PATIENT INFORMATION LEAFLET

Haematology/Oncology Unit (Wards 10 and 11)
Welcome to the Oncology/Haematology Unit
Wards 10 and 11
at the
Royal Bournemouth Hospital

The staff wish to make your stay as comfortable as possible, providing a relaxed, friendly and homely environment. Should you have any questions or suggestions please do not hesitate to make them known.

The policy of the Unit is to answer your questions honestly and to give you as much information about care and treatment as you wish to know.

This leaflet is designed to provide relevant information about our Team and the services and facilities we offer to assist you during your stay. If you would like to make any observations regarding the leaflet, please talk to a member of the nursing staff.
The Haematology/Oncology Unit comprises:

- 19 bedded Inpatient Ward - including a specialised bone marrow transplant suite, isolation rooms and bay.
- 12 bedded Day Care Ward - divided into three bays.
- Home Care Nursing Services (see under ‘Support Services’)

**Service Availability**

<table>
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<tr>
<th>Service</th>
<th>Timing</th>
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<tr>
<td>Inpatient Ward</td>
<td>24-hour service</td>
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<tr>
<td>Day Care Ward</td>
<td>8.00am - 6.00 pm, 8.00am - 4.00pm</td>
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<tr>
<td>Home Care Service</td>
<td>8.00am - 4.00 pm</td>
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*Please note attendance on Ward 10 is by appointment only*

When the Day Care Ward and Home Care Services are closed, patients may contact the Inpatient Ward for information and advice. A member of the Medical Team is always available.
Telephone Numbers

The Hospital telephone number is **01202 303626** and then request the Department required.

Direct telephone numbers for Wards 10/11 are:

- **Inpatient Ward (11)** .............................................01202 704772/6
- **Day Care Ward (10)** ........................................01202 704774/5
- **Home Care Service** ..........................................01202 704935
  (answering machine in operation)
- **Specialist Cancer Social Worker** .........................01202 704935
- **Haematology and Oncology Support Nurse** ....01202 704935
- **Unit Nurse Manager** ............................................01202 704648
- **Haematology/Oncology Research Office** ...........01202 704773
- **Emergency Chemotherapy Phoneline** .................01202 704302
  (The Emergency Phoneline is specifically for patients receiving chemotherapy)

Staffing

Medical Staff

Consultants

Dr S.B. Killick ..................................Consultant Haematologist
Dr R. Hall.................................Consultant Haematologist
Dr D. Oscier ................................Consultant Haematologist
Dr H. McCarthy ..........................Consultant Haematologist
Dr J. Chacko ...............................Consultant Haematologist
Dr. R. Walewska ..........................Consultant Haematologist
Dr T. Hickish ..............................Consultant Medical Oncologist
Dr T. Geldart .............................Consultant Medical Oncologist

Registrars and Senior House Officers also have placements on both Wards as part of their rotation. Members of the Medical Team will introduce themselves to you as they meet you.
Nursing Staff

Senior Nurse
Ms Sue Frost..........................................................01202 704648

(Secretary: Jackie Peluso/Pam Woodward - 01202 704467)

Sisters
Mrs Sarah Goulbourne ...........................................Inpatient Ward - Ward 11
Miss Lindsay Baker...........................................Day Care Ward - Ward 10
Mrs Lesley Crawley.................................................Home Care Service
Mrs Lyn Purandare ......Oncology Nurse Consultant Research Office
Mrs Lisa Hammond ......................Bone Marrow Transplant Nurse
Ms. Catherine Chapman ......................Haematology Nurse Specialist
(Macmillan)
Mrs. Louise Wallis ..................Haematology Specialist Nurse
Miss Pauline Stott .................................Haem/Onc. Support Nurse
Mrs Sue Williams ......................Cancer Specialist Social Worker
Mrs Marie Miller ..........................................................Practice Educator

Uniform Identification
All nursing staff display name badges and identification tags.
Sisters.............................................................Navy blue tunic/dress
Senior Staff Nurses.............................................Royal blue tunic/dress
Staff Nurse..................................................White tunic/dress with light blue piping
Health Care Assistant......................White tunic/dress with pink piping
Apprentice HCA.........................................................Plain white tunic/dress
Ward Clerk...........................................Burgundy tunic with black piping
Voluntary Workers ............................Blue overalls with yellow piping
Food Hostess..........................................................Red and white striped tunic
On arrival, please go to the appropriate reception area (in the centre of each Ward) and ‘book in’. For inpatient admissions, please telephone in the morning at approximately 8 o’clock to ensure bed availability. Although we do our best to endeavour to save beds in advance, we often have emergency admissions and become very full. For day patients, the amount of time for each visit can vary from fifteen minutes to eight hours and you will be informed how long your treatment is expected to take.

The Day Care Ward operates an appointment system and a time will be allocated to you. Where possible, we endeavour to make your appointments at a time which is convenient to you and these will be written down for you on an ‘appointment follow-up’ card. **Please note that we adhere to a strict appointment only system on Ward 10 and that patients should not attend without prior appointment or contact via the open access line.**

On completion of your treatment, please ‘book in’ for your next appointment.

**Please inform the Ward as soon as possible (ie. at the earliest possible opportunity) if you are unable to attend - for whatever reason, as your appointment may well be able to be allocated to another patient.**

The Unit operates an ‘open access’ policy. If you are unwell or are worried in any way, you may telephone for advice.

- **Day Care Unit**........................Monday - Friday, 8am - 6pm
  Saturday, 8am - 4pm
- **Inpatient Ward**.................................24-hour service

Whilst appreciating that an emergency situation can arise at any time, please endeavour to contact the Unit/Ward early, as medical staff will be more readily available to deal with your concerns.
DURING YOUR STAY

Call Bell
There is a call bell above every bed. Press the orange button once for assistance and someone will attend as soon as possible. A bedside light and radio are also available on this handset.

Meals
Breakfast - 7.30am - 8am
Lunch - 12 noon - 12.45pm
Evening Meal - 5pm - 5.30pm

These times are approximate and are dictated by the Catering Department. Despite the Hospital providing three meals daily some patients may still wish to bring in their own microwave meals. Staff can heat these in the microwave as long as they have clear cooking instructions documented on packaging.

Patients wishing to store small items of frozen or cold foods in the Ward freezer/refrigerator may do so on asking a member of staff.

Day Care patients are also offered lunch (sandwiches) and we do cater for special diets. Please ask for alternative menus if required, namely: gluten free, halal, puree menu, kosher menu, vegan menu.
**Pinboards**
Inpatients are encouraged to use the pinboards by their beds for cards, pictures, photographs etc.

**Smoking**
Smoking is **not permitted** in the hospital because of the health and fire risk (there is piped oxygen in ward areas). Designated smoking shelters are however available in the Hospital grounds and your cooperation in using these is appreciated.

**Medicine Rounds/Self-Medication**
Medicine rounds take place at 8am, 12.30pm, 6pm and 10pm approximately. Other medication, eg. painkillers and anti-sickness, are available when required between medicine rounds.

Patients, when well enough, are encouraged to look after their own medicines and a locked cupboard is provided at your bedside for this purpose. If you wish to self-medicate please inform the nursing staff as soon as possible and this can be arranged.

**Doctors’ Ward Rounds**

**Inpatient Ward**

Haematology Consultants ........................Tuesday am and Friday am
Oncology Consultants .................................Wednesday am and Friday pm
Senior Registrar/Senior ..............................Daily visits and on-call
House Officer ................................................over the weekend
Duty Doctor
**DURING YOUR STAY** (Continued)

**Fresh Flowers and Potted Plants**
We regret that fresh flowers and potted plants are not allowed on the Unit to ensure a greater control of infection. Silk flowers are a suggested alternative.

**Day Care Patients**
You may wear your ordinary day clothes. You do not necessarily need to remain on a bed during your stay.

Sandwiches are provided at lunchtime and hot drinks throughout the day.

The three bays are not specifically male or female, but are mixed bays as this is not an inpatient area.

**Beverages**
Drink machines providing tea, coffee, hot chocolate, Ovaltine, Horlicks, cold drinks, are situated in both the Inpatient and Day Care Wards. Volunteers also provide drinks and light snacks (where appropriate). These facilities are all free of charge. Hot beverage trolleys are for use by hospital staff only due to health, safety and infection control precautions.

We also have several ice cold water machines situated on the Unit for use by staff, patients (except neutropenic patients) and visitors.
A wide range of treatments and tests are undertaken on the Unit. We acknowledge that each patient needs individualised care and therefore specific information, leaflets and booklets will be made available dependent upon the care and treatment you require.

Some patients may only require oral medication whilst others need treatment in the form of intravenous injections (via a vein). For a short term intravenous treatment, a small cannula (plastic needle) is inserted into a vein.

For a long term intravenous treatment, a tunnel line may be inserted. This is done under local anaesthetic and sedation in the X-ray Department. Once in place, blood tests can be taken and treatment given and the line which is left in until treatment is completed.

It may be necessary for you to have a blood transfusion. All blood has been tested for hepatitis and HIV.

Side Effects
Some treatments are known to cause side effects. Therefore it is very important to report at once any skin rashes, signs of bleeding (bruising, bleeding gums) or any signs of infection (sore throat, feeling hot and shivery). Please report any change. What you may regard as ‘trivial’ may be of significance.
VISITING TIMES

We acknowledge that coming into hospital can be a stressful time. On admission, it often helps to bring a friend or relative with you who will be welcomed.

Visiting Times
Day Care Ward.................You can bring a relative or friend with you.

Inpatient Ward ..................Visiting times are 2pm - 4pm and 7pm - 8pm

Reasons for Visiting Restrictions
- Protected mealtimes (see page 7) - to allow patients to have uninterrupted meals.
- Infection Control - to decrease cross contamination.
- To allow patients adequate time for rest and sleep
- To allow for uninterrupted ward rounds, clinical procedures and drug rounds.

If anybody wishes to visit outside of these hours, we would ask that you please discuss this with the Sister or Nurse in Charge.

Information Giving
Confidentiality of the patient is of the utmost importance. There are often several members of the family who are keen to hear the progress of their loved ones whilst in hospital. It may be useful if one member of a family is designated as the Ward contact, who may then share any information and progress with other family members.
Infections
As many of our patients are susceptible to infection, we would ask that visitors do not visit if they have had contact with anyone who has had an infection in the previous 48-hours or if they have had an infection/diarrhoea or vomiting.

Children
Children are more than welcome to visit.

It is especially important that you discuss with staff if children visiting have been in contact with a contagious disease, ie. chickenpox.

Visitor/Relative Overnight Stay Facilities
We have only one pull out bed for close family members to use if their relative is particularly unwell and they wish to stay in the same room with them overnight. This must be discussed with the Ward Sister. Visitors of patients who are not from the local area, ie. Jersey, should please enquire from Ward staff as to available nearby accommodation and refer to the accommodation leaflet.
UNIT FACILITIES

The Balcony
The balcony overlooks the lake and is furnished with tables, and chairs for your comfort and enjoyment. Please note that this is a no smoking area. It offers patients, visitors and staff pleasant views of the lake and its associated wildlife.

Televisions
Patient-line televisions and radios are available at each bedside on the Inpatient Ward and are free of charge. Please see staff on advice as to how to use them.

CDs, Walkmans and DVDs
We have a selection of audiotapes, CDs, relaxation tapes and talking books. Please ask a member of staff if you wish to borrow one.

If patients are likely to be in hospital for longer periods, and due to the limited availability of DVD players, patients may wish to bring in their own systems. These must be checked by the Hospital's Estates Department before use. A selection of DVDs are available on request.