Gloucestershire Hospitals
NHS Foundation Trust

INFORMATION FOR OUR

SERVICE USERS



Gloucestershire Hospitals NHS Foundation Trust Cancer Services
Cheltenham General Hospital & Gloucester Royal Hospital
Main Hospital Switchboard Tel 08454 222222

The Gloucestershire Oncology Centre is located on the Cheltenham General Hospital site and provides comprehensive cancer services for a catchment population of just over 1 million people living in Gloucestershire, Herefordshire, South Worcestershire and parts of Shropshire & Powys. Clinics are held also in Gloucester, Hereford, Worcester, Lydney, Cirencester, Tewkesbury, Stroud and Berkeley. This is for patients aged 18 years and above.



The purpose built centre provides excellent accommodation for all inpatient, day case and outpatient non-surgical oncology treatments. The accommodation includes: -

- **2 oncology wards, Lilleybrook and Rendcombe (44 beds) and Knightsbridge Ward (for private patients).**
- **A patient hostel (4 beds),**
- **Solectron treatment rooms for the treatment of gynecological cancers,**
- **Specialist palliative care services**
- **Chemotherapy suite**
- **Chemotherapy Helpline**
- **Radiotherapy department**
- **Nuclear medicine department**
- **Cancer information centre**
- **Clinical trials department**
- **Inpatient and outpatients services for the treatment of patients with haematological malignancies e.g. leukaemia (LINC), including facilities for autologous stem cell transplantation.**
- **A clinical cancer genetic service provides a weekly outpatient clinic alternating between Gloucester and Cheltenham.**
- **Teenagers and Young Adults with Cancer Waiting Area**

Main Oncology Reception Tel 08454 224028/4147

Haematology

The Clinical Haematology department is based at the Gloucestershire Royal Hospital Site at the Edward Jenner Centre. It caters for patients with diseases of the blood, both malignant and non-malignant, and provides comprehensive diagnostic services and continuing management to these patients.

Outpatient Services

The Department provides the following Outpatient Services: -

- **Clinical Assessment Service**
- **General Haematology Service**
- **Anti Coagulant Service**
- **Suspected Cancer Service**
- **Administration of Chemotherapy and Supportive Agents on a daily basis only.**

Edward Jenner Unit Reception Number Tel 08454 22 5985

Main Building Ground Floor Gloucester Royal Hospital

Treatment Service Options

15

Patients aged 15 years will be cared for by the Paediatric Oncology Team based in the Children's Centre at Gloucester Royal Hospital. Inpatient and outpatient treatment is given here under the care of Dr Thomas Kus and his team within a dedicated oncology unit, away from the main children's ward. This can be found on the first floor of the Children's Centre and is commonly known as the Emily Kent Unit. Visiting times are open and unrestricted; however visitors may be limited depending on the patient's condition and treatment regime.

Children's Centre Tel Number 08454 228307/8308

Dr Thomas Kus Consultant Paediatric Oncologist Gloucester Royal Hospital

Dr Dilys Neil Staff Grade Gloucester Royal Hospital

Claire Harrison Paediatric Oncology Lead Nurse Gloucester Royal Hospital

16 – 18

Patients within this age range will be given a choice as to which team (Paediatric or Adult) looks after them. We will give you all the require information and support to allow you to make your own personnel decision that suits you.

If you chose to have your care delivered by the Paediatric team, then your care will be the same as if you were 15. If you choose the Adult team, it will be the same as the 18 years and above service as documented at the beginning of this section.

Whatever option you choose, your care will be discussed and you will have access and support from our Teenage and Young Adult Specialist Team as detailed below.

OUR TYA TEAM

Dr Asha Johny Consultant Haematologist & Lead Clinician Teenagers and Young Adults with Cancer

Megan Willsher Nurse Specialist Teenagers and Young Adults with Cancer

Louise Roche MDT Coordinator Teenagers and Young Adults with Cancer

Anne Badger Clic Sargent Social Worker Teenagers and Young Adults with Cancer

Simon Hewett – Avison Education & Advocacy Manager South West & South Wales

Vicky Youth Support Coordinator South West Region

WIDER MEMBERS OF THE TYA TEAM

Wider team members that maybe involved in your care are:

Oncologist Dr Sean Elyan, Dr Charles Candish and Dr Kim Benstead.

Ian Ingledew Oncology Nurse Consultant Cheltenham Oncology Centre

Sian Middleton Lymphoma Clinical Nurse Specialist Cheltenham Oncology Centre

Louise Pound Skin Clinical Nurse Specialist (both sites)

Louise Kinder Chemotherapy Pathway Nurse Practitioner Cheltenham Oncology Centre

Our Haematology Team consist of 7 Haematology Consultants; Dr Richard Lush, Dr Adam Rye, Dr Rebecca Frewin, Dr Sally Chown and Dr Sean MacPherson.
All consultants work across both sites and are responsible for inpatient and outpatient treatment that you may receive.

Louise Moore Haematology Clinical Nurse Specialist Cheltenham Oncology Centre
Jo Stokes Haematology Clinical Nurse Specialist Edward Jenner Centre Gloucester Hospital

We also have 3 Palliative Care Consultants and a number of Palliative Care Nurses based at both hospitals as well as hospices in the surrounding area. They have expertise in symptom control and end of life issues.

Our Clinical Psychologist for Oncology is Dianne Crossley and she is based in the Oncology Centre at Cheltenham General Hospital.
Our Clinical Psychologist for Haematology is Nicky Dobbin and she is based at Gloucester Royal Hospital.

4. THINGS YOU SHOULD KNOW

Teenage & Young Adult Waiting Area Cheltenham Oncology Centre

This area has been specifically created for all our young patients attending appointments and receiving treatment at Cheltenham Oncology Centre. It is designed to allow you to have a more informal and relax area to wait in and have access to age appropriate facilities and information.

Facilities within this area include, flat screen TV, DVD's, Nintendo Game Devices, Books and Games, Internet access as well as local and national information regarding Teenagers and Young Adults with Cancer. It is situated next to the WRVS

Coffee shop.

Lilleybrook Ward

Lilley Brook Ward enquiries tel 08454 224010/4173

Visiting times are: - 3.00pm - 4.30pm and 6.00pm - 8.00pm

Two visitors per bed at any one time please. This is necessary not only because the patient will be overtired by more, but space is limited and overcrowding poses a health and safety hazard. We also limit the amount of flowers due to lack of space, infection risk and health and safety. We have a quiet time between 1.00pm and 3.00pm so that patients may rest.

Facilities include a pleasant day room, a newspaper trolley, a garden and easy access to the WRVS shop. For your comfort, we offer single sex accommodation, toilet and hygiene facilities. The oncology information centre is nearby for confidential advice and support.

Mealtimes and Catering

You will be given a menu card every day to choose your meals for the next day.

Early Morning Tea: - 6.45am - 7.00am
Breakfast: - 7.45 am - 8.30am
Lunch: - 12.30pm – 1.00pm
Supper: - 5.15pm - 6.30pm

Staff Uniforms

Nurse Director: -Purple Dress

Matron: -Navy Dress/tunic with red piping/epaulettes and navy trousers

Sister: - Navy blue dress / tunic with white piping and navy trousers.

Staff Nurse: - Blue and white striped dress or white tunic and navy epaulettes with navy trousers

Nursing Auxiliaries: - Green striped dress / tunic and navy trousers.

Bank Staff: - White dress / tunic and navy trousers.

Housekeeping Staff: - Pink and white stripped dress / tunic and trousers.

Domestics Staff: - Black and white

Rencombe Ward

Rencombe Ward enquiries tel 08454 224215

Visiting times are: - 3.00pm - 4.30pm and 6.00pm - 8.00pm daily

We have a strict no visiting policy between the hours of 1.00pm - 3.00pm. During this time patients have a rest period and any visitors will be asked to leave the bed areas except by special arrangement.

We ask that visitors suffering from minor infections such as a cold avoid visiting if possible, for their sake as well as the patients. We do not recommend babies being brought in to visit, again for their own protection.

Teenagers and Young Adult patients are allocated side rooms where at all possible. These rooms include an en suite, flat screen T.V, mini fridge and telephone access, outside of the hospital environment.

Facilities

Facilities on the ward include: -

1 male shower room and toilet
1 female shower room
1 female toilet
10 of the side rooms are ensuite
1 specialist bathroom

Mealtimes and Catering

Meals are ordered a day in advance, however on the day of your admission you will still be offered a choice of what you would prefer.

Breakfast: - 8.00am
Lunch: - 12.30pm - 1.30pm
Supper: - 5.30pm - 6.00pm

Staff Uniforms are the same as Lilleybrook Ward

Restaurants

There are two Restaurants at Cheltenham General. The Blue Spa Café is located at the front of the Hospital in Centre Block. The Glass House Café can be found in St. Paul's Wing.

At Gloucester in the main tower block on the ground floor there is a Main Restaurant open to the public. In addition, there is a coffee shop on the ground floor at the entrance to the Tower Block and at the entrance to the Out patients department on the ground floor also, to the left of the tower block entrance.

Bus Shuttle Service

A Bus Shuttle service exists between Cheltenham and Gloucester Hospitals sites every 30 minutes for patients and staff. The number 99 bus leaves from outside the Pathology Department of both sites at quarter to the hour and quarter past the hour.

Car Parking

Shown below is the current parking tariff, for both Cheltenham General and Gloucestershire Royal Hospital sites:

- **Up to 1 hour £1.60**
- **Up to 2 hours £3.10**
- **Up to 3 hours £4.40**
- **Up to 4 hours £5.30**
- **Up to 5-6 hours £6.50**
- **Up to 24 hours £8.90**

TREATMENTS AND SERVICES OFFERED

Pre-Chemotherapy Information Pack

Each patient is provided with a pre-chemotherapy information pack which contains leaflets about what to do in the event of complications from chemotherapy. The pack contains the following leaflets:-

- **Cytotoxic Treatment Card**
- **Septicaemia risk to chemotherapy patients**
- **Important information for patients on chemotherapy**
- **FOCUS – Cancer Information and Support Service**
- **Chemotherapy Clinics – Information for Patients Attending Appointments at the 3 Counties Cancer Centre**
- **Managing fatigue related to cancer : Information for patients with cancer, their carers and relatives**
- **Hair loss due to Cytotoxic Chemotherapy treatment and Radiotherapy treatment**
- **Neutrophils & Neutropenia; A guide for patients receiving chemotherapy**
- **NHS WIGS – Information for patients**
- **Mobile Chemotherapy Unit : Referral Form**

All patients are given a card with the helpline number on and asked to carry this with them at all times.

FOCUS Information Centre

Patients are also introduced to the FOCUS Information Centre where they can access a broad range of literature such as:-

- **Regimen specific information on complications**
- **Information on biological therapies**
- **Information on hormonal therapies**
- **Benefits advice**
- **Wigs**
- **Tailor made information prescriptions**

24 Hour Chemotherapy Helpline

The Oncology Centre operates a 24 hour Helpline for urgent advice about side effects or symptoms of infection from Chemotherapy.

Contact 24 hours a day, 7 days a week.

The Helpline is answered by Chemotherapy trained Nurses who will be able to give advice or take details and call the patient back after speaking to the Doctor.

The Nurses may be busy at the time you are calling, the telephone may ring for some time before it is answered, however, please do not give up as your call will be answered.

Chemotherapy Helpline – Tel: 08454 223444
(Not to be used for general enquiries such as appointment times)

Useful Links

- **Cobalt - www.cobalthealth.co.uk The Cobalt Appeal Fund is a leading medical Charity founded in 1964, helping in disease prevention, research, treatment and diagnosis. Cobalt has been making a real difference to the quality of life and the outcomes for those suffering from cancer and other serious illnesses.**
- **LINC - www.lincfund.org/index.php The Leukaemia & Intensive Chemotherapy Fund.**
- **Maggie's Centre www.maggiescentres.org Maggie's Centre's are for anyone affected by cancer. They are places where people are welcome whenever they need us – from just being diagnosed or undergoing treatment, to post-treatment, recurrence, end of life or in bereavement. We also welcome family and friends, as they are often deeply affected by cancer too. We know that those who love and look after someone with cancer can feel just as frightened, vulnerable and uncertain.**
- **Three Counties Cancer Network www.the3ccancernet.org.uk**
- **Cotswold Care Day Centre www.cotswoldcare.org.uk**
- **SueRyderHospice www.sueryder.org**
- **Acorns Hospice www.acorns.org.uk**

COBALT
Registered Charity No: 1090790

Supporting Cancer & Health Services in Your Community

3 Counties
Cancer Network

cotswold care hospice
every day is special

maggie's
cancer caring centres

acorns
Care for the child, support for the family