

Acute Cancer (Oncology) Service



Information for patients

This leaflet provides further information about the Acute Cancer (Oncology) Service at King's College Hospital. If you have any questions or concerns, please do not hesitate to speak to any member of the team caring for you.

Confirming your identity

Before you have a treatment or procedure, our staff will ask you your **name** and **date of birth** and check your **ID band**. If you don't have an ID band we will also ask you to confirm your address.

If we don't ask these questions, then please ask us to check.

Ensuring your safety is our primary concern.

What is Acute Oncology?

The Acute Oncology Team of specialist nurses and oncology consultants focus on patients who have complications from cancer treatment and those with a new acute cancer diagnosis, including cancer of an unknown primary.

The service supports:

- patients with acute complications of non-surgical treatments including chemotherapy, immunotherapy and radiotherapy for solid tumours
- patients presenting with a cancer of unknown primary (CUP) which has been diagnosed and spread within the body but where the original site has not been found
- patients in whom a first diagnosis of cancer is made in the emergency setting
- patients with a known cancer who are acutely ill because of the disease itself
- patients with a suspected or confirmed metastatic spinal cord compression

We do not provide a service to haematology patients – they have a separate care arrangement.

The service also:

- provides advice on managing side effects of your treatment and reduces the need for you to be admitted to hospital
- offers advice and support to clinical staff caring for you during admission
- ensures the most appropriate investigations are requested and carried out
- liaises with your treating team, if you are receiving cancer care outside of your cancer centre to ensure there are no unnecessary delays if referral to other specialties is required



- helps to ensure appropriate emergency treatment is provided in a safe and timely manner

Who to contact

You are being cared for at King's College Hospital, the nursing team and daytime contact number is: **020 3299 5467**.

The evening and weekend contact number is **020 7188 3754** (Guy's Hospital).

If you are being treated at other cancer centres please use local number provided by the treating oncology teams.

Further information and support

You can also obtain further information and get additional support from the Macmillan Cancer Support Centre on **020 3299 5228** or **07813 399714** or via email: **kch-tr.macmillan1@nhs.net**

Feedback on your cancer care

If you would like to feedback on the cancer care you have received at King's or any aspect of our cancer services, we would love to hear from you. Please get in touch by emailing us on

kch-tr.macmillan1@nhs.net. We may contact you by phone for feedback once you have been discharged, if you don't wish to receive a call please speak to your nurse or contact **020 3299 3682** or email **kch-tr.kingsppi@nhs.net**

Sharing your information

We have teamed up with Guy's and St Thomas' Hospitals in a partnership known as King's Health Partners Academic Health Sciences Centre. We are working together to give our patients the best possible care, so you might find we invite you for appointments at Guy's or St Thomas'. To make sure everyone you meet always



has the most up-to-date information about your health, we may share information about you between the hospitals.

Care provided by students

We provide clinical training where our students get practical experience by treating patients. Please tell your doctor or nurse if you do not want students to be involved in your care. Your treatment will not be affected by your decision.

PALS

The Patient Advice and Liaison Service (PALS) is a service that offers support, information and assistance to patients, relatives and visitors. They can also provide help and advice if you have a concern or complaint that staff have not been able to resolve for you. They can also pass on praise or thanks to our teams. The PALS office is located on the ground floor of the Hambleton Wing, near the main entrance on Bessemer Road - staff will be happy to direct you.

PALS at King's College Hospital, Denmark Hill, London SE5 9RS

Tel: **020 3299 3601**

Email: **kch-tr.palsdh@nhs.net**

If you would like the information in this leaflet in a different language or format, please contact our Communications and Interpreting telephone line on 020 3299 4826 or email kch-tr.accessibility@nhs.net