

Acute Cancer (Oncology) Service



Information for patients

This leaflet provides further information about the Acute Cancer (Oncology) Service at Princess Royal University 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.

Why have I been referred to the Acute Cancer (Oncology) Service?

You may have been referred to the Acute Cancer (Oncology) Service for a number of reasons:

- complications from your cancer treatment
- complications from an existing cancer
- during the diagnostic process of a suspected cancer
- a newly diagnosed cancer of unknown primary (CUP), where the main site of the cancer is unknown
- to provide you with support and information after your diagnosis that may help you make a decision about the cancer care and treatment you could be offered
- to offer support to your family/carers

What is the role of the Acute Cancer (Oncology) Team?

The role of the team is to:

- provide expert advice to the team caring for you, on a wide range of cancer related issues
- ensure you have the right tests, treatment, emotional support, information and advice when you present to the emergency department or while you are in hospital
- ensure you have appropriate follow up once discharged

If you are already being treated for cancer, we can facilitate liaison between your medical team, your oncology team and your cancer nurse specialist, to ensure good communication.

We can help access relevant clinical information and liaise with your oncology team which may be essential in planning your care while in hospital.

The doctors and nurses on the ward will continue to be in charge of your care. Our role is to work collaboratively with yourself and the ward team.



If you are being investigated for cancer during this admission, we can help ensure that the most appropriate tests are being performed and that treatment is being planned or carried out. We can provide support and information during this time and make a referral to the appropriate cancer specific team and specialist nurses.

Who to contact

From Monday to Friday, 9am to 5pm, please contact the AOS CNS team on: **01689 863000** (bleep #: 340).

If you are calling outside of these hours (from Monday to Friday, 5pm to 9am (overnight) or weekends and bank holidays (24 hours)), please contact the Acute Oncology Service out of hours helpline on **020 7188 3754**.

This helpline is supported by Guy's and St Thomas' NHS Foundation Trust.

Further information and support

You can also obtain further information and get additional support from the Macmillan Cancer Support Centre on **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 in the main hospital foyer at PRUH and they would be happy to advise you.

PALS at Princess Royal University Hospital, Farnborough Common, Orpington, Kent BR6 8ND

Tel: **01689 863252**

Email: **kch-tr.palspruh@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