

Acute Oncology (Cancer) Service



Information for patients

This leaflet provides further information about the Acute Oncology (Cancer) Service at King's College Hospital and Princess Royal University Hospital (PRUH). 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 the role of the Acute Oncology Team?

The Acute Oncology Team is a team of specialist nurses and oncology consultants who support patients who have complications from cancer treatment, complications from an existing cancer 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 cancers
- patients presenting with a cancer of unknown primary (CUP) which has been diagnosed and spread within the body but where the original (primary) 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 unwell because of the disease itself
- patients with a suspected or confirmed metastatic spinal cord compression

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

The service also:

- helps to ensure appropriate emergency treatment is provided in a safe and timely manner
- provides advice on managing side effects of your treatment and reduces the need for you to be admitted to hospital where possible
- ensures the most appropriate investigations are requested and carried out
- offers advice and support to clinical staff caring for you during admission



- liaises with your treating oncology 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
- ensure you have the appropriate follow up when you are discharged
- provides you with support and information after your diagnosis that may help you decide about the cancer care and treatment you could be offered
- offers support to your family and carers

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

Who to contact

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

If you are admitted at King's College Hospital, the contact number is **020 3299 5467** (9am to 5pm, Monday to Friday)

If you are admitted at Princess Royal University Hospital, the contact number is **01689 863000** (bleep number 340) (9am to 5pm, Monday to Friday)

The out of hours contact number for both hospitals is **020 7188 3754** (AOS Telephone Helpline at Guy's Cancer Centre)

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 via email: **kch-tr.macmillan1@nhs.net**

Feedback on your cancer care

If you would like to feed back 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

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**.

MyChart

Our MyChart app and website lets you securely access parts of your health record with us, giving you more control over your care. To sign up or for help, call us on **020 3299 4618** or email **kings.mychart@nhs.net**. Visit **www.kch.nhs.uk/mychart** to find out more.

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.

Tel: **020 3299 4618**

Email: **kings.pals@nhs.net**

If you would like the information in this leaflet in a different language or format, please contact our Interpreting and Accessible Communication Support on 020 3299 4618 or email kings.access@nhs.net



