

Chemotherapy Day Unit



Information for patients attending King's College Hospital only

This information sheet explains what to expect when you come for your treatment at the Chemotherapy Day Unit and what to do if you feel unwell. 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.

Welcome to the Chemotherapy Day Unit

The Chemotherapy Day Unit provides a safe and comfortable place for you to have your chemotherapy treatment or treatments associated with chemotherapy.

Our friendly team will care for and support you during your time with us. Every member is experienced, committed and caring and will work closely with your treating team.

We will keep you fully informed about your treatment and provide you with excellent care at all times. We will respect your choices and support you during your treatment.

Where is the Chemotherapy Day Unit?

It is on the first floor of Cheyne Wing. Come into the hospital through the main entrance in Hambleden wing and go up to the first floor, either using the lift or the stairs. Turn left and walk down the main corridor. You will find us at the end of this corridor, on the right. If you are unsure, please ask the helpdesk in the entrance of Hambleden wing or Golden Jubilee wing for help. If you are unable to walk long distances, please ask the helpdesk to order a porter to take you to the unit in a wheelchair.

Our opening times

8.45am – 6pm, Monday to Friday. Last booked appointment is 4.30pm.

We are closed at weekends and bank holidays. In exceptional circumstances we may open on a weekend or at bank holidays, but we will let you know in advance if this relates to your care.

How do I get more information about my illness and treatment?

If you would like more information about your illness, please speak to your clinical nurse specialist (CNS).

If you would like written information about how cancer or its treatments may affect you and how to cope with the effects, you will find leaflets at the Macmillan information point in the Chemotherapy Day Unit.

If you would like emotional or practical support, please visit the Macmillan Centre at King's. It provides information about:

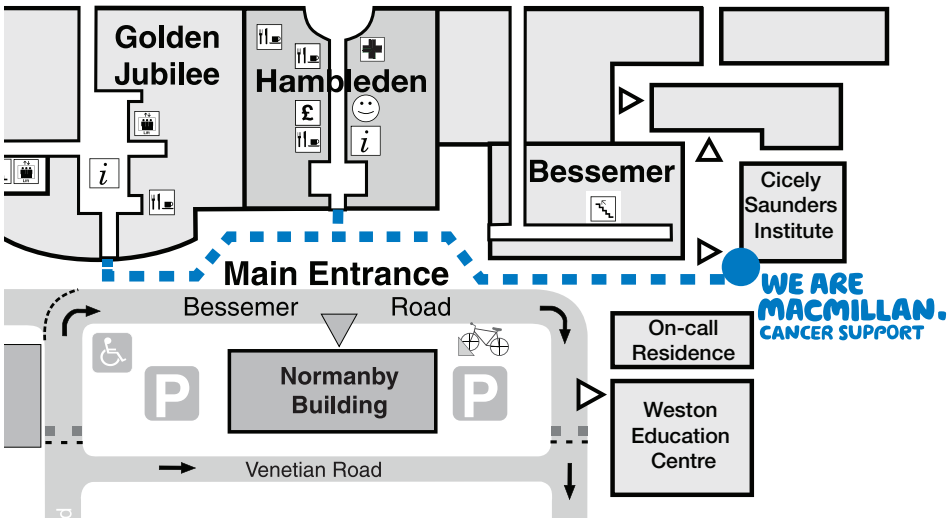


- free prescriptions
- financial help
- social security benefits
- complementary therapies.

It is on the ground floor of the Cicely Saunders Institute and is open Monday to Friday, 9am – 4pm (not bank holidays). Staff and trained volunteers in the centre can also advise you about support groups; workshops; events to support you with your treatment or recovery, and signpost you to other useful services available close to the hospital or closer to where you live.

How to get to the Macmillan Centre

1. From the Hambleden or Golden Jubilee entrances turn left.
2. Walk towards the building with the sign 'Viapath – Bessemer Wing' displayed on the wall.
3. Follow the zebra crossing markings along past the motorcycle parking bays.
4. Walk past the caged bicycle rack and turn left.
5. A tall red sign post for the Cicely Saunders Institute should come into view.
6. The entrance to the Macmillan Centre is immediately to the left of that.
7. The Macmillan Centre is on the ground floor of Cicely Saunders Institute.



Meet our team

Doctor: There are consultants who are overall responsible for your care and treatment. There is a registrar or senior registrar who works closely with your consultant. They are from the clinical team where you are diagnosed and treated, in haematology or the breast team.

Clinical nurse specialist (CNS): This is a specialist cancer nurse (CNS) who is an expert in their field and works closely with your treating consultant and registrars. They will help you to understand your diagnosis and treatments available; side effects and ways to cope with them. The CNS will be carrying out regular assessments (known as Holistic Needs Assessments) to ensure you get the right care and support. If you are not sure who your cancer nurse is, please do not hesitate to ask a member of staff.

Chemotherapy nurse: This is a nurse with specialist training in chemotherapy who will give you your treatments. They can assess the effects of your treatment, including any side effects, and advise how best to avoid complications. They can also advise you what to do if your symptoms get worse. You can talk to them about any concerns you have about your treatment and they will let your treating team know about any changes in your needs.

Can I bring a relative or friend with me?

You are welcome to bring someone to keep you company while you have your treatment or to have a visitor during the day. Please note that you can have only one visitor at a time due to limited space. We do not allow children onto the unit for safety reasons. Please do not bring visitors who are unwell, especially those who have had any of the following within the past 48 hours:

- cold or flu symptoms
- vomiting
- diarrhoea
- active asthma.

You may want to bring a book to read or a tablet to use while you are having treatment. Please note that the unit cannot guarantee Wi-Fi access.



What conditions do you treat?

We see and treat people with a wide range of illnesses including:

- breast cancer
- leukaemia
- lymphoma
- myeloma
- multiple sclerosis
- rheumatoid conditions
- renal vasculitis
- lupus.

What care do you provide?

We provide treatments, investigations and services including:

- chemotherapy
- blood product infusions
- central line dressing changes
- reviews and assessments by doctors and nurses
- pre-chemotherapy nurse clinics.

Getting to King's College Hospital

King's is in Camberwell, south London. The hospital is not within the Congestion Charge zone. Parking in the area is limited, so we advise you to use public transport to get here. Regrettably we have very limited parking and do not have any special parking for chemotherapy patients.

Can I get transport to King's College Hospital?

You must request patient transport a maximum of five days and a minimum of 24 hours before your appointment. To apply, please contact the Patient Transport Assessment Centre on **020 3299 8000**, 9am – 5pm, Monday to Friday (not bank holidays).

The Patient Transport Assessment Team will then assess whether your medical need means you qualify for transport. Your GP, ward or clinic are not responsible for arranging transport. You must call and arrange transport before each appointment.



Can I get refreshments at the unit?

We have a water dispenser and a hot drinks machine serving tea, coffee and hot chocolate. These are free for you and your visitor. We occasionally have a trolley service selling sandwiches, snacks and cold drinks. This is not run by our unit so we cannot guarantee the service.

The hospital has several Costa Coffee shops with seating and an M&S food shop where you can buy sandwiches, snacks and drinks. If your treatment is longer than four hours, the nurse looking after you will offer you a cold lunch, which we provide to patients only.

If you are waiting for treatment or blood test results you are welcome to go to the Macmillan Centre to relax and learn about activities or support available. Tea and coffee are available in the centre.

You may be in the department all day, so we suggest you bring enough snacks and drinks to keep you going.

Valuables

Please do not bring valuables, jewellery or large sums of money into the unit. If this is unavoidable, please ask a relative to take them home for you as soon as possible. The hospital cannot accept liability for the loss of valuables.

Will I need blood tests before chemotherapy?

Blood tests can tell us a lot about what is going on in your body. The treatment you are going to have affects your blood, so you will need to have it tested at regular intervals.

You usually need to have your tests the day before your chemotherapy in the Phlebotomy (blood test) department on the ground floor of Golden Jubilee Wing. This enables us to check the results before your treatment and ensure you get the correct treatment. Your nurse will order these tests from Phlebotomy.

Go to the phlebotomy department with your details and follow their appointments system. It is open Monday to Friday, 7.30am – 5.45pm.



Please note: if you have a central line such as a Hickman line, a Portacath or a PICC line, you will be given an appointment to come to the Chemotherapy Day Unit to have your bloods taken the day before each cycle of chemotherapy. A nurse will change your dressing at the same time. You will not need to go to Phlebotomy to have your blood taken.

What happens if I need blood tests on the same day as chemotherapy?

Some treatments require a new set of blood results on the same day, before you have your chemotherapy. Before leaving the unit after each treatment, please check with your chemotherapy nurse when you need to have your next blood test.

Because of the time it takes to process your blood tests and issue a prescription, make the chemotherapy and deliver to the chemotherapy day unit you may have to wait up to four hours after your tests before you can start your next round of treatment.

Your nurse or team will let you know if this applies to you. If it does, it is vital that you arrive for your blood tests as early as possible. Very rarely, your treatment may be delayed or cancelled if we do not have your test blood results. You do not have to wait on the Chemotherapy Day Unit for your results.

What happens on the day of treatment?

When you come into the Chemotherapy Day Unit, please book in at the front reception and remain in the waiting area until your appointment time. The receptionist will check that your details are correct on our system, ensure you are wearing a patient identification (ID) band and let your nurses know you have arrived. Please do not proceed to the unit and remain in the waiting area until your nurse calls you. This is for your own Health and Safety and to reduce overcrowding. Thank you in advance for your consideration.

Please book your next appointment at the front reception before you leave the unit.

We make every effort to keep to your appointment time but this is sometimes not possible. If this happens, we will ask you to remain in the waiting area and keep you fully informed.



First day

On your first day of chemotherapy your chemotherapy nurse will check:

- your height and weight
- your veins to make sure they are suitable for chemotherapy
- your blood test results
- the drug before they give it to you.

They will also discuss with you any concerns and answer any questions you have about your treatment, and explain in more detail the side effects you are likely to have on the day and in following weeks. Your nurse will monitor you while you are having your treatment.

Subsequent treatments

Every time you visit us for chemotherapy, your nurse will check your weight, temperature, pulse, blood pressure and oxygen saturation. They will also talk to you about any side effects or concerns you may have.

Please let us know any problems or concerns you have when you arrive. It is important to tell us so we can help you. If necessary, your nurse will ask for your treatment to be reviewed.

Before you have your treatment, they will check the drug and then monitor you while you are having it.

What happens if I have side effects?

Your chemotherapy nurse is trained to deal with any side effects you may have. After your chemotherapy they will give you medicines to reduce side effects such as nausea. You can have these as a tablet or as an intravenous infusion. They will give you extra medication to take home with you and explain what they are for. You do not have to pay for these and you can collect them from pharmacy.

Please tell your nurse if you have enough of these medicines at home from previous visits so we do not issue you with surplus drugs.

Before you leave

Please book your next appointment for chemotherapy at the front reception desk.



When is my treatment reviewed?

We will regularly review your treatment. If you do not know your next review date with your clinical team (breast or haematology) or when your next treatment is due, please ask the chemotherapy nurse looking after you or your clinical nurse specialist (CNS).

What should I do if I feel unwell when I'm coming in for my treatment?

If you are feeling unwell or have a high temperature, please tell us as soon as you arrive. If you feel unwell before coming in, please phone ahead so we can alert the necessary teams before you arrive and help you as quickly as possible.

What should I do if I feel unwell at home during treatment and for up to six weeks after?

Breast patients

Contact your cancer team urgently if you have any of the following symptoms:

- You feel less well than normal or unable to get out of bed
- Your temperature goes over 37.5C (99.5F)
- Your temperature goes below 36C (96.8F)
- You have flu-like symptoms. This includes feeling shivery, freezing cold and unable to get warm.

You must **seek help immediately** by contacting:

- King's Acute Oncology, tel **020 3299 5467, Monday to Friday, 9am –5pm**
- Guy's Acute Oncology Service (AOS) Helpline, tel **020 7188 3754, Out of hours, including weekends and bank holidays**

Do not leave your home for any of your appointments until you have been assessed over the phone and advised of the most appropriate place of care by a member of the Acute Oncology team.



Haematology patients

Contact your cancer team urgently if you have any of the following symptoms:

- You feel less well than normal or unable to get out of bed
- Your temperature goes over 37.5C (99.5F)
- Your temperature goes below 36C (96.8F)
- You have flu-like symptoms. This includes feeling shivery, freezing cold and unable to get warm.

You must **seek help immediately** by contacting:

- Chemotherapy Day Unit reception, tel **020 3294664**, or chemotherapy nurses, tel **020 3299 1451, Monday to Friday, 9am – 5pm**
- King's College Hospital switchboard, tel **020 3299 9000**, and ask to speak to the Haematology Registrar on-call, **out of hours, including weekends and bank holidays**

Do not leave your home for any of your appointments until you have been assessed over the phone and advised where best to get care by a member of the Chemotherapy team or your treatment team (tumour type).

You must contact us as soon as possible if you are feeling unwell. Do not wait until the next working day. We may advise you to attend the Emergency Department (A&E) for urgent medical assessment.

Who can I contact with queries and concerns?

To rebook or confirm an appointment, please call Chemotherapy Day Unit reception, tel: **020 3299 4664**.

If you cannot get through, please leave a message clearly stating your name and phone number, and our receptionist will call you back the same day.



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) offers support, information and assistance to patients, relatives and visitors. The PALS office is 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.PALS@nhs.net**

You can also contact us by using our online form at

www.kch.nhs.uk/contact/pals

If you would like the information in this leaflet in a different language or format, please contact PALS on 020 3299 1844.