

Useful contact numbers

If you need advice or are having any problems you can contact:

Chemotherapy and Haematology Day Unit

Hours: 8.30am to 7.00pm – Monday to Friday
8.30am to 2.30pm – Saturday

Tel 0191 569 9822
or 0191 565 6256 ext. 49822

Out of hours

Ward E55 – Haematology and Oncology Service

Tel 0191 569 9755
or 0191 565 6256 ext. 49755

Useful websites

www.nhs.uk

www.sunderland.nhs.uk/chs

This information was correct at the time of printing. While the Trust makes every reasonable effort to keep its information leaflets up to date, very recent changes may not yet be reflected in the guidance and you should discuss this with the clinical staff at the time of your appointment.

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CHEMOTHERAPY AND HAEMATOTOLOGY DAY UNIT

PATIENT INFORMATION LEAFLET

Chemotherapy and Haematology Day Unit

City Hospitals Sunderland

What do I need to bring?

Bring with you any medication that you normally take.

Car parking facilities

Parking is available within the hospital grounds but spaces are limited. Parking bays for disabled badge holders are available and are clearly identified. A pay and display system is in operation.

Our commitment to patients

The staff within the Chemotherapy and Haematology Day unit aim to provide a friendly and efficient service within a safe environment.

It is our intention and duty to support and guide you through your treatment. We aim to provide correct and easy to understand information regarding your illness and treatment.

Information will also be sent to your GP so that GPs are aware of the care planned for patients attending the CHDU.

Suggestions

We welcome any comments you have regarding your visit to the CHDU, or suggestions you may have on how we could improve our service. To do this you can:

- Talk to a member of staff.
- Write your suggestions down and put them in the suggestion box.

Complaints

If you have any complaints regarding the service you have received, please see City Hospitals Sunderland leaflet, 'Complaints Procedures – A guide for patients'. This is available in our waiting area.

Where to find us

The Chemotherapy and Haematology Day Unit (CHDU) is on floor E of the Sunderland Royal Hospital.

There are two ways to find us:

- Kayll Road Main Entrance – as you enter the hospital the lifts are straight ahead. On reaching floor E you should report to the reception, which is just outside the lift.
- Chester Road Outpatients Department – follow the corridor through Outpatients. The lift is at the end of the corridor on floor C. Go to floor E and report to reception.

When are we open?

We are open:

Monday to Friday – 8.30am to 7.00pm

Saturday – 8.30am to 2.30pm

Appointments

We reserve new appointments every day. This means we can give you an appointment quickly. It is important when you receive your appointment that you can attend.

If you are unable to attend you can arrange a more suitable time by using the telephone number on the back of this leaflet, or by asking a family member, friend or your doctor to do this for you.

You are welcome to visit the Unit to have a look round and meet the staff before your treatment starts.

Transport

If you need an ambulance to bring you to your appointment, please contact your doctor's receptionist as soon as possible to arrange this.

What do we do?

Patients attend the Day Unit for many reasons, Chemotherapy is only one of them. Your doctor will explain what your illness is and what treatment you need.

If you have any doubts as to why you are coming to the Unit ask your doctor or a nurse in the Unit.

How long will I be there?

Depends on what treatment you will be getting – some treatments take fifteen minutes, others can take several hours.

On your first visit to the Unit an extra hour is allowed. This is so you can meet your nurse and talk about your treatment.

They will also answer any questions you may have. You are welcome to bring a friend or relative.

How is chemotherapy given?

The disease is treated by giving drugs in two ways.

Either by:

- Injection – these are given using a drip. The treatment involves having a small needle put into your vein and a drip fixed to this.
- By mouth.

Your own treatment will be explained to you when you come to your first appointment.

Your Day Unit Visit

On arriving at the Unit you should report to reception where all your details can be taken. You will then:

- Be introduced to all the staff and your own ‘named’ nurse. She will plan your care and be involved in the way your treatment is given.
- Be given an appointment for your next treatment.

Your first visit is normally the longest. You can agree a time and date for your next appointment with your nurse.

Facilities

The Unit has a large patient area with seats for ten patients and one bed.

Parts of the area have curtains for privacy. There is also a private room for your use. Hot and cold drinks are available for patients.

Meals are also available at 12 noon and 5.00pm.

The Unit has its own toilet.

Who will I see?

Nurses run the Unit. You will not see a doctor unless there is a medical problem. The review of your treatment by a Consultant depends on the treatment you are having. Some patients are seen before every treatment while others are only seen every six to ten weeks.

The nurse works closely with other health care staff you may already be dealing with. These include:

- District nurses
- Dieticians
- McMillan nurse
- Medical social workers