

# **Oncology out-patient department**

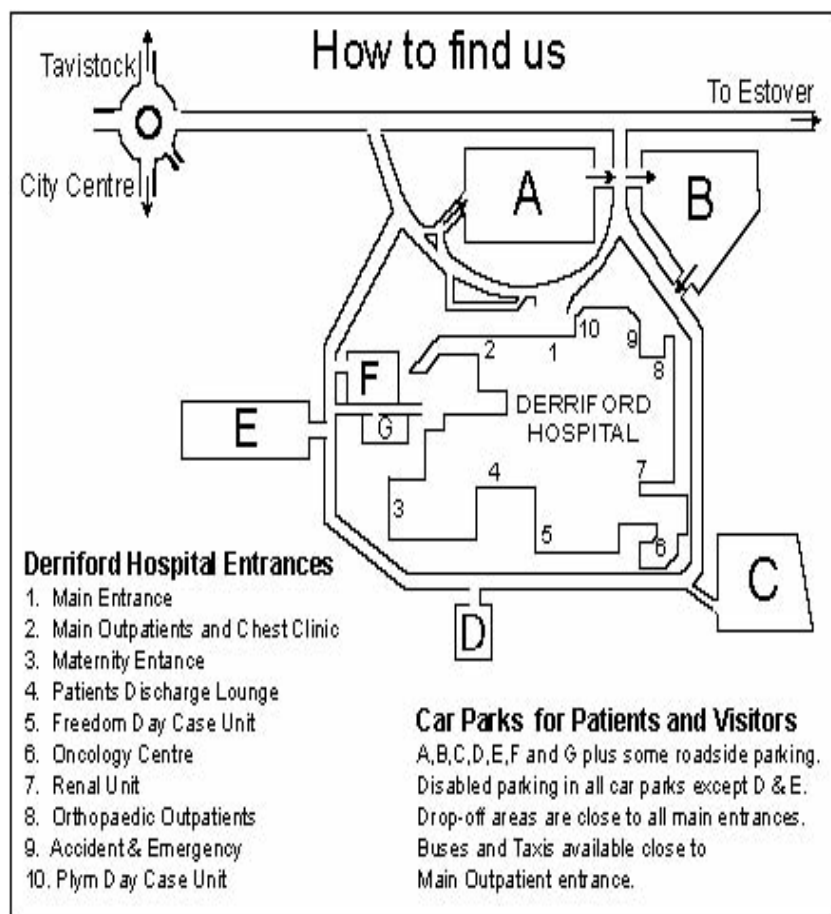
**Information for you  
and your family**

## INTRODUCTION

The aim of this booklet is to provide information about what to do and what to expect when you attend the department for a clinic appointment.

We aim to provide high quality care in an open and friendly environment where you and your family can express their needs. To this end the doctors, nurses and receptionists will always be pleased to try to answer any questions or concerns that you or your family may have. In addition this booklet will outline the range of services we currently offer in the Oncology centre.

## LOCATION



## TRANSPORT

If you are fit enough to attend clinic by car but are unable to arrange this yourself, the hospital car service is available to you and can be booked by calling:


**The Transport Access Patients Service (TAP) on 08450 539100.**

However it does incur a charge of 37p/mile in Cornwall. £5 up to 10 miles, £10 up to 20miles and £12 over 20 miles

Regular buses run from the George junction park and ride to the main entrance should you wish to bring your car but not use on site parking.

Derriford Hospital is well served by buses from Plymouth and the surrounding areas. For information on timetables and fares contact:

*PLYMOUTH CITY BUS*

 (01752) 222221

*FIRST*

0871 200 2233.

## CAR PARKING

The site map on previous page outlines the various car parks at Derriford. They are all subject to payment through the Pay and Display machines.

The normal charges are as follows:

Up to 4 hours – £2.30

Over 4 hours - £3.00

6pm – 8pm - £1.60

8pm – 8am – Free of charge.

**Patients attending the Oncology Department by their own transport are entitled to a reduction in parking charges. Tickets are available from the car park attendant in Car Park A. (£1.20p per day). Patients should then park in Car Park C (see Derriford site map previous page).**

## **RECEPTION / ORIENTATION TO THE ONCOLOGY CENTRE**

On arrival at the department, please report to the receptionist and hand in your appointment card or letter outlining your appointment details. The receptionist will inform you of any tests that are needed before you see the doctor. These could include a routine blood test or x-ray.

After these tests, you will be asked to take a seat in the waiting area until a nurse calls for you. There are refreshments available from the WRVS counter in the Outpatient Reception area. Also tea and coffee are freely available in the cancer support centre situated on level 3 (see page 8). Greenbank Restaurant is situated in the main hospital on Level 7.

You will be seen by a doctor in a private examination room. Sometimes, it may be necessary for you to undress. You may wish to bring a dressing gown with you.

The Out-patient rooms are situated behind the reception desk.

The Chemotherapy day unit is to the right of the reception desk

The Radiotherapy treatment areas are situated to the left of the reception desk.

## **APPOINTMENT TIMES**

We aim for you to be seen within 30 minutes of your appointment time. However, delays for various reasons can occur. We can only apologise for any inconvenience that you may experience.

If you need to cancel an appointment, it is important that you contact Oncology Outpatients as soon as possible on:

**01752 763991 or 01752 763082**

## **CONSULTANTS**

<b>Dr S Pascoe</b>	<b>Consultant Oncologist</b>
<b>Dr M Highley</b>	<b>Medical Oncologist</b>
<b>Dr F Daniel</b>	<b>Consultant Oncologist</b>
<b>Dr S Kelly</b>	<b>Consultant Oncologist</b>
<b>Dr P Macleod</b>	<b>Consultant Oncologist</b>
<b>Dr D Yiannakis</b>	<b>Consultant Oncologist</b>
<b>Dr A Roy</b>	<b>Consultant Oncologist</b>

Although your consultant may be in the clinic, it is possible that you will be seen by a Registrar or Senior House Officer who works with the consultant. All the doctors within the clinic work and liaise with each other.

## **MACMILLAN CANCER NURSE SPECIALISTS (Hospital Based)**

Within Plymouth Hospitals NHS Trust there is a team of specialist nurses who deal with specific sites of cancer. They will provide information about cancer and its treatment, which is specific to your needs. They will also

provide emotional support as well as advice and guidance to you and your family about local services available in hospital and closer to home.

These nurses can act as your Key worker and main contact during your hospital treatment and on follow up.

If you have not yet met your specialist nurse, and would like to you can call them direct on the numbers listed below.

<b>Gynaecological cancer specialist nurses</b>	<b>01752 792943</b>
<b>Breast cancer specialist nurses</b>	<b>01752 792703</b>
<b>Neuro-oncology specialist nurses</b>	<b>01752 763665</b>
<b>Haematology specialist nurse</b>	<b>01752 792673</b>
<b>Sarcoma, Endocrine, Melanoma, specialist nurse</b>	<b>01752 517905</b>
<b>Head and Neck cancer specialist nurse</b>	<b>01752 763154</b>
<b>Upper gastro-intestinal cancer specialist nurses</b>	<b>01752 517905</b>
<b>Lung cancer specialist nurses</b>	<b>01752 763665</b>
<b>Colorectal cancer specialist nurses</b>	<b>01752 517525</b>
<b>Urology cancer specialist nurses</b>	<b>01752 245228</b>

## CHEMOTHERAPY PATIENTS

If you are having chemotherapy you will almost always need a blood test before the doctors can prescribe your treatment.

To help reduce the time you have to wait you can choose one of these options.

1. Have your blood taken at your GP surgery
2. Attend Oncology Outpatients and have your blood taken
3. Attend Derriford main Outpatient Department and have your blood taken

For any of these options, you will need to collect a blood form from the clinic nurse.

**Please note the blood test should not be taken more than two days before your chemotherapy treatment**

Patients who have Monday morning appointments may have blood taken on the previous Friday.

If any of these are not convenient, then you can have a blood test when you arrive in this department. There will be an hour wait for the results to be processed.

Do not hesitate to ask a member of staff if you have any concerns.

## **CLINICAL TRIALS DEPARTMENT**

Patients who are involved in clinical trials can contact a nurse from Monday – Friday 09:00 – 17:00 on **01752 763661**. If you need to contact someone in an emergency and it is outside of working hours, please contact your GP.

## **DIETITIAN**

There is a dietitian available to offer advice. If you have concerns about your diet, please speak to the clinic nurse who can refer you.

## **ONCOLOGY CENTRE SUPPORT SERVICES**

### **THE MUSTARD TREE**

The Mustard Tree Macmillan centre has been created to support people with cancer, their families and carers. It is a 'drop in' centre based here above the Oncology Outpatient Department on Level 3 and is open Monday to Friday from 9.00 am to 5.00 pm.

It is staffed by professionals and trained volunteers many of whom have personal experience of cancer. If you would like additional information about your illness or treatment, would value the opportunity to talk to someone about how you feel, or just need a break from the usual routine we invite you to visit.

As well as offering Drop In, advice and support, the centre also offers a wide range of services available by appointment. These include:-

- A full time Benefits Advisor - Denise Martin
- Counselling service
- Complementary Therapies
  - Massage



- Reflexology
- Healing
- Relaxation
- Craniosacral Therapy etc.
- Wigs Service every Thursday
- Look Good Feel Better (make over)
- Activity workshops

We also offer a range of support groups and specialist support including:

- ‘Living with cancer’ educational sessions
- Dry mouth clinic – now held within the Head & Neck Department
- Fatigue workshop
- Prostate cancer support group
- Jeremiah’s journey a grief support programme for children and their parents.

## **MOBILE TELEPHONES**

Please note that the use of mobiles phones is prohibited on level 2 in the Oncology centre due to the sensitive nature of the radiology machines, but can be used in the main entrance, outside and in hospital corridors.

## **SMOKING**

The Trust is a smoke free environment. If you would like support to give up smoking contact: Plymouth Smoking Advice Service [☎\(01752\) 314040](tel:01752314040) or NHS Smoking Quit line [☎0800 169 0 169](tel:08001690169)

## **Patient Advice and Liaison Service (PALS)**

If you have a concern, problem or worry about your care or some aspect of the service provided and would like

help from someone other than the ward staff, you can contact the PALS. Office on Level 06 or [t\(01752\) 517657](tel:01752517657)

## **FIRE**

In the event of a fire, please follow the instructions of the staff. Do not use the lifts.

## **USEFUL ORGANISATIONS**

### **Cancerbackup**

Tel: 0808 800 1234 / Weblink:  
[www.cancerbackup.org.uk](http://www.cancerbackup.org.uk)

### **British Association for Counselling**

Tel: 0870 443 5252 / Weblink: [www.bacp.co.uk](http://www.bacp.co.uk)

### **Macmillan Cancer Support**

Tel: 0808 808 2020 / Weblink:  
[www.macmillan.org.uk](http://www.macmillan.org.uk)

### **Marie Curie Cancer Care**

Tel: 0207 599 7777 / Weblink:  
[www.mariecurie.org.uk](http://www.mariecurie.org.uk)

**This leaflet is also available in large print and can be translated into other languages on request. Please contact Patient services**

**Tel : 01752 245136**