

Chemotherapy Day Unit



Information for patients attending King's College Hospital (Denmark Hill) 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 to have your Systematic Anti-Cancer Treatment (SACT). SACT includes all type of treatments used to control cancer. This includes chemotherapy, target therapy, immunotherapy, hormonal therapy or a combination of these.

Our 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.

What conditions do you treat?

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

- breast cancer
- liver cancer (hepatocellular carcinoma)
- leukaemia
- lymphoma
- myeloma
- non-malignant conditions (for some neuro, renal and rheumatology patients)

What care do you provide?

We provide treatment and support, such as:

- pre-treatment consultation (PTC)
- nurse-led clinics for self-administration of SACT
- blood product infusions
- advice and care of central venous catheters.



The unit is an open plan design with 13 recliner chairs, separated by curtains. There is one bed and a separate small room that is used for a SACT procedure called intrathecal chemotherapy.

Meet our team

SACT navigators

The navigators will book your treatment appointments.

Healthcare support workers

A support worker will triage you at the door to the unit (taking temperature and lateral flow checks) and will help with taking standard observations as well as height and weight measurements before your treatment.

Receptionists

Receptionists will answer your calls to the unit and book you in when you arrive. They also help to triage patients at the door during busy periods throughout the day.

SACT nurse

A nurse with specialist training in SACT will give you your treatment. They will assess you on each visit before your treatment and advise the best way to manage any side effects. They can also advise you what to do if your symptoms get worse. You can talk to them about any concerns you have, and they will let your treatment team know about any changes in your needs.

Unit manager

The unit manager is a qualified SACT nurse and has overall responsibility for the day-to-day running of the unit.



Pre-treatment consultations

One or two days before starting your SACT you will be contacted by a member of the nursing team for a pre-SACT consultation. The nurse will take you through your specific treatment and the potential side effects as well as effective ways to manage these and stay well during treatment. This can be done as an individual or group and can be virtual or face-to-face.

Will I need blood tests before SACT?

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 SACT cycle 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.

The Department is open Monday to Friday, 7.30am to 5.45pm. You can book your blood test appointments online using the Swiftqueue booking system (www.swiftqueue.co.uk/synnovis.php). Your nurse will let the Phlebotomy Department know what tests you need.

Some patients may have blood tests on the day of their treatment. You will have to wait for the results, and this can be up to four hours or more. This is due to the time it takes to process your blood tests, issue a prescription, make the anti-cancer drug and deliver it to the Chemotherapy Day Unit.

Very rarely, your treatment may be delayed or cancelled if we do not have your test blood results. You do not have to wait in the Chemotherapy Day Unit for your results and can use other facilities



in the hospital site unless advised to return home. Comfortable seating and drinks are available in the King's Macmillan Information and Support Centre.

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

Before leaving the unit after each treatment, please check with your SACT nurse when you need to have your next blood test.

What happens on the day of treatment?

When you come to the Chemotherapy Day Unit, you will be triaged at the door by the reception staff or healthcare support worker. They will bring you in and ask you to 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 remain in the waiting area and do not proceed to the unit until your nurse calls you. This is for your own health and safety and to reduce overcrowding.

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

Your SACT nurse will check:

- your height and weight
- your veins to make sure they are suitable for treatment
- your blood test results
- the SACT 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.

You will also receive a treatment diary and an alert card with emergency contact details for you to use if you are unwell.

Subsequent treatments

Every time you visit us for SACT, 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.

Before you leave the unit, please book your next appointment for SACT 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, haematology or liver teams) or when your next treatment is due, please ask the SACT nurse looking after you or your clinical nurse specialist (CNS).

What happens if I have side effects?

Your SACT nurse is trained to deal with any side effects you may have. After your treatment you may have medicines to reduce side effects and the nurse or pharmacist will explain these to you. You can have these as a tablet, an intravenous infusion (into your veins) or as a subcutaneous injection (injection into the skin).

Your nurse will show you how to administer any injection at home. They will give you extra medication to take home with you and explain what it is for. You do not have to pay for this and you can collect it 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 drugs you do not need.

Self-administration clinic – nurse-led follow-up clinic

Patients receiving oral anti-cancer medication or subcutaneous injections to be carried out at home will receive monthly telephone calls from the nursing staff to assess for any side effects from the treatment.

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 during your journey, 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?

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 treating team or your treatment team (tumour type).

Breast patients

If:

- you feel less well than normal or can't get out of bed
- your temperature goes over 37.5C (99.5F)
- your temperature goes below 36C (96.8F)
- you have flu-like symptoms, including feeling shivery, freezing cold or unable to get warm

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

- **Monday to Friday, 9am to 5pm:** Chemotherapy Day Unit
Emergency Number on **020 3299 5467**
- **Out of hours, including weekends and bank holidays:** Guy's
Acute Oncology Service (AOS) Helpline, tel **020 7188 3754**,

Haematology patients

If:

- you feel less well than normal or can't get out of bed
- your temperature goes over 37.5C (99.5F)
- your temperature goes below 36C (96.8F)
- you have flu-like symptoms, including feeling shivery, freezing cold or unable to get warm

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

- **Monday to Friday, 9am to 5pm:** Nurse In Charge, on
020 3299 9819



- **Out of hours, including weekends and bank holidays:**

King's College Hospital switchboard, on **020 3299 9000**, and ask to speak to the Haematology Registrar on-call

Liver patients

If you have the following symptoms:

- diarrhea
- stomach pain
- muscle aches that are getting worse
- shortness of breath
- severe tiredness where you feel you cannot do what you want to do

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

- **Monday to Friday, 9am to 5pm:** Clinical Nurse Specialist on **020 3299 9072**
- **Out of hours, including weekends and bank holidays:** Guy's Acute Oncology Service (AOS) Helpline, on **020 7188 3754**

Other patients

For other non-oncology patients, such as renal, rheumatology and neurology, please contact your doctor using the number on your clinic letter.

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 appointment queries?

To rebook or confirm an appointment, please call the SACT navigator on **020 3299 8285**, or reception on **020 3299 4664**.



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

Can I bring a relative or friend with me?

Due to space limitations, we restrict the number of visitors and normally encourage patients to bring one person with them when they start their treatment. We do not allow children onto the unit for safety reasons.

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 a strong Wi-Fi connection.

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.

Can I get refreshments at the unit?

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

The hospital has several shops and cafes 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 King's Macmillan Information and Support 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.

Getting to King's College Hospital

King's is in Camberwell, south London. The hospital is not within the Congestion Charge zone but is within the expanded Ultra Low Emission Zone (ULEZ). Parking in the area is limited, so we advise you to use public transport to get here. Unfortunately, we have no general public parking and do not have any special parking for chemotherapy patients.

Full details of public transport service can be found online at www.kch.nhs.uk/patients-and-visitors/getting-to-kings/public-transport/

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 to 4.45pm, 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.

Where is the Chemotherapy Day Unit?

It is on the first floor of Cheyne Wing. Come into the hospital through the main entrance in Hambleton 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, opposite Dawson Ward.

If you are unsure, please ask the helpdesk in the entrance of Hambleton 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

9am to 7pm, Monday to Friday. The last booked appointment is 6pm.

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

If you would like more information about your illness, please speak to your CNS.

If you would like written information about how cancer or cancer 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 King's Macmillan Information and Support Centre, located at the Cicely Saunders Institute at King's College Hospital. It is open Monday to Friday, 9am to 4pm (not bank holidays).

You can call the Centre on **020 3299 5228**, email kch-tr.macmillan1@nhs.net or find our more information in our King's Macmillan Information and Support Service leaflet.



MyChart

Our MyChart app and website lets you securely access parts of your health record with us, giving you more control over your care. Find out more at www.kch.nhs.uk/mychart

Sharing your information

King's College Hospital NHS Foundation Trust has partnered with Guy's and St Thomas' NHS Foundation Trust through the 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' hospitals. King's College Hospital and Guy's and St Thomas' NHS Foundation Trusts share an electronic patient record system, which means information about your health record can be accessed safely and securely by health and care staff at both Trusts. For more information visit www.kch.nhs.uk.

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.PALS@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.



