

Broader considerations in the management of CLL

Effective ways of collaborative working to enhance the care of people living with CLL

Effective communication



MDT meetings

All new and relapsing CLL cases should be discussed at the local network MDT meeting. This allows for effective planning and communication within the MDT. Decisions are signed off by the MDT lead and should be relayed to the GP of the patient within 24 hours, as well as the referring physician (if applicable)²



Letters

Clear and concise letters are invaluable when reviewing previous clinic appointments. Clear insight into the status of the person with CLL allows for a better service, particularly if it has been a long time since they have been in clinic or it is the HCP's first meeting with them. Discharge summary letters given to the person living with CLL can support effective communication when there are multiple Trusts involved in care. With regards to clinic preparation, this also enables CNSs to ensure all pre-appointment investigations have been completed, including any referrals to other departments



Handover notes

During annual leave or other leave periods, it is crucial that the CNS and other HCPs involved in care hand over clear documentation and plans to allow for continued monitoring and follow-up

Good communication encourages collaboration, fosters teamwork and helps prevent errors¹

Best practice guidance: Handover notes

- ✓ Keep a spreadsheet with subheadings, for example: new patients, patients to keep an eye on (symptomatic), patients on treatment etc, and keep this document updated weekly as it provides easy access to a patients' pathway or any upcoming appointments and investigations
- ✓ For periods of annual leave, provide a handover list to colleagues for patients' upcoming clinical events, as well as a to do list
- ✓ Keep colleagues in copy of emails to ensure tasks are completed and all needs of patients are met. This is to avoid patients being lost to follow-ups, delays in treatment and provides a smooth-running service for HCPs and patients



Patient portals

Patient portals enable access to ad-hoc advice or emergency support. Robust communication mechanisms must be in place to ensure that when these services are accessed, the information given to the person with CLL and the actions taken are relayed to the primary team.



Collaboration and teamwork



Referrals

When HCPs cannot fully support the needs of the person living with CLL themselves, referral to colleagues within the MDT who may have more expertise in that area, for example, a dietitian, can enhance patient care



Respectful and non-punitive environment¹

The working environment can get stressful; ensuring the team get along, enjoy their work, and take pride in it will ultimately improve care provided



Clear roles and tasks

When input from another team is required, ensure that it is extremely clear what is required of them and when this input is needed by¹



Mutual support

HCPs should watch out for signs of stress and overload in their colleagues and realise external factors can impact work⁴

Networking, education, & research

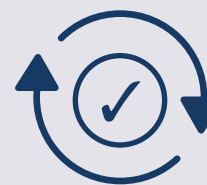
- Professional networks
- Professional development
- Clinical trials



Professional networks enable HCPs to have their voices heard, challenges addressed and to initiate effective solutions. They also facilitate the sharing of expertise and experience that can provide real benefit to both the person living with CLL and the clinical community⁵



Professional development enables HCPs to stay on top of the latest developments within their profession, ensures the same standards of others in the same field and enhances the knowledge and skills needed to deliver a professional service⁶



Keeping up to date with clinical trial availability and suitability for their patients is also an important part of providing care for those living with CLL⁷

Support available

- **CLL Support** helps HCPs working with people living with CLL by providing the latest information available for the treatment and management of CLL
- **The Leukemia & Lymphoma Society** sponsors a range of free webcasts and in-person activities that offer continuing education and medical education credits
- **Lymphoma Action** is the UK's only charity dedicated to lymphoma, and offers specialist education and training events for HCPs with an interest in lymphoma