460 which is equal to £38 per month. The largest spend was on the purchase of heat packs, totalling £201 for approximately 1 years supply

Conclusion

The complementary therapy service continues to grow and there continues to be positive feedback from parents, children and members of the multi-disciplinary team. Massage has become an important part of the inpatient experience for children on the oncology wards at Great Ormond Street Hospital. The CTNS is extremely thankful for the on-going support of The Alfie Gough Trust.

Outcomes and feedback

There continues to be positive feedback from the children and families who access the service. Many feel that the sessions are something to look forward to and that they help to structure their day. Children have reported that their pain has felt better, they feel happier and that they have slept better. Some comments from CYP and their families are included below.

Patient feedback

"I felt achy everywhere and really tired but my massage made me fall asleep and when I woke up I felt better"

Patient, aged 10

"Massages are really nice and I really like smelling all the creams. It's good when I have my massage after physio because then all the aches go away and it makes me feel nice and sleepy"

Patient aged 7

Parent feedback

"I learnt Swedish massage myself so I know how much it can help to soothe and relax. My daughter was feeling very anxious and upset and the massage immediately calmed her, she askes me to massage her all the time now. It was really great to learn from Jenni and know that I am helping my daughter and not doing any harm, I would have been worried to massage her without this advice"

Mother of 4 year old

"My baby has been in hospital since birth and we have never been able to cuddle him or touch him without him getting stressed. When massage was first suggested I was a bit sceptical but it has worked brilliantly and I was amazed how quickly he relaxed. We now feel really comfortable doing our own massages for him, we can't thank Jenni enough"

Mother and father of 4 month old baby on CICU

Staff feedback

"This was a really relaxing experience for my patient who was scared and anxious due to complex procedures. My patient was crying and unsettled but became relaxed, and was smiling by the end of the session. She was far more interactive afterwards, telling all the nurses about her massage and showing them the creams. A lovely, unique service that we should offer throughout the hospital."

Staff Nurse, Oncology

"My patient had had a really horrible day, lots of investigations, had lots of pain and had had very little sleep. Within minutes of Jen massaging her feet she had fallen asleep, shortly afterwards her mum fell asleep too and they remained that way for over an hour! Brilliant for patient and parents, and also for me to see my patient settled."

Staff Nurse, Oncology.

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