

The ROYAL MARSDEN
NHS Foundation Trust

Your guide to
The Royal Marsden



NHS

Welcome to The Royal Marsden

At The Royal Marsden, we deal with cancer every day – so we understand how valuable life is. And when people entrust their lives to us, they have the right to demand the very best.

That's why the pursuit of excellence lies at the heart of everything we do. No matter what we achieve, we're always striving to do more. No matter how much we exceed expectations, we believe we can exceed them still further.

We will never stop looking for ways to improve the lives of people affected by cancer. This attitude defines us all, and is an inseparable part of the way we work. It's The Royal Marsden way.

Life demands excellence.

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Introduction

This booklet will give you the basic information about our services and facilities.

About this booklet

If you are coming to The Royal Marsden as a patient for the first time, you are bound to have a lot of questions about the hospital and what to expect from your care and treatment here.

In this booklet, we do our best to give you all the basic information you might want to know about our services and facilities. It also lets you know where to go if you need more information.

We're always looking for ways to improve the information we give. If you have any suggestions for the next edition of this guide, please email us at patientcentre@rmh.nhs.uk or call us free on 0800 783 7176.

About The Royal Marsden

The Royal Marsden is a world-leading cancer centre specialising in cancer diagnosis, treatment, research and education.

We have two hospitals: one in Chelsea, London, and another in Sutton, Surrey. Also in Surrey, we have a Medical Day Care Unit based in Kingston.

We are partners with The Institute of Cancer Research. Through this partnership, we undertake ground-breaking research into new cancer drug therapies and treatments. The partnership makes us the biggest and most comprehensive cancer centre in Europe, with a combined staff of 3,500.

The Royal Marsden was the world's first specialist cancer hospital, founded in 1851 by Dr William Marsden. His vision was to create a pioneering cancer hospital dedicated to excellence in the study, treatment and care of people with cancer.

Today we continue to build on this legacy, constantly raising standards to improve the lives of the 40,000 cancer patients from across the UK and abroad that we treat each year.

Our promise to you

We will, to our best ability:

- offer care that supports your physical, emotional, spiritual and cultural needs
- provide a clean, comfortable and safe environment, making sure that everyone, including those with special needs, can use the hospital
- introduce ourselves and others when we meet you, and deal with you, your family, carer and friends with courtesy and helpfulness
- listen fully to everything you say and answer your questions to the best of our ability
- communicate openly and honestly with you, and your family, carer and friends
- explain things in a way you understand, respecting your right to privacy; if we don't explain things clearly at first, please ask again until everything has been made clear to you
- offer you as much information as you want – this includes information about the our services as well as about your cancer, and the treatment and support you can receive
- tell you why an appointment for treatment, investigation or consultation starts late, is cancelled or altered
- respect confidentiality and only pass on personal information about you if there is a genuine need to do so
- listen to your views and comments and those of your family and friends, and use them to help improve cancer services
- give you the names and contact details of people you can get in touch with if you need any information or advice
- make sure that we arrange support and care that may be needed when you leave hospital.

If you would like more information about any of these expectations, please contact the Head of Quality Assurance at qualityassurance@rmh.nhs.uk or write to **The Royal Marsden NHS Foundation Trust, Fulham Road, London SW3 6JJ**. For general enquires please contact the switchboard on 020 7352 8171.

Before your visit

To make sure you are treated quickly and effectively, it's helpful for us to know certain things about you before we begin your care. By giving us the right information, you can help keep our services running as smoothly as possible.

What if I need to change my appointment?
What information will I need to provide?

What if I need to change my appointment?

If you can't keep an appointment, please phone the department you are due to attend as soon as possible. Please tell them if you also have hospital transport booked.

Please let registration or another member of staff know if you change your name, address, telephone number, family doctor or contact person (next of kin).

What information will I need to provide?

Appointment letter form

You will have received a registration form (F51) with your appointment letter. You should complete and return this form before your first attendance. Please be sure to read the back of the form carefully.

Information about your family doctor

Please bring details of your family doctor's name, address and postcode. These are particularly important.

Proof of residence

For NHS patients

If you are coming to the hospital for free NHS treatment we will need to check to make sure that you live in the UK. Evidence of this may be your passport, entry clearance documents, housing contracts, utility bills or benefit statements. These documents must be valid, in your name and include your current address.

If you have been living outside the UK before your registration, other documents may also be required to show that you are taking up permanent residence. You may also be referred to the overseas team for an interview.

For overseas patients

We are legally obliged to charge patients who do not usually live in the UK for their treatment and care. The Department of Health has guidance for overseas visitors at www.dh.gov.uk/overseasvisitors.

Information about your allergies and intolerances

When you first come to the hospital you will need to tell your doctor, nurse, pharmacist or pharmacy technician if you have any allergies or intolerances – for example, to medicines, food or latex. We want to know what sort of reaction you have had and what helped the reaction. We also want to know if you have had a new allergic reaction since your last hospital visit. This will help us keep your allergy record up to date.

What information will I need to provide? What should I bring to the hospital?

If you are an inpatient or day care patient we will give you a red name band to tell staff that you have an allergy. If you are not given a red name band, please tell your nurse.

Home services you require

You will need to tell the nurse looking after you if any community services are being provided for you or someone you care for at home. These could include district nurses, Macmillan nurses or social services.

It's also important to tell your nurse if you think you need more help when you go home. Please let us know this as soon as you can because it can take some time to arrange services in the community for you.

What should I bring to hospital?

If you're staying for any length of time at the hospital, either for day care or as an inpatient, there are certain things you need to bring with you and other things you might want to consider bringing.

Essentials

Medicines

If you are being admitted for a stay as an inpatient, please bring your own medicines from home. If you are coming for an outpatient or day care appointment, please bring a list of your current medicines, such as your repeat prescription list or medication reminder charts. Medicines and remedies we would like to know about include:

- medicines prescribed by your GP in their original packets
- any over-the-counter medicines that you buy from a pharmacy or supermarket
- any medicines or herbal remedies that you get from a health food shop or homeopathic practitioner.

As we are a specialist hospital, we may not have all your medicines in stock and it may take a day or two to order these. Bringing your own medicines from home will ensure you can continue taking them without disruption during your stay. Letting us know which medicines you take also means we can check that they are still suitable for you. Our pharmacists are on hand to offer advice about all of the medicines and remedies you are taking.

For more information about medicines, please see page 27.

What should I bring to the hospital?
Can I bring someone with me?

Toiletries and nightclothes

If you are staying overnight as an inpatient, you should bring your personal toiletries, shaving kit or electric razor, nightclothes, dressing gown and well-fitting, enclosed slippers in a small bag. We encourage patients to change out of their nightclothes whenever possible, so you might like to bring something light and comfortable to wear around the hospital.

Non-essentials and things to pass the time

Your time at the hospital might involve long periods when nothing much happens – for example, the waiting time between tests or treatments. Feel free to bring a book or a magazine, games or anything else that might help pass the time.

Although we provide food and drink, you can bring your own refreshments with you if you like. We suggest light refreshments like cordial, fruit or biscuits.

If you are an inpatient, a small bedside locker is provided for your personal belongings. Please note that space is very limited so please only bring a small bag with you.

Money and valuables

Please don't bring very expensive items or large amounts of money with you when coming to the hospital.

If you do need to bring valuables or money with you, please tell a member of the ward staff. They will arrange for your valuables to be collected and taken for safekeeping. We will give you a receipt for your items. You can withdraw them any time between 9am and 4.30pm, Monday to Friday. Please note that we can't store laptop computers in the safe.

Unfortunately, we cannot accept responsibility for loss or damage to personal property of any kind, including money and laptop computers, regardless of how the loss or damage may occur.

Can I bring someone with me?

You are welcome to bring a friend or a family member with you to the hospital. Many of our patients find it reassuring to bring a companion, especially if it is their first visit to the hospital.

What if I need help getting to the hospital?

If you are unable to make your own way to the hospital we may be able to provide non-emergency transport for you. Please contact the transport department on the phone numbers below so we can assess your eligibility. We use national guidance from the Department of Health to assess eligibility for transport.

Hospital transport is available Monday to Friday between 8.30am and 6.00pm (excluding bank holidays). We can only provide transport during this time and only for getting to and from the hospital for appointments and admissions.

As a rule, friends and family members cannot use non-emergency hospital transport, although there may be exceptional circumstances which the transport department can assess.

For more information, please contact the transport department in Sutton on 020 8661 3429 or Chelsea on 020 7811 8305.

Arriving at The Royal Marsden

We have two hospitals: one in Chelsea, London, and one in Sutton, Surrey. We also have a Medical Day Care Unit that we run in partnership with Kingston Hospital. This section explains how to get to each hospital and what to do when you arrive.

How do I know which hospital to go to?
 How do I get to the Chelsea hospital?

How do I know which hospital to go to?

The letter sent to you with this booklet will tell you whether you need to go to our Chelsea hospital, our Sutton hospital or the Medical Day Care Unit at Kingston Hospital. Please check it carefully to make sure you come to the right one. If you're not sure, don't hesitate to call us (see pages 54 and 55 for contact details).

Please note that we are undertaking a programme of refurbishment at both hospitals. We apologise in advance for any inconvenience this may cause.

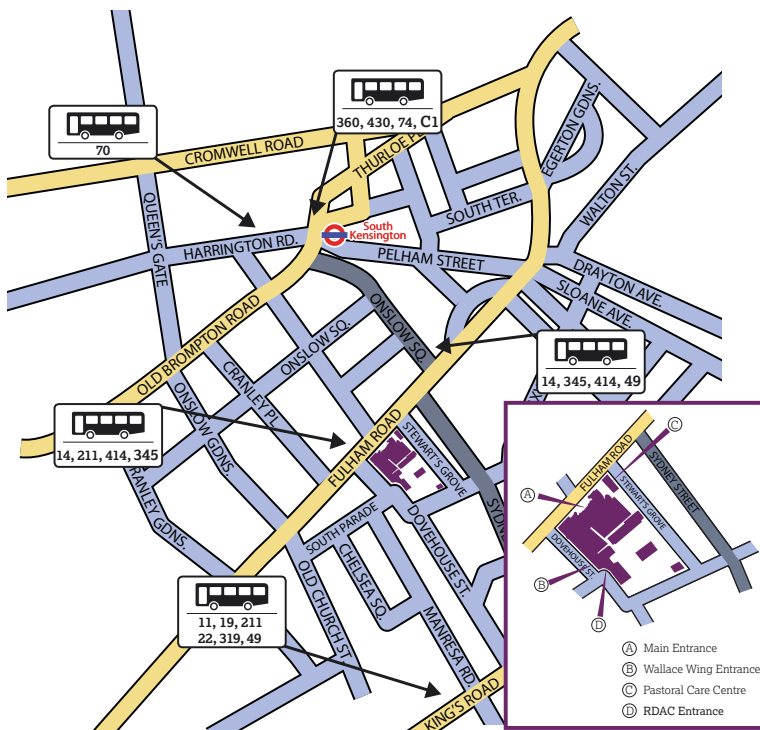
Help with travel costs

You may be entitled to reimbursement for travel costs to the hospital if you claim benefits or have a low income. For information, please see page 32.

How do I get to the Chelsea hospital?

The Royal Marsden Chelsea, London

Address: The Royal Marsden, Fulham Road, London SW3 6JJ



How do I get to the Chelsea hospital?

By Underground

The nearest Tube station is South Kensington, about seven minutes' walk through Onslow Square to Fulham Road. The Piccadilly, District and Circle lines serve South Kensington station.

By bus

Several buses run past the hospital or stop nearby. Some of the bus stops are marked on the map, but bus numbers may vary due to changes in routes.

Currently, bus numbers 11, 14, 19, 22, 49, 70, 74, 211, 319, 345 and C1 run to King's Road, Fulham Road and South Kensington station.

For more about coming to the Chelsea hospital by public transport, contact one of the following:

London Travel Information: 020 7222 1234 or www.tfl.gov.uk

National Rail: 08457 484950

By cycle

The hospital is located near to National Route 4 which runs along Chelsea Embankment. You can see a map of nearby cycle routes at www.sustrans.org.uk. You can also plan your journey at cyclejourneyplanner.tfl.gov.uk.

Secure bike parking is located between Wallace Wing and Mulberry House, below the Terrace Garden.

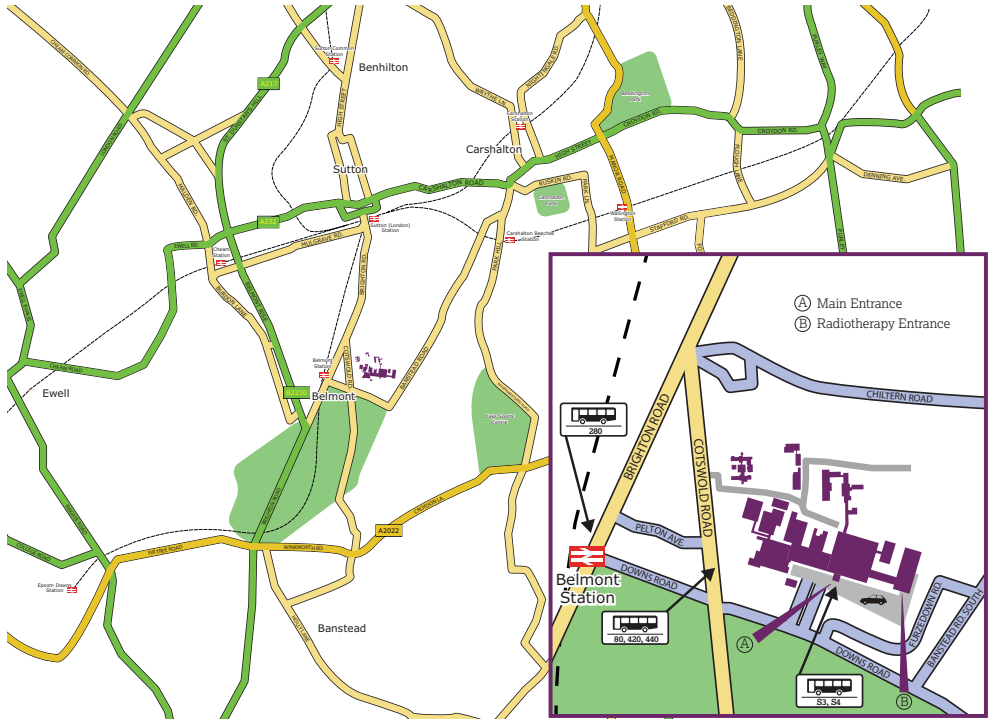
By car

The hospital is in a residents' parking zone, so parking nearby is difficult. There are a few metered bays but these can be quite expensive. There are some disabled bays in Dudmaston Mews. Unfortunately there are no parking facilities for patients or visitors. You may find it more convenient to travel by public transport or take a taxi.

How do I get to the Sutton hospital?

The Royal Marsden Sutton, Surrey

Address: The Royal Marsden, Downs Road, Sutton, Surrey SM2 5PT



By train

The nearest train stations are Sutton and Belmont stations.

Sutton station

Served by trains running from London Victoria, London Bridge, London Blackfriars, London Kings Cross (First Capital Connect), Clapham Junction and Horsham, Sussex. For connecting services from the south coast change at Horsham, and from west London change at Wimbledon.

The hospital is about a mile and a half from Sutton station and is an uphill walk. The journey takes between five and ten minutes by bus or taxi.

How do I get to the Sutton hospital?

Belmont station

Served by trains on the London Victoria to Epsom Downs line, Belmont station is a quarter of a mile from the hospital. Trains run every hour and more frequently during peak travel times. There is no Sunday service. The walk from Belmont station is also uphill.

By bus

London and local bus routes run close to the hospital or terminate nearby. You should ask for the Downs Road stop, which is marked on the map along with others in the area. Bus numbers may vary due to changes in routes.

Currently, bus numbers 80, 280, 420 and S1 run along Brighton Road, Downs Road and Cotswold Road. They connect with Morden underground station (Northern Line), Sutton train station, Tooting train station, Redhill and Banstead.

Bus numbers S3 and S4 stop in the hospital grounds. They run every 30 minutes (peak hours only, no Sunday service) and both pass through Sutton town centre and stop at the train station. The S3 bus terminates at Worcester Park station and the S4 at Roundshaw.

For more information, contact:

London Travel Information: 020 7222 1234 or www.tfl.gov.uk

National Rail: 08457 484950

Traveline public transport information: 0871 200 2233 or www.traveline.org.uk

By car

Because of the limited number of parking spaces available, we ask patients to consider coming to the Sutton hospital by public transport or taxi rather than by car. If you do wish to drive, follow these instructions.

When travelling from outside London, leave the M25 at junction 8 and join the A217 to Sutton. Follow this road for about eight miles until you reach the roundabout with a signpost for the B2230 to Sutton. Then see the detailed map on page 15.

There is a controlled parking zone in the area around the hospital, making on-street parking difficult. Car parking space for patients and visitors at the hospital is limited due to ongoing building works.

There are a number of reserved spaces at the front of the hospital for wheelchair users, for the Centre for Children and Young People, short-stay drop off spaces and hospital transport. All other drivers at Sutton need to use the main car park, which has a barrier-controlled entrance and exit system. There are further disabled spaces beyond the barrier.

The main car park operates on a pay-on-foot basis on leaving the hospital, although the first 30 minutes are free. You will find pay machines outside the main entrance and outside the Radiotherapy Department entrance. The machines currently take most coins, notes and credit/debit cards, and give change. Concessionary season tickets are available for all patients and visitors. For more information on parking charges, call Facilities on 020 8661 3395/3396/3399.

Please note that the continuing refurbishment of the hospital site means that the arrangement of parking spaces is subject to change. Car parking income is used for the maintenance of the car park.

How do I get to Kingston Hospital?

Kingston Hospital
Galsworthy Road
Kingston upon Thames
Surrey KT2 7QB

Kingston Hospital is well served by public transport. We recommend that patients and visitors use public transport to get to the hospital. Full details are available at www.kingstonhospital.nhs.uk.

By train

The nearest station to Kingston Hospital is Norbiton. The hospital is a short walk (less than five minutes) from the station along Coombe Road or Wolverton Avenue.

Norbiton Station is served by South West Trains and receives regular services into and out of London Waterloo.

By bus

Kingston Hospital is served by a number of bus routes.

From Kingston Hospital forecourt K2 and K4
From Galsworthy Road K3, 57, 213 and N213
From Coombe Road (A238) K2, K3, K4, K5
From Kingston Hill (A308) 57, 85, 213, N213

For more information, contact:

London Travel Information: 020 7222 1234 or www.tfl.gov.uk

National Rail: 08457 484950

Traveline public transport information: 0871 200 2233 or www.traveline.org.uk

[How do I get to Kingston Hospital?](#)

[What happens when I arrive for the first time?](#)

[How do I find my way around?](#)

By car

As parking spaces are very limited, we do not recommend driving to the hospital. If you wish to travel by car, please allow yourself plenty of time to find a parking space as there may be queues for spaces.

The hospital has pay-and-display car parks on site for patients and visitors. The charging period for the car park is from 8:00am to 8:00pm, seven days a week.

The current minimum fee is £1.80 (for the first hour) and £1.50 for each hour thereafter (up to five hours). Please be sure to have the correct change for the machines.

What happens when I arrive for the first time?

When you arrive for your first visit to the hospital you will need to register.

Please come to the registration desk half an hour before your appointment time. In the Chelsea hospital, this is an office on the ground floor to the right of the Wallace Wing entrance. In the Sutton hospital, the desk is to your left when you come in the main entrance.

During registration, we will ask for some non-medical personal details for our records. Please tell us if you would like to give your personal details in a private place. To find out how we use information about you, see page 45.

When you have registered you will be directed to the appropriate clinic, ward, department or outpatient treatment area.

How do I find my way around?

Wall maps, leaflets and signage are in key areas around the Chelsea and Sutton hospitals to help you find your way around. We have tried to keep signage to a minimum and to keep it as simple as possible.

We use a system of 'colour zoning'. You will find the colour zone of the ward or department you want on one of the wall maps, which are at all the main entrances. Follow the signs to the appropriate colour zone, where you will find more detailed signage for the department you need.

About your treatment

All of our patients are different so we aim to provide treatment tailored to each individual. The type of treatment you receive will vary depending on your needs.

What happens during my appointment or stay?

The nature of your appointment or consultation will depend on whether you are coming to the hospital as an outpatient or a day care patient, or staying as an inpatient.

Tests and investigations

Tests and investigations help us accurately diagnose and plan treatment for our patients.

If you are coming to the hospital as an outpatient, your doctor might request a test as part of your consultation. Tests may also be organised when you are an inpatient (see page 23) or attending for day care (see page 22).

Tests are carried out in various departments in the hospital. We will let you know which department to attend in order to book your test.

A doctor or nurse will explain to you the reason for the test, what is involved, including any special preparation, how long it will take and any potential complications. Your medical team will also let you know when you can expect to receive your test results. If you don't receive them then, please contact the team directly.

Before we proceed, we will always obtain your consent to go ahead with the test. For more information about consent, see page 48.

For more about tests and investigations, visit www.royalmarsden.nhs.uk/cancer-information/detection-diagnosis.

Outpatient appointments

Outpatients are people who do not need prolonged day care or an overnight stay in hospital. Most outpatient appointments are fairly short because the procedures involved are relatively simple and quick.

Outpatient appointments normally take place in the main Outpatient Department. If you are attending a clinic that is held in a different part of the hospital, we will tell you how to get there.

When you arrive

When you arrive, please report to the outpatient reception desk. After registering, you can take a seat in the waiting area. Before you see the doctor, you might need to have blood tests or X-rays. If so, we will let you know where to go.

Waiting times

We try to make sure that patients are seen by a doctor at the time of their appointment, or at least within 30 minutes of that time.

Sometimes emergencies can mean that patients are seen out of turn and delays occur. If this happens, our staff will keep you informed about what's happening and how long you might have to wait. If you feel you have been kept waiting without an explanation, please ask a member of staff.

We continually monitor our waiting times. You can see details of our performance in cutting down waiting times in the outpatient waiting areas.

Your medical consultation

Before you see the doctor, a nurse may weigh you. Please tell the nurse if you think your weight has changed during recent months. The nurse may also ask you to change into a clean examination gown. If you're not sure how much clothing to remove, please ask the nurse.

The doctor that you see during your medical consultation will be in charge of your case. You will see him or her, or a member of his or her team, at each appointment. However, you may not see the same doctor at each visit. If you wish to see a particular doctor, please ask a member of staff.

Remembering important information

Your visit to the clinic is a good time to discuss things with your doctor. It can be hard to remember all the questions you want to ask and all the information the doctor gives you, but there are some things you can do to make it easier for yourself.

- Write down and prioritise the questions you want to ask and make a note of the answers.
- Consider bringing a relative or friend to help you remember the conversation later.
- Request written information where it is available and repeat back what you think you've heard to check that the information is correct.
- If you haven't understood what has been said, please don't hesitate to ask your doctor or clinic nurse again.

After your examination

After your examination, the doctor or clinic nurse will always be willing to answer any questions. Please ask if you haven't understood what has been said.

Day care appointments

Day care is for patients who need more prolonged treatment or investigations than outpatients, but who do not need to stay in the hospital overnight.

If you are a day care patient you will need to spend part or all of a day at the hospital.

The ward or clinic you have been attending will book your day care appointment and will try to arrange a date and time that suits you. Remember that you might need to visit more than one department on that day.

Please note that several of our day care areas are mixed sex and you may be cared for in a mixed sex area if your particular treatment doesn't require you to change out of your clothes.

Preparing for your appointment

We will let you know when your appointment is booked or by letter before you arrive whether you need to make any special preparations for your treatment or investigation. For example, you might be asked not to eat anything immediately before you come to the hospital.

We will also let you know if you need to attend an outpatient appointment before reporting to your day care area.

If you are having an operation, it's important that you have a shower or bath on the day of your admission. This is to help minimise the risk of infection.

When you arrive

When you arrive in your day care area you should report to the reception desk.

The length of time you will need to spend at the hospital will depend on the investigation or treatment you are having. You are likely to be at the hospital for a minimum of four hours, but you should be prepared to be here all day. The nurse looking after you will be able to tell you what time you can expect to leave, so please don't hesitate to ask.

Day care for chemotherapy

If your treatment involves chemotherapy you may be offered a 'bleep' (a pager) so that you can walk around the hospital while your treatment is being prepared. It may also be possible for you to leave the hospital while you wait. Staff will contact you when your treatment is ready.

You will receive your treatment on a reclining chair in a day care area. A sandwich meal and snacks will be provided in most areas.

Inpatient admissions

Inpatients are people whose treatment requires overnight stays in hospital. You might be admitted to hospital for planned treatment or, if you have become unwell at home, you might need to be admitted to hospital as an emergency.

At our hospitals, a number of wards are single sex. Some are mixed, but in these men and women are kept separate from one another. Patients who need intensive care may be treated in mixed bay areas.

Planned admission

We will discuss with you the date for your admission and will always try to give you a choice of dates. Please remember that this may not always be possible for a number of reasons such as the availability of a theatre.

There might be times when we have to offer you an admission date at short notice. If the date isn't convenient for you, please contact the Admissions and Pre-assessment Unit at Sutton on 020 8661 3379 or the Transitional Care Unit at Chelsea on 020 7808 2405.

When you arrive

We will send you a letter to confirm the date and time of your admission, and to let you know where to go when you arrive.

At Chelsea (Monday to Friday)

If you are being admitted for surgery that day, please report to the Surgical Day Unit. Nurses will prepare you for surgery and either walk you down to theatre or take you to your ward before surgery.

If you are a private patient please report to Private Patient Admissions.

For all other admissions, please report to the Transitional Care Unit on the second floor of the Markus Centre, where a nurse will see you and take you to your ward as soon as possible.

Please contact the Transitional Care Unit on 020 7808 2405 if you have any questions about your admission.

At Sutton (Monday to Friday)

Please report directly to the ward given in your admissions letter. The receptionists at the front desk will let you know where to go from there. Please contact the Admissions and Pre-assessment Unit on 020 8661 3379 if you have any questions.

What happens during my appointment or stay?
How will my treatment be planned?

At weekends

The on-call Clinical Site Practitioner (senior nurse) will confirm your admission and let you know what time to come and which ward to report to. Please contact him or her on 020 7352 8171 bleep 022 (Chelsea) or 020 8642 6011 bleep 017 (Sutton).

Emergency admission

When you receive treatment at the hospital we will give you information about when and how to seek advice if you become unwell at home. We will also give you the contact details of the hospital team looking after you.

Who to contact if you feel unwell at home

If you are having radiotherapy or chemotherapy or participating in a clinical trial at The Royal Marsden:

- Please contact your hospital team. You can reach them from 9am to 5pm, Monday to Friday. At all other times, you should contact the on-call Clinical Site Practitioner (senior nurse) through the hospital switchboard (contact details on page 56). They will be able to advise you and refer you to the doctor on call if necessary.

If you are **not** having radiotherapy or chemotherapy or participating in a clinical trial at The Royal Marsden:

- Please contact your GP. Your GP may then contact your doctors at The Royal Marsden. Your GP can arrange transport to bring you here if necessary.

If you dial 999 the ambulance service will take you to your nearest Accident and Emergency (A&E) department. They will not bring you to The Royal Marsden. If the doctor in A&E thinks you need to be transferred to The Royal Marsden, he or she will contact your medical team.

How will my treatment be planned?

Your treatment will be planned by a team made up of different healthcare professionals with different areas of expertise. We call this a multidisciplinary team.

Depending on your needs and the type of cancer you have, the multidisciplinary team might include:

- a surgeon who has a special interest in your type of cancer
- a medical oncologist (a specialist doctor who treats cancer with drugs, including chemotherapy)

- a clinical oncologist or radiotherapist (a specialist doctor who treats cancer with radiotherapy)
- a radiologist who specialises in the use of X-rays and other imaging to diagnose and treat disease
- a key worker, such as a specialist nurse, who acts as a point of contact for you and your family throughout your treatment and offers information and support.

Other healthcare specialists (for example, pharmacists, dietitians, social workers, physiotherapists) might also be part of your team and be involved in your care.

The multidisciplinary team meets regularly to discuss the best treatment options for each patient in their care. They will take into account the results of tests and your general health.

Your doctor will discuss the different treatment options available to you, taking into account your own preferences. You may find it helpful to take a family member or friend with you when your treatment is being discussed.

Surgery

Some types of cancer can be treated with surgery. If surgery is part of your treatment you will be admitted to hospital. Depending on the surgery you need, this may be for day care (see page 22) or for a longer inpatient stay (see page 23).

Before your surgery we might ask you to attend a pre-assessment or pre-admission clinic so that we can make sure you are well enough for anaesthetic and surgery. For more information about this please refer to the booklet *Your operation and anaesthetic* which can be found in information racks throughout the hospital and from The Royal Marsden Help Centre.

For more information about surgery, please visit www.royalmarsden.nhs.uk/information.

Chemotherapy

Chemotherapy is treatment with anti-cancer drugs, given to destroy or control cancer cells. A single drug may be given or several different drugs may be given together. The aim of the treatment will depend on the type of cancer you have and how advanced it is.

If you need chemotherapy, you will receive it either in one of the day care units (see page 22) or you may need inpatient care (see page 23). For more information about chemotherapy, please visit www.royalmarsden.nhs.uk/information.

[How will my treatment be planned?](#)
[What role does research play at The Royal Marsden?](#)

Radiotherapy

Radiotherapy uses carefully measured doses of radiation to treat cancer. The type of radiotherapy most people have uses beams of high-energy rays, usually X-rays. The radiotherapy machine delivers specific amounts of the radiation only to the area of the body that it is aimed at and nowhere else.

Radiotherapy is generally given as an outpatient treatment (see page 20). Your doctor will explain why radiotherapy is recommended for you and what your treatment will involve.

For more information about radiotherapy, please visit www.royalmarsden.nhs.uk/information.

Questions to ask

Before you can make a decision about treatment, it's important that you feel you fully understand what each treatment involves. This is particularly important because we will always ask for your consent before we treat you (see page 48). During your appointment, you will have a chance to ask your doctor anything you would like to know about your treatment.

It is a good idea to think about what questions you might want to ask before your appointment.

What role does research play at The Royal Marsden?

Research is an important part of developing better treatments for cancer. Many specialist centres like The Royal Marsden take part in clinical trials or research studies.

These trials may be assessing the effectiveness of a new treatment compared to a standard treatment. If the new treatment produces better results or offers fewer side effects it could go on to be widely used for all people with a particular cancer.

How does this involve me?

You may be asked if you would like to take part in a clinical trial, for example, to test the benefits of a new or improved type of chemotherapy.

If a clinical trial is an appropriate treatment option in your case, the doctors and nurses will discuss it with you to help you decide whether or not you want to take

part. The booklet *Clinical Trials* gives more detailed information and is available in information racks throughout the hospital.

There are several national cancer information organisations which can let you know about clinical trials currently in progress or provide links to online clinical trial databases. For more information, please contact the Help Centre (see page 33 for contact details) or visit www.royalmarsden.nhs.uk/information.

What do I need to know about medicines?

If you are staying in hospital as an inpatient please bring any medicines you are currently taking with you when you come to the hospital. If your own medicines are suitable and your hospital doctor wants you to continue taking them, they will be used for your treatment while you are in hospital.

The hospital pharmacy will supply you with medicines if you run out during your stay. We will also provide you with any new medicines recommended by the hospital doctors.

Continuing your prescriptions after your stay

When you leave hospital, the pharmacy will supply you with any medicines you need to continue your cancer treatment, and your GP will continue to supply you with medicines for any other conditions. Please be sure to contact your GP in advance to avoid running out. Please note that any ongoing chemotherapy and medicines related to your cancer treatment will be provided by the pharmacy at The Royal Marsden.

Disposal of unused medicines

Please return any unused medicines that are no longer needed to the pharmacy at your next visit so they can be disposed of safely.

Unlicensed use of medicines

Any medicines prescribed by your doctor or bought over the counter from a pharmacist are licensed for use by the Medicines and Healthcare Products Regulatory Agency.

Manufacturers are legally obliged to include a patient information leaflet with their medicines and we will give this to you. However, medicines are sometimes used by hospital doctors in different ways that are not specified on the product licence when there is research or experience to back up such use. This is especially true for a lot of medicines used in a cancer hospital like The Royal Marsden.

If you have any queries about your medicines and how to take them, please ask the pharmacist when you collect them or contact the medicines helpline (see page 28).

[What do I need to know about medicines?](#)

[What happens after my appointment?](#)

Exemption from NHS prescription charges

Patients having treatment for cancer, including treatment for side effects, can apply for an exemption certificate that means they do not have to pay for prescriptions. This certificate will only apply to charges for NHS prescriptions. The certificate will cover all prescriptions, not just those prescribed for your cancer.

You will need to collect an application form (FP92A) from your GP surgery, local pharmacy or the pharmacy at The Royal Marsden. The application must be signed by your GP, hospital doctor or clinical nurse specialist. Until you receive your certificate you will be asked to pay for your prescriptions. If you ask the pharmacy to provide you with an NHS receipt (FP57) when you pay you will be able to claim this charge back.

Certificates last for five years and can be used to their end date even if your cancer treatment finishes in that time. A reminder will be issued automatically to you and the certificate may be renewed if you are still eligible.

The pharmacy

The pharmacy provides and supervises the use of all medicines prescribed in the hospital. It also reviews each prescription regularly to ensure medicines are being used in the best way for patients.

If you have any questions about the service, please ask your hospital pharmacist or pharmacy technician.

Pharmacy opening hours

Monday to Friday, 9am to 5.30pm

Saturday, 9am to 12noon

Medicines helpline

If you have any questions about medicines, please phone the medicines helpline on 020 8770 3821. The service is available Monday to Friday, from 9am to 5pm. You can leave a message outside of these hours. You can email the service at medicines.information@rmh.nhs.uk.

What happens after my appointment?

Following each visit to the hospital, you will be given a card with the date and time of your next appointment if needed.

- If you can't keep an appointment, please phone the ward or department you are due to attend to arrange another one. Please remember to tell staff if you have tests or transport booked.

- If you're worried about anything between your appointments, please phone to arrange an earlier clinic visit or to get advice.
- If you have been discharged from our care and think you may need a further appointment, you will need to be re-referred by your GP.
- If you don't need a follow-up visit, remember to keep your appointment card safe in case you need it in the future.
- If you change your address or GP, please remember to notify the hospital.

What happens after my hospital stay?

Before leaving the hospital, there are some things you will need to do.

- Make sure that arrangements have been made for your return home, such as travel plans or a relative or friend to stay with you if necessary.
- Make sure you have any drugs or medicines which you need to take at home, and check that you understand the instructions on the container. You will be given two copies of your prescription – one for you and one to hand to your family doctor.
- If you are an inpatient claiming incapacity benefit or statutory sick pay, ask for an inpatient medical certificate.
- Make sure you have any equipment that you are to take home on loan. You will be asked to sign a receipt for this and to return equipment straight away when you no longer need it.
- Return any items such as library books or DVDs.
- Give the ward staff a forwarding address for mail.
- Check that you have the contact details of your specialist nurse(s) and/or key worker in case you have any questions or worries when you are at home.

Your length of stay in hospital will be estimated when you are admitted and your medical team will review this each day. It is possible that we may not know whether you will be ready to leave the hospital until the day itself.

We ask patients to leave the ward by 10.00am on the day they are due to leave. If you need to wait beyond that time you may be asked to wait elsewhere in the hospital.

We will let your family doctor know that you have left hospital within a day or two.

Extra support

Alongside your treatment and care, we offer many other services to support you – both during your time at the hospital and for when you go home.

What other support is available at the hospital?

We provide a wide range of services to support you during your treatment and care. You can find out more about all the services we offer by asking staff in our wards, departments and the Help Centre.

For some of the following services you will be able to make an appointment yourself. For others, you will need to be referred by your doctor.

Therapies

The hospital offers many therapeutic services provided by specialist nurses and therapists. Examples of these are:

- breast care
- lymphoedema care
- physiotherapy
- art therapy
- nutrition and dietary advice
- occupational therapy
- speech and language therapy
- therapeutic massage.

For more about the therapies we offer, visit www.royalmarsden.nhs.uk/therapies

Pastoral and psychological care

The Pastoral and Psychological Care department covers spiritual care and psychological care. If you would like to see one of the team, please ask your nurse to contact the appropriate member of the department, or contact them directly on 020 8661 3006 (Sutton) or 020 7808 2777 (Chelsea).

Spiritual care

The hospital provides a team of chaplains from a variety of faiths and denominations including Church of England, Free Church, Roman Catholic, Jewish and Muslim. The chaplains are available to offer spiritual care for patients, families and staff. You do not have to be religious or go to church to see a chaplain. There is always a duty chaplain available who can be contacted through the hospital switchboard.

Hospital chapels

There are two chapels, one at each hospital. In Chelsea, the chapel is on the ground floor opposite Wilson Ward in the Marsden Wing. In Sutton, the chapel is on the third floor near the Richard Wells Rehabilitation Centre in the West Wing. Both chapels are always open, but for details of services please refer to the chapel notice boards.

What other support is available at the hospital?

Prayer rooms

There are also two prayer rooms, one at each hospital. In Sutton, the prayer room is next to the chapel in the West Wing. In Chelsea, the prayer room is opposite Private Patient Accounts in Wallace Wing. These rooms are for the use of all faiths and are open at all times.

Psychological care

We offer a confidential psychological care service for patients and their families. The service is provided by a team of experienced and specially trained nurses, doctors and clinical psychologists. Talking things over can help relieve some of the distress you may be feeling.

Palliative care

The Palliative Care team consists of doctors and nurse specialists with special training in palliative care. They work with your own team of doctors and nurses to help with pain and other symptoms that may be a problem for you. They also offer support to you, your family and friends, and act as a link between hospital and home. Any member of your medical or nursing team can provide you with more information or refer you to the Palliative Care team.

Financial help

If you have any financial difficulties you may be able to claim some help. Our welfare rights adviser can discuss this with you.

Help with travel costs

You may be entitled to be reimbursed for your return journey to the hospital. You can claim for reimbursement of travel costs including public transport fares or, if you drive, you can claim for the return mileage and parking expenses. The claim needs to be made within three months of incurring the costs. There is more information in the *Hospital Travel Cost Scheme Guide for Patients*, available from the cashier's office in Chelsea and Sutton.

Unfortunately, we cannot reimburse travel expenses for visitors. However, if you want to claim for close relatives visiting you who are themselves on Income Support, financial help may be available from the Social Fund by contacting a JobCentre Plus.

More information about all the support services we offer at the hospital is available in a booklet called *Your guide to support, practical help and therapies at The Royal Marsden*. This can be found in wards, departments and The Royal Marsden Help Centre.

How can I arrange for support at home?

During your stay in hospital, a nurse will talk with you and anyone else involved in your care about how you are being supported at home. Please let the nurse know if you have already arranged care at home. If you think you need more help when you go home, the nurse will talk with the Discharge Support Team, made up of discharge coordinators and welfare rights advisers, about how best to plan and organise it. The welfare rights adviser can give you information and advice on housing, employment, welfare benefits and other financial difficulties.

An information booklet called *Support at home* is available at the Help Centre.

Medical certificates

If you need a medical certificate for work to cover the time you spend in hospital (as an inpatient) please speak to a nurse in the area you are attending.

Where do I go for more help and information?

Help Centre

Our Help Centre offers two services: the Patient Advice and Liaison Service (PALS) and the Patient Information Service. These services provide different kinds of information, support and advice to patients, their families and friends, and staff involved in their care.

In Chelsea, the Help Centre is on the ground floor of the Chelsea Wing, in the day care area. In Sutton, the Help Centre is to the left of the main entrance, at the top of the ramp.

You can contact the Help Centre by dropping in, phoning or emailing. The free phone number is 0800 783 7176 (please note that your call cannot be redirected within the hospital from this number) or email patientcentre@rmh.nhs.uk.

Patient Advice and Liaison Service (PALS)

We like to know when we are doing things well but, more importantly; we need to be told when things go wrong so that we can put them right. If you have any issues or concerns about the hospital please let PALS know about them. The service can help address a wide range of issues, and suggestions from patients may be incorporated into hospital policies.

If you wish to make a comment about your personal experience of the service or care you have received in the hospital please speak to the relevant service manager, such as the sister, charge nurse or head of department. Comment cards are available in all areas for this purpose.

[Where do I go for more help and information?](#)

If you feel your concerns haven't been resolved, please tell a patient adviser in the Help Centre, who will liaise on your behalf to try and resolve issues. They will also be able to let you know how to raise a concern or complaint.

You can also submit feedback online at www.royalmarsden.nhs.uk/feedback.

Viewpoint

Viewpoint is a patient-led scheme run by PALS for collecting general comments, suggestions and observations anonymously from patients, their families and friends. You can find wall-mounted Viewpoint stations, with comment cards and post boxes throughout the hospitals.

Patient Information Service

A diagnosis of cancer can have a huge impact on you, and on your family and friends. It can also raise all kinds of questions. The Patient Information Service is here to help.

We can give you comprehensive information about cancer itself, as well as cancer treatments and their side effects. We can also give you advice about the practical help and support available for living with cancer, such as how to find self-help and support groups near your home. Staff are available during Help Centre opening hours to guide you through the information and to offer any advice and support you may need.

We publish a number of booklets and leaflets about cancer and its treatments in the Patient Information Series. This Series has been awarded the Information Standard, a quality mark for health information.

Information is also available as books, audio cassettes, CDs, videos and DVDs, all of which you may borrow from the lending library at each Help Centre.

The Royal Marsden website

Our website provides a wide range of information about the hospital and the services we offer. You'll be able to find details about our consultants, the treatments we provide, general information about cancer and much more. Visit www.royalmarsden.nhs.uk to find out more.

Your hospital experience

From taking steps to ensure a clean environment to offering a range of facilities for your comfort, we do everything we can to make sure you have a positive experience during your time at the hospital.

How do you prevent infection at the hospital?

We are committed to providing a safe, clean environment that protects patients, visitors and healthcare workers from infection. This issue is especially important for us, as patients who are undergoing treatment for cancer may be more susceptible to developing an infection.

We have a dedicated team responsible for all aspects of infection prevention and control including:

- providing infection prevention and control information, education and advice to patients, visitors and all healthcare workers
- investigating all patients with infection and ensuring these patients are cared for in the best possible way
- monitoring the cleanliness of equipment and the environment.

What you can do to help

- Keeping your hands clean is one of the most important things you can do to help prevent infection. Please wash your hands or use the hand rub regularly, and encourage your visitors to do the same particularly on arriving and leaving.
- Always wash your hands after going to the toilet.
- If you are being cared for in a single room, your visitors should always ask the nursing staff before entering to what precautions to take.
- Ask visitors not to sit on the bed.
- Ask your relatives and friends not to visit if they are suffering from a cold, flu, stomach upset, rash or if they have had recent contact with an infectious disease, for example, chicken pox or measles, and particularly if they have had diarrhoea or vomiting in the last 48 hours.
- Supervise any children and do not allow them to touch any equipment.
- Please report any concerns or issues, in particular cleaning, to the Matron or contact the Infection Prevention and Control Team on 020 8661 3248.

Who's who?

Identifying patients

To make sure we're providing you with treatment and care in a way that's right for you, it's important that we know who you are during your stay in hospital.

When you come to the hospital we will give you a unique Royal Marsden number and we will also ask you for your NHS number. Both of these numbers will appear on hospital documentation.

Along with these numbers, we may identify you in two other ways:

- Staff may ask you to confirm your name and date of birth. This will happen before various procedures such as blood tests and X-rays and before we give you any medication.
- If you are admitted to a ward or a day care area, we will give you a white name band. Please keep this on at all times during your stay at the hospital.

Identifying staff

You will meet many different staff while you are at the hospital. So you can be sure of who they are, all our staff wear identity badges with their name and photograph. If you are not sure of the name of the person you need to speak to, please ask.

Students and their training

As a postgraduate teaching hospital, we train students and qualified doctors, nurses and therapists in the specialist treatment and care of cancer patients. This means that staff in training (who may be involved in your current or future care) may be present during your consultation with the doctor.

You have the right to choose whether or not you want this to happen. If you don't want staff in training to be present, you should tell your doctor or nurse. Your request will be respected and understood and won't affect the treatment and care you receive at the hospital.

What facilities are available?

Accommodation

If you or your carer needs accommodation near to the hospital, please contact Facilities at the relevant site (see page 56).

Disabled facilities

Both of our hospitals are accessible to patients and visitors with disabilities.

At Sutton, access for wheelchair users is through the main entrance. At Chelsea, wheelchair users can access the building through the Wallace Wing entrance. Both hospitals have ramps and lifts allowing wheelchair access to all areas. Wheelchair-accessible toilets are also provided.

What facilities are available?

The reception desks at the entrances of both hospitals have hearing loops to help hearing-impaired patients. Hearing loops are available at most reception desks in wards, departments, pharmacies and the Help Centres. Telephone adaptors for patients with hearing aids are available in the Facilities offices in both hospitals.

Staff at reception desks can answer any queries you have about our disabled facilities, or give you any assistance you may need.

Please try to let us know in advance if you think you will need additional support or information in a different way, or if you have any concerns about your hospital visit. You can either call us on the number given on your appointment letter, or call The Royal Marsden Help Centre free on 0800 783 7176.

Food and drink

Restaurants

There are restaurants for patients and relatives at both our Chelsea and Sutton hospitals. These offer a range of hot and cold meals, including cooked and continental breakfasts, fresh soup, and pre-packed sandwiches. Pre-order and made-to-order hot meals are also available.

Restaurant facilities at Chelsea:

The Mulberry Tree Café (first floor, Chelsea Wing)

Open 7.30am to 9.30am for breakfast and 11.45am to 2.15pm for lunch, Monday to Friday. Refreshments and a grill bar menu are also available 7.30am to 7.00pm, Monday to Sunday.

The Mulberry Tree Coffee Shop (ground floor, by the Wallace Wing entrance)

Open 7:30am to 5.00pm, Monday to Friday.

Restaurant facilities at Sutton:

The Cherry Tree Café (ground floor, by the main reception)

Open 7.30am to 7.00pm, Monday to Sunday.

The Cherry Tree Restaurant (ground floor by the main reception)

Open 7.30am to 9.30am for breakfast and 11.45am to 2.15pm for lunch, Monday to Friday.

The Friends of The Royal Marsden sells drinks and snack meals in the outpatient areas.

Meals for patients staying in hospital

We have protected meal times when we try to keep ward activity to a minimum so that patients can enjoy their meal in peace. This usually takes place between

12:30 and 2.00pm and between 6.00pm and 7.00pm. If you would like your visitors to stay to help you eat and drink at those times, please let your nurse know. Tea and coffee are available early and mid-morning, mid-afternoon and late evening, as well as at all meal times. Snacks are also served with the mid-morning and mid-afternoon drinks.

Our daily menu offers a variety of choices. If you can't see anything you like, a call order menu is available. You can also use this menu if you have missed a meal during the day. After 7.00pm we can provide a selection of sandwiches or hot meals if you have missed a meal.

If you wish to order halal, kosher or puree/modified texture meals please ask the ward staff.

If you would like to bring food into the hospital, please choose foods that don't need to be kept in a fridge, such as biscuits, crisps and squash drinks. Please don't bring any other foods without discussing it with a member of the Catering Department.

Infection control is an important part of your care so please remember to wash your hands before eating any meals or snacks.

If you have any views about how we could improve our catering service speak to a member of the Catering Department.

Advice on your health and diet

Eating well and enjoying your food is an important part of your care. We offer written advice about diet or if you would like to talk to someone about your diet, nutrition or eating difficulties, please ask your nurse to contact the dietitian. If you have lost weight, please let your medical team know.

Shops

The Chelsea hospital has a small shop selling sweets, soft drinks, stationery, toiletries and magazines. It is on the ground floor close to the main entrance.

In Sutton, there is a shop to the left of the main entrance. It also sells sweets, soft drinks, stationery, toiletries and magazines.

A mobile shop visits each ward regularly.

Hairdressing

There is a hairdressing service available for inpatients, offering wash and blow dry. The hairdresser will be able to discuss with you how to manage your hair if you are likely to lose it as a result of your treatment.

What facilities are available?

We offer a wide selection of wigs. If you are likely to lose your hair and would like a wig, the appliance officer can supply and fit one for you. Please note that there is a prescription charge for wigs.

If you can't find a wig to suit you through the hospital appliance officer you could buy a wig or alternative head covering privately. Our staff will be happy to provide a list of wig suppliers.

Banking

Although there are no banking facilities at either hospital, there is a cash machine in the main entrance of the Sutton hospital next to the pharmacy collection point. The cash machine takes all main bank cards and there is no charge for transactions unless your own bank charges you.

Branches of the major banks can be found in South Kensington and the King's Road near the Chelsea hospital, and in Sutton town centre.

Newspapers

Newspapers are available to buy from the hospital shops and from a trolley in the wards each morning.

Television and radio

All inpatients have access to the radio. On most wards, inpatients will also have a bedside TV.

We provide earphones for listening to TV and radio. To avoid any risk of infection, we sell earphones for a nominal charge or you can use your own. You can take your earphones home with you and use them again on each visit.

We are currently installing a new bedside system that will include television, telephone and internet services.

Radio Marsden

Radio Marsden is broadcast for patients from studios in Chelsea and Sutton. The station is on air 24 hours a day, seven days a week. You can find it on TV channel 17 on your bedside television.

A list of programmes, including a patients' request show, is available on all wards or in the Radio Marsden Patient's Guide. If you can't see a copy by your bed, please ask a Radio Marsden ward visitor for one or call us on extension 3083.

Public phones

There are public payphones in both hospitals which take cash and credit cards. If you need to use one, please ask a member of staff for directions.

RM Magazine

RM is a magazine designed for patients living with cancer, their carers and our staff. It gives information and advice about living with cancer as well as a snapshot of hospital life, stories from patients and information about charity events.

You can find copies of RM in all wards and departments and in the Help Centre (see page 33).

How do I keep in touch with friends and family?

Visiting

We know how important it can be to see your friends and family regularly when you're staying in hospital. Although we do have set visiting times and other periods where visiting is kept to a minimum, we try to keep it as flexible as possible.

Visiting times vary from ward to ward. All wards have a rest period when visiting is limited. Please speak to staff on your ward to confirm visiting times.

We may need to restrict visiting times when a patient is particularly unwell and needs to rest. It may also be necessary to restrict the number of visitors around a bed at any one time. We ask that you and your visitors are sensitive to the needs of other patients and respond to any requests made to you by ward staff.

Please ask a member of staff about other areas in the hospital that you can take your visitors to.

Post

To make sure that post reaches you, please ask your family and friends to include the following details on any letters or cards they send to you:

- your full name with 'patient' in brackets
- the name of your ward
- the full postal address of the hospital (see pages 13, 15 and 17).

If you wish to send letters, there are postboxes on the ground floor of each hospital. If you are unable to take letters to the postbox yourself, a member of staff will be happy to post them for you.

Stamps are available from the hospital shops (see page 39).

How do I keep in touch with friends and family?
What do I need to know about the hospital environment?

Bedside phones

To help you keep in touch by phone, we operate a system called Patient Call. There is a phone by every bed for outgoing and incoming calls.

To make outgoing calls you will need a smart card. These can be bought from dispensers that you will see around the hospital. Outgoing calls are charged at less than BT's standard public payphone charge.

There is a small charge for incoming calls which is less than mobile or premium rates to cover the cost of the service.

We provide a leaflet with information about how to use Patient Call, including up-to-date information about charges. These are widely available throughout the hospital. Charges are also itemised in detail on labels attached to all bedside phones.

Internet

We are in the process of introducing wireless internet access throughout our hospitals. To check whether you have access in the area you are attending, ask a member of staff.

Although you can bring laptops and other web-browsing devices to the hospital, we are not liable for any loss or damage to your computer equipment while it is on the premises. Find out more about money and valuables on page 10.

What do I need to know about the hospital environment?

Conduct and behaviour

The Royal Marsden prides itself in being socially and culturally inclusive and sensitive to the needs of the patients and carers it serves. Our staff provide care in an atmosphere of respect, non-judgement and empowerment.

We welcome your support in helping us to provide effective services in a safe and supportive environment that is free of prejudice, harassment and violence, meeting the needs of all who pass through our doors.

Smoking

We are a smoke-free hospital. Smoking is not allowed on our premises, in our vehicles, at entrances or anywhere else in our grounds. We are looking at ways to help people stop smoking. Talk to a member of staff to find out more.

Mobile phones

Mobile phone signals can interfere with some types of medical equipment. For that reason, there are clearly signposted areas where we ask patients not to use mobile phones. Please observe these instructions. Our staff use a cordless internal phone system that does not affect medical equipment.

When you do use your mobile, please be considerate to others around you.

Reporting damage

If you see an area or an item that has recently been damaged or broken, please tell a nurse or the member of staff in charge. Our staff will then make sure that our Estates Department is aware of the issue.

The Estates Department has staff to deal with any issues during normal working hours, and an emergency call-out service for all other times.

Our responsibilities to you

We have a duty to make sure you are cared for in a safe environment and that we protect and uphold your rights. As a patient, it's important to know your rights and understand how they affect your care.

How do you keep my health information confidential?

Storing information

Your personal health information is kept in records written on paper, held on computer or both. We make sure that all of our records are stored securely at all times. The Royal Marsden has a duty to maintain full and accurate records of the care we provide.

Confidentiality

We have a legal duty to keep information about you confidential, secure and accurate. We will share this information inside the NHS or with outside organisations only if it is necessary for your treatment and care. Anyone who receives information about you from us is also under a legal duty to keep it confidential. See below for more about when and why we share information about you.

We will not give information about you to organisations such as benefits agencies, employers or the media without your permission.

We will make sure, through contract terms and staff training, that everyone who works in or on our behalf understands their duty of confidentiality, what it means in practice and how it applies to all parts of their work.

We are committed to data protection and take great care to ensure that your data is looked after properly. Only staff who are involved in your care will be able to look at your record. If we find that someone has deliberately accessed records about you without permission or good reason, we will take action that may include disciplinary action.

How do you use information about me?

Helping us improve our service

We may use information about you to help us provide a better service and improve the patient experience. When we use information about you, your name, address and other information that identifies you is removed whenever possible. If we do need to use information that identifies you, we will explain how and why your information will be used.

Sharing your information with people involved in your care

With your permission, our staff will sometimes share information about you with other people involved in your care such as your GP, community nurse or social

How do you use information about me?
How can I access information?

worker. Sharing information in this way makes caring for you safer, easier and faster.

We will not share health information that identifies you (particularly with other government agencies) for any reason other than providing your care, unless:

- you have agreed
- the information is necessary for your care and treatment
- we are required to do so by law.

Sharing information with family and friends

It's important that we know with which family members or friends we may share information about you. When you first attend the hospital and register, we will ask you the name and contact details of your next of kin. This person does not need to be related to you but should be able to reflect your wishes at all times, even if you are unable to do so yourself.

Giving permission to share your information

You have a right to limit the health information about you we can use or share. If you want to do this, tell a member of staff providing your care. Please note that limiting the information we can share may make it more difficult for us to provide you with the best possible care.

Usually we will not share your personal health information with people such as a relative, carer or friend without your permission. However, there are exceptions: sometimes, the law requires us to share your personal health information without your permission – for example, to investigate a serious crime or to protect a child.

If you would like to know more about how we use your personal information, the leaflet *The use of your personal information* is available in all areas. You can also discuss this with Help Centre staff on 0800 783 7176.

How can I access information?

Access to letters about you

You can choose to receive a copy of letters about you written by one health professional to another, such as letters between your GP and your hospital doctor. Sharing these letters will help improve communication between you and your healthcare professionals. This should in turn give you a better understanding of your planned care.

You can read more about access to letters in the leaflet *Copying letters to patients*. This is available in all outpatient clinics.

Your right to know and see your health information

You have the right to know how your personal health information is used. You also have the right to see your health records, although if you wish get a copy this is subject to a fee. There is a £10 administration charge for providing copies of your notes and a fee of 25p per sheet for any copies made, up to a maximum cost of £50.

If you would like to view or receive copies of your clinical records you need to complete a Subject Access Request under the Data Protection Act. In order to do this, you can write to:

Access to Health Records Officer
The Royal Marsden
Downs Road
Sutton
Surrey SM2 5PT

You can also call 020 8642 6011 and ask switchboard to put you through.

We will arrange to provide you with a copy of your information within 21 days of receiving your request and all the information needed to process it.

You have the right to ask for your information to be changed or blocked. If the information we are holding about you is incorrect, or causing you distress or harm then you can apply to have the information amended or deleted. If you ask to change or block any information in your records we may need to contact you to ask for additional identification.

Please note that we cannot give you confidential information about other people, or information that a healthcare professional considers likely to cause serious harm to the physical or mental health of you or someone else.

Access to information about the hospital

The Freedom of Information Act came into effect on 1 January 2005. The Act gives members of the public a general right of access to recorded information held by public authorities. You can ask to see information about the hospital under this Act.

Any information we hold at the time a request is received will be eligible for release unless it is covered by an exemption.

[How can I access information?](#)

[How do I give my consent to treatment?](#)

Making a request

Anyone can make a request under the Act. There are no restrictions on your age, nationality or where you live.

Please ensure you:

- put your request in writing, using either the Freedom of Information form at www.royalmarsden.nhs.uk/foi or a letter marked for the attention of the Freedom of Information Manager at our Chelsea hospital
- state clearly what information you want
- include your name and address.

When we receive a request for information, we will consider the request and respond as soon as possible. This will be no later than 20 working days after receiving your request. The Act allows us to extend this deadline in certain limited circumstances.

How do I give my consent to treatment?

Our doctors, nurses or therapists will ask you to agree to any form of examination, treatment or care.

They must explain the risks and benefits of the treatment or examination, any available alternative procedures and the risks and benefits if you choose to do nothing for the time being. We may also give you some written information about the procedure that has been planned.

It is important that you understand the information you have been given – ask questions if you don't understand or if you want more information. If the person asking for your consent isn't able to answer your questions, ask them to find out or arrange for someone else to talk to you about your concerns. Remember, you are always free to say no, or to ask for more information.

We may also ask your consent for:

- storing tissue samples (for more information see the leaflet *Using and storing tissue samples*)
- research and trials (for more information see the booklet *Clinical Trials*)
- cell donation (for more information see the Human Tissue Authority Codes of Practice 1 and 6 at www.hta.gov.uk).

Types of consent

There are different ways in which you can give your consent but you are the only person who can give consent. No one else can do this for you.

Your consent could be simply offering up your arm when a nurse asks to take your blood pressure. By offering your arm, you are giving implied consent without actually saying anything in words. Sometimes you will give your spoken consent. In certain circumstances, you will also be asked to sign a consent form which you will then be given a copy of.

Consent forms

When consenting to any type of treatment you will usually be asked to sign a consent form – a written record that you have agreed to the planned treatment. The main benefits and risks associated with the treatment will be written on the form. We will give you a copy of this document.

It is important to remember that once you have made a decision about treatment, you can change your mind at any time, even after you have signed a consent form. The Department of Health has produced leaflets giving more information about consent. If you would like to have a copy of these leaflets, ask the Help Centre.

How do I raise a concern or make a complaint?

We're always looking for ways to improve the services we provide and your views and comments make a difference. If you are unhappy with any aspect of the care you receive, you may wish to raise a concern or make a complaint. Raising a concern or complaint will in no way affect your future care.

You can raise a concern or complaint by speaking, in confidence, to a member of staff in the ward, clinic or department. If you prefer not to talk to someone directly involved in your care, you can speak to staff in the PALS service (see page 33). We also have a dedicated Complaints Manager, available on 020 7808 2102, who will be happy to discuss any concerns you may have. You can also fill in an online form at www.royalmarsden.nhs.uk/feedback.

For more information, see the leaflet *How to raise a concern or make a complaint*. This is available in all areas or you can call the Help Centre on freephone 0800 783 7176.

Becoming more involved

Your knowledge and experience of being a patient at The Royal Marsden are valuable to us. There are all sorts of ways you can get involved in the hospital and have your say in how our services are run.

How can I support The Royal Marsden?

Become a Member

Members help to ensure we are providing the best care and services for our patients. As a Foundation Trust, we are directly accountable to our patients, their carers and the general public. Becoming a Member enables us to share our news with people who care about what we do and gives you a greater say in how we are run.

Members are represented by elected Governors on our Council of Governors. This plays a key role in shaping our strategic direction and governance.

Benefits of Membership

Membership is free and open to our patients over 16 who live in England, as well as their families and friends.

As a member, you will be able to:

- receive a copy of RM Magazine, to keep you updated on our latest activities and developments
- stand as a Governor to represent other members on the Council of Governors
- elect others to represent you on the Council of Governors
- attend exclusive members' events.

How to apply

Pick up an application form from around the hospital, call 0800 587 7673 (freephone) or email foundation.trust@rmh.nhs.uk. You can find out more about Membership and apply online at: www.royalmarsden.nhs.uk/membership.

Become a Friend and volunteer

The Friends of The Royal Marsden is a voluntary organisation that exists to help patients. The Friends raise money to provide activities, equipment and extra comforts for patients. The Friends also provide services such as the cafeteria and mobile shop.

For more about the work of the Friends and how you can volunteer, please see the *Friends of The Royal Marsden* leaflet available around the hospital or in the Help Centre. You can also call the Friends on 020 7808 2982.

How can I support The Royal Marsden?
What else can I do to make a difference?

Support the charity

The Royal Marsden Cancer Charity supports the work of The Royal Marsden by raising money for the hospital. There are all sorts of ways to get involved and show your support, from taking part in fun runs to giving a donation online. Find out more at www.royalmarsden.org.

What else can I do to make a difference?

Join the Patient and Carer Advisory Group

The Patient and Carer Advisory Group gives patients and carers an opportunity to improve the hospital's current and future services and the care provided to patients.

The self-run group works with the hospital on a variety of projects and committees where the views of patients and carers can help make the hospital a better place for patients.

For more about the group and how to get involved, contact the Quality Assurance Team on 020 7808 2176.

Other ways to make a difference

We value the feedback we receive from our patients and we try to provide as many ways as possible for them to share their experiences and have their say in how our services are run. There are a variety of opportunities for you to become involved, depending on how much time you have, the areas you're interested in and how you want to take part.

For example, you can contribute by email, by post or by telephone, as well as attending a meeting or joining a committee. Some projects will be short term while other projects may continue over a longer period of time.

For more about the different ways patients can get involved, call the Royal Marsden Help Centre on 0800 783 7176 (Freephone) or see the *Make a difference* leaflets which are available from the Help Centres or at the Viewpoint stations.

Contact us

Any questions? Need directions, professional advice or just someone to talk to? Our staff are here to help, so don't hesitate to ask.

Who should I contact?

For questions about your appointment

If you want to contact us for questions about your appointment, you'll find the contact details you need on your hospital appointment card or letter. We've also listed some useful phone numbers in this booklet on page 56.

If you become unwell during treatment

Call us any time if you become unwell while receiving treatment, such as chemotherapy. We will let you know at the start of your treatment what to do if this happens and who to call.

Who to contact if you feel unwell at home

If you are having radiotherapy or chemotherapy or participating in a clinical trial at The Royal Marsden:

- Please contact your hospital team. You can reach them from 9am to 5pm, Monday to Friday. At all other times, you should contact the on-call clinical site practitioner (senior nurse) through the hospital switchboard (contact details on page 56). He or she will be able to advise you and refer you to the doctor on call if necessary.

If you are not having radiotherapy or chemotherapy or participating in a clinical trial at The Royal Marsden:

- Please contact your GP. Your GP may then contact your doctors at The Royal Marsden. Your GP can arrange transport to bring you here if necessary.

If you dial 999 the ambulance service will take you to your nearest Accident and Emergency (A&E) department. They will not bring you to The Royal Marsden. If the doctor in A&E thinks you need to be transferred to The Royal Marsden, he or she will contact your medical team.

Any other questions

If you have any questions about your treatment and care in between appointments, don't hesitate to ask. We will normally have given you the name and number of the person to talk to (usually a specialist nurse). If you don't have these details, call the hospital and ask to speak to your consultant's secretary, who will arrange for you to talk with someone.

We don't currently use email to communicate clinical information. This is in order to avoid the delays that can occur in responding to email messages, and to safeguard your privacy and confidentiality.

How do I contact you?

Calling The Royal Marsden

You can reach wards and departments directly by dialling the appropriate extension number.

Extensions for Chelsea:

020 7808 2xxx and 020 7811 8xxx

Extensions for Sutton:

020 8661 3xxx and 020 8915 6xxx

Alternatively, you can contact The Royal Marsden switchboard on 020 7352 8171 (Chelsea) and 020 8642 6011 (Sutton).

Our operators usually reply quickly. If there's a delay, you'll have the option of transferring to the right department using speech recognition. Just speak the name of the individual or department required and you'll be automatically put through to the appropriate extension.

Useful phone numbers

Chelsea

Switchboard	020 7352 8171
Admissions (Transitional Care Unit)	020 7808 2405 or 020 7808 2406
Appointments	020 7808 2431
Discharge Support	020 7808 2481
Friends of The Royal Marsden	020 7808 2982
Medical Day Care	020 7808 2320
Medicines Helpline	020 8770 3821
PALS	020 7808 2083
Patient Information	020 7808 2083
Radio Marsden	020 7808 2193
Registration	020 7808 2402
Rehabilitation Services	020 7808 2811
Surgical Day Care	020 7808 2384
Transitional Care Unit	020 7808 2405 or 020 7808 2406
Transport	020 7811 8305

Sutton

Switchboard	020 8642 6011
Admissions	020 8661 3379 or 020 8661 3380
Appointments	020 8661 3430
Discharge Support	020 8661 3382
Friends of The Royal Marsden	020 8661 3082
Medical Day Care	020 8661 3174
Medicines Helpline	020 8770 3821
PALS	020 8661 3759
Patient Information	020 8661 3560
Radio Marsden	020 8661 3083
Registration	020 8661 3428
Rehabilitation Services	020 8661 3028
Transport	020 8661 3429

Personal information

These are the contact details if you have any queries about your illness or treatment, or experience any problems:

Name

Hospital number

Consultant/s

Specialist nurse

Research nurse

Key worker

Useful telephone numbers

Language help

If English is not your first language, we offer a telephone interpreting service to help. Please ask our staff to contact this service for you. If you need this booklet in another language, please contact The Royal Marsden Help Centre on 0800 783 7176.

इस हॉस्पिटल में एक टेलिफोन इंटरप्रिटिंग सर्विस (टेलिफोन के माध्यम से भाषा-अनुवाद की सेवा) उपलब्ध है। यदि आपकी मातृ-भाषा अंग्रेज़ी नहीं है, तो कृपया हमारे स्टाफ (कर्मचारी) को आपके लिए इस सेवा से संपर्क करने को कहें। (Hindi)

આ હોસ્પિટલમાં ટેલિફોન ઇન્ટરપ્રિટિંગ (અર્થઘટન) સેવા મળી રહે છે. જો અંગ્રેજી તમારી પહેલી ભાષા ન હોય તો, મહેરબાની કરીને તમારા માટે આ સેવાનો સંપર્ક સાધવા સારુ અમારા સ્ટાફને વિનંતી કરો. (Gujarati)

এই হাসপাতালে টেলিফোন ইন্টারপ্ৰিটিং সার্ভিস-এর (টেলিফোনের মাধ্যমে ভাষা-অনুবাদ করার সেবা) ব্যবস্থা আছে। যদি আপনার মাতৃভাষা ইংরেজী না হয়ে থাকে, তাহলে অনুগ্রহ করে আপনার জন্য এই সার্ভিসের সঙ্গে যোগাযোগ করতে আমাদের স্টাফদের বলুন। (Bengali)

ਇਸ ਹਸਪਤਾਲ ਵਿਚ ਉਲੱਥੇ ਦੀ ਸੇਵਾ ਉਪਲਬਧ ਹੈ। ਜੇ ਅੰਗ੍ਰੇਜ਼ੀ ਤੁਹਾਡੀ ਮੁੱਖ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਟਾਫ (ਅਧਿਕਾਰੀ) ਨੂੰ ਪੁਛੋ ਕਿ ਉਹ ਤੁਹਾਡੇ ਵਾਸਤੇ ਇਸ ਸੇਵਾ ਨਾਲ ਸੰਪਰਕ ਕਰਨ। (Punjabi)

Há um serviço de interpretação por telefone disponível neste hospital. Se inglês não é a sua primeira língua é favor pedir ao nosso pessoal para contactar este serviço para você. (Portuguese)

En este hospital, disponemos de un servicio telefónico de interpretación. Si el inglés no es su lengua materna, pida a nuestro personal que contacte con este servicio para usted. (Spanish)

In questo ospedale è disponibile un servizio di interpretariato telefonico. Si l'inglese non è la Vostra prima lingua, siete pregati di rivolgervi al nostro personale che provvederà a mettervi in contatto con il servizio. (Italian)

L'hôpital met à votre disposition un service d'interprétariat par téléphone. Si l'anglais n'est pas votre langue maternelle, veuillez l'indiquer à l'un de nos employés et nous vous fournirons un/e interprète. (French)

Υπάρχει μια τηλεφωνική υπηρεσία για διερμηνεες σε αυτό το νοσοκομείο. Εάν τα Αγγλικά σας δεν είναι η πρώτη γλώσσα που μιλάτε σας παρακαλώ ρωτάτε ένα από το προσωπικό μας να ερθούν σε επαφή μαζί τους για σας. (Greek)

F'dan l-isptar tista' tinqeda b'sevizz ta'interpretu telefoniku. Jekk l-Ingiliz mhix il-lingwa tieghek, jekk joghbok kellem lil xi membru tal-istaff ghal dan is servizz. (Maltese)

Bu hastahanede, bir telefonla çeviri servisi bulunmaktadır. Eğer İngilizceniz yeterli değilse, sizin için bu servisle ilişkiye geçmelerini, görevlilerden isteyiniz. (Turkish)

إن خدمة للترجمة بواسطة الهاتف متوفرة في هذا المستشفى. إذا كانت اللغة الإنكليزية ليست لغتك الأم، فالرجاء الطلب من أحد موظفينا إيصالك بهذه الخدمة. (Arabic)

اس ہسپتال میں ٹیلی فون پر مترجمانی کی سروس دستیاب ہے۔ اگر انگریزی آپ کی پہلی زبان نہیں ہے تو اوزارہ کرم اپنے لئے اس سروس سے رابطہ کروانے کے لئے ہمارے عملے سے پوچھئے۔ (Urdu)

در این بیمارستان خدمات ترجمہ تلفنی ارائه می شود. اگر انگلیسی زبان اول شما نیست، لطفاً از کارکنان ما بخواهید تا ارتباط شما را با قسمت ترجمہ تلفنی برقرار کنند. (Farsi)

Szpital oferuje możliwość skorzystania z telefonicznego serwisu tłumaczeniowego. Jeśli język angielski nie jest Państwa językiem ojczystym, prosimy poprosić personel szpitala o połączenie z serwisem. (Polish)

Access for patients with disabilities

Both of our hospitals are accessible to patients and visitors with disabilities. For more information, please see page 37.

Please try to let us know in advance if you think you will need additional support, or information presented in a different way, or you have any concerns about your hospital visit. You can either call the number on your appointment letter, or The Royal Marsden Help Centre free on 0800 783 7176.

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