

Your Haematology (Myeloid) Clinic appointments



Information for new patients

You have been referred to the Haematology Department at King's College Hospital to be seen by the Myeloid Team. This booklet explains what happens at your first appointment, what to expect next and the types of investigations and blood test you may have. It also introduces the Myeloid Team who will be looking after you and explains how they work together to provide you with the best care.

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 happens at my first appointment?

Your haematology appointment will take place in Haematology Outpatients in Suite 7 on the first floor of the Golden Jubilee Wing. When you first arrive, please check in at the main reception. You will then see your name on the screen asking you to go to the nurse assessment room. A nurse will take your blood pressure, pulse, temperature, height and weight. You will be asked to wait in our waiting room until your name appears on the screen again to see the doctor.

Your first appointment can take up to 45 minutes. The doctor will want to talk to you about your medical history and your health in general. They will also physically examine you.

Please bring with you anything that you feel might be helpful for us to know, such as:

- the results of recent blood tests and investigations
- a list of any medications you are taking
- any clinic letters or correspondence you might have with healthcare professionals

Will I have any tests?

You may have already had some of the following tests recently at your local hospital. We often do them again to confirm the diagnosis and check whether your condition has changed. We will explain why you are having these tests, but if at any time you do not understand please talk to your clinical nurse specialist (CNS).

Blood tests: After your consultation with the doctor you will have a series of blood tests. These will be taken by your CNS or you may be asked to attend King's Phlebotomy Department (see further 'Where will I have my blood tests' on page 8).

Other tests: You may also need tests such as a bone marrow aspiration and trephine biopsy, X-rays or scans. These may happen on the same day or at an appointment soon after. An information leaflet about bone marrow aspiration and trephine biopsy is provided or scan the QR code to access.



Samples for research: We may ask you if we can take some extra samples for research (Biobank). This is completely voluntary. Your decision will not affect your care. Please read the patient information sheet and consent form in this information pack and bring it with you to your first



appointment at King's. Alternatively, you can click on the links or scan the QR codes to access them.

[Patient information sheet](#)



[Consent form](#)



How do we make a diagnosis and treatment plan?

Before your second appointment, there will be a multidisciplinary meeting (MDM) to review the results of the tests you had at your first appointment (or just after) and your clinical information, so a diagnosis and your treatment options can be agreed. See page 9 for more information about the MDM.

You may be asked to have more tests if the results do not give us enough information to make a diagnosis. If this happens, we will contact you to book an appointment. The CNS will help to schedule these.

What happens at my second appointment?

The doctor will explain the results of your tests, your diagnosis and your treatment options in detail. These will have been reviewed and agreed at the MDM.

There may be more than one treatment option and we will discuss these with you. If you do not understand what you have been told, please let us know so we can explain again.

You will be given time to think about your treatment options and do not need to make decisions straight away.

You will be able to ask questions, so you may want to write some down before the consultation. Do not forget that you can bring someone with you to support you and help you to get all the information you need. If you don't have someone with you at your appointment your CNS can join you.

Follow-up care

After you have been given the results of your tests and you have agreed on a treatment plan, we will make follow-up arrangements for you.

You may be given another clinic appointment at King's or discharged back to your GP or referrer for ongoing care or observation.



We will write to your referrer outlining the details and send you a copy of this letter which can also be viewed on MyChart (see page 11).

If you are having treatment at King's, this will be arranged by your (CNS).

We will give you a key worker to support you during your treatment. This is usually your CNS and they will also be your point of contact at the hospital if you have any queries. They will give you more detailed written information about your disease and your treatment. They can also send you information via email if you prefer.

Types of treatment plan

There are many different types, including:

Active surveillance: If you do not currently need any treatment, we will monitor your disease over time to see if it changes. This can be done in the Haematology Day Unit at King's or at Haematology Outpatients clinic appointments. You can have your blood tests done locally and sent to King's for review. We may ask you if you are willing to have your follow-up appointments by telephone or with one of our CNSs (see page 6).

Outpatient treatment: You can receive your treatment and monitoring in our Haematology Outpatients clinic or Chemotherapy Day Unit and go home afterwards.

Inpatient treatment: You are admitted to hospital for your treatment. You are cared for by the same Myeloid Team who manage your treatment in the Haematology Outpatients clinic. Your CNS will spend time with you explaining your diagnosis and treatment plan. You can contact them if you have any questions or concerns.

Leukaemia UK Ambulatory Care Unit: In some instances, you may receive care in the Leukaemia UK Ambulatory Care Unit rather than as an inpatient. You can attend a few times a week for review and to receive supportive care and go home afterwards. This is located on the second floor of the Cheyne Wing at the back of Davidson Ward and Derek Mitchell Unit (DMU).

What are CNS follow-up clinics?

If your disease is stable and you are being seen in our Haematology Outpatients clinic, we may ask you if you are willing to have your follow-up appointments with one of our CNSs.

Our CNSs are very experienced in haematology and may already know you



and your case well. They work closely with our consultants and can refer you back to see one of them at any time if there are concerns.

Having CNS follow-up appointments may give you more time to talk and may also speed up your appointment time. There can be long waiting times to see a consultant. You can find out more about local support groups and health and wellbeing events from them, and they can help you with referrals to a haematology counsellor or dietitian.

How often will I have follow-up appointments?

This depends on your diagnosis and treatment plan. Your doctor and CNS will discuss this with you.

Is there any other support available?

There are a number of support groups for your condition that you may find helpful. Ask your CNS for details. We have a Macmillan Information and Support Centre on site within the Cicley Saunders Institute. There are also other people that you can get support from through King's during your treatment. These include:

- haematology counsellor
- dietitian
- physiotherapist
- chaplaincy team

Getting to King's

By car: Parking is very limited at the hospital and locally, so please consider using public transport if it is safe to do so. We have a few parking spaces for patients with a disabled badge near the main Hambleton Wing entrance. You can find more information on how to get to King's at www.kch.nhs.uk.

Public transport: We are close to Denmark Hill overground train station and on many bus routes. You can find more information at www.kch.nhs.uk or tfl.gov.uk.

Hospital transport: We can provide patient transport if you cannot travel to or from King's using any other method of transport. Your eligibility is checked over the phone by the Trust's transport team. Tel: **020 3299 8000** or email kch-tr.PatientTransport@nhs.net.

For more information, please speak to your CNS or the administration team in Haematology Outpatients.



Refreshments

You can get free hot drinks in the Haematology Department. There are also a number of cafes in the hospital where you can buy drinks and hot snacks, as well as Costa and M&S Food.

Where will I have my blood tests?

You will almost always need blood tests before your appointment in Haematology Outpatients. At your first appointment, they will be done by the nurses in the clinic.

For follow-up appointments, you will have them in King's Phlebotomy Department on the ground floor of the Golden Jubilee Wing.



You will need to book a slot via Swiftqueue.

Visit www.swiftqueue.co.uk/Synnovis.php or scan the QR code to book your blood test appointment.

You do not need to take a form with you for the tests. The doctors or nurses will book them in advance and the results are sent straight to us electronically via Epic our electronic patient record system.

How long will they take?

Most take only a few minutes. But if you are having a full blood count (FBC) on the day of your Haematology Outpatients clinic appointment, you should allow waiting time in Phlebotomy plus another 90 minutes processing time for the results. Other tests may be taken but results will not be available at the consultation.

We will let you know if there are any special instructions or arrangements needed for your blood tests, such as:

- fasting or not taking certain medications beforehand
- going for more specialised or research tests
- having certain tests a number of days or weeks before your appointment as the results take several days to process.

How do I get a copy of my results?

Your blood results will be available through MyChart (scan the QR code or visit www.kch.nhs.uk/mychart for more information).



You can ask for a printout of your results from your CNS or they can be emailed to you.



The Myeloid Team

The Myeloid Team is a large group of specialist healthcare professionals who provide all aspects of your outpatient and inpatient care. You may see different members of the team when you come to the Haematology Outpatients service or while you are an inpatient. We work together as one team to provide you with the very best care.

We look after patients with:

- abnormally low or high blood counts
- myelodysplasia (MDS)
- acute (AML) and chronic myeloid leukaemia (CML)
- chronic myelomonocytic leukaemia (CMML)
- bone marrow failure (such as aplastic anaemia)
- paroxysmal nocturnal haemoglobinuria (PNH)
- myeloproliferative neoplasms (MPN).

Many of the team are also involved in the allograft transplant service.

How does the team make decisions about my care?

A team of haematology specialists will meet to discuss your case, to make sure that we consider the best diagnostic and treatment options for you. This is known as a multidisciplinary meeting (MDM). Its main aim is to plan your treatment. It can also be used to discuss your case at any stage during treatment.

The meetings happen every week. The decisions made by the MDM are recorded on your electronic patient record and shared with the wider care team. This means we can ensure that all members of your team give you continued support and care when treatment decisions are made.

Who is at the myeloid and bone marrow failure MDM?

Designated lead clinician or chair who has overall responsibility for the MDM decision making process.

Consultant haematologists who have a specialist interest in myeloid and bone marrow failure syndromes.

Histopathologists who have expertise in looking at the cells from bone marrow biopsies to agree on the diagnosis.

Clinical nurse specialists (key workers) who provide expert information and support for patients with myeloid and bone marrow failure disorders.

Transplant clinical nurse specialists who have expertise in stem cell transplantation and will be involved if you need an allogeneic stem cell transplant.



MDT coordinator who arrange the MDMs and make sure the decisions made are recorded.

Clinical trial coordinator who tell the team about any new clinical trials that may be important to consider in your care.

Who can I contact with queries and concerns?

Your consultant is:

Your key worker is:

Your hospital number is:

If you feel unwell or need advice:

Haematology Outpatients Clinic, Suite 7, First floor, Golden Jubilee Wing
020 3299 5554

Haematology Day Unit, Ground floor, Cheyne Wing
Reception: **020 3299 2963** Monday to Friday 9am to 5pm
Nurses: **020 3299 4832** or **020 3299 6687** 9am to 5pm, Monday to Sunday

Chemotherapy Day Unit, First floor, Cheyne Wing
9am to 5pm, Monday to Friday **020 3299 4664** or **020 3299 8285**

Out of hours

Call switchboard **020 3299 9000**

Ask to be put through to Haematology Registrar on call.

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.

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