

*The* ROYAL MARSDEN  
NHS Foundation Trust

Your guide to the  
**Rapid Diagnostic and  
Assessment Centre**



**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 the 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 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](mailto: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 groundbreaking 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 one of the first of the NHS's flagship Foundation Trust hospitals.

It was also 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 patients from across the UK and abroad that we treat each year.

## About the RDAC

The Rapid Diagnostic and Assessment Centre (RDAC) is a special medical unit designed for the fast, thorough and accurate diagnosis of suspected cancers and other conditions. The RDAC is based at The Royal Marsden hospital.

The RDAC is one of the most advanced units of its kind in the UK. We perform a wide range of diagnostic techniques, including diagnostic imaging, tissue sampling and biopsies.

We are committed to seeing you within two weeks of being referred to the RDAC. We also aim to give you your results on the same day as your tests. If the tests don't find anything, this means you can stop worrying about it sooner. If they do, it means we can get you into treatment faster.

This booklet gives you all the basic information you need to know about your visit to the RDAC. If you have any other questions, please feel free to ask. We've included some helpful contact details at the end of this booklet.

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 either email us at: [patientcentre@rmh.nhs.uk](mailto:patientcentre@rmh.nhs.uk)

or call us free on: 0800 783 7176

Please note your call cannot be redirected within the hospital from this number.

## 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, 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 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](mailto: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

By providing us with the right information before we get started, you can help make sure your appointment runs smoothly and effectively.

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

## What if I need to change my appointment?

If you can't keep an appointment, please call to let us know as soon as possible so we can arrange another appointment for you. Please also tell us if you have hospital transport booked, so we can rearrange this if necessary.

So we can keep our records up to date, 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 allergies

When you come to the RDAC you will need to let the nurse or doctor know if you have any allergies or intolerances – for example, to medicines, food or latex. We will want to know what sort of reaction you had, and what (if anything) helped the reaction.

## What should I bring to my appointment?

### Medicines

The doctor or nurse at the RDAC will want to know about any medicines you are currently taking. These include both prescribed and over-the-counter medicines, including complementary therapies and supplements. You could either bring along your medicines, or make a note of them and take this with you to your appointment.

If you hold a special card for medicines, such as a steroid card, please bring this too.

### Non-essentials and things to pass the time

Your appointment at the RDAC might involve periods when nothing much happens (for example, the time between your tests and your consultation). It's a good idea to bring a book, a magazine, games or anything else that might help pass the time during these waiting periods.

Can I bring someone with me?  
Is there anything I shouldn't bring?

Feel free to bring snacks and drinks with you. Alternatively, our hospital cafes sell a range of light refreshments (see page 26).

## Can I bring someone with me?

You're welcome to bring a friend or a family member with you to your appointment. As well as giving you reassurance, a companion can be a real help for reminding you of any questions you want to ask, or remembering information the doctor gives you.

## Is there anything I shouldn't bring?

We can't accept responsibility for loss or damage to personal property, so please don't bring valuables or large amounts of money with you.

# Getting to the RDAC

We have two RDAC units: one at our hospital in Chelsea, London, and another at our hospital in Sutton, Surrey. This section explains how to get to each hospital, and what to do when you arrive.

## How do I find the RDAC?

The letter sent to you with this booklet will tell you whether you need to go to our Chelsea hospital or our Sutton hospital. Please check it carefully to make sure you come to the right one. If you're not sure, don't hesitate to call the Central Referrals Office on 0800 731 2325.

Please note that we are undertaking a programme of refurbishment at both of our hospitals. We're sorry for any inconvenience this may cause.

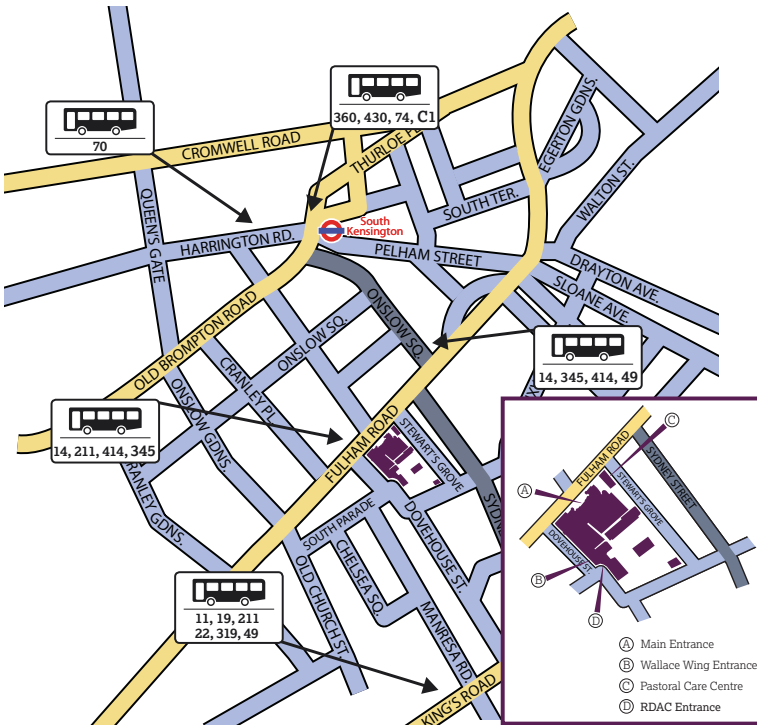
### Help with travel costs

You may be entitled to claim back your travel costs if you claim benefits or have a low income. See page 22.

## Getting to the RDAC at Chelsea

### The Royal Marsden Chelsea, London

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



## 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](http://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](http://www.sustrans.org.uk). You can also plan your journey at [cyclejourneyplanner.tfl.gov.uk](http://cyclejourneyplanner.tfl.gov.uk).

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

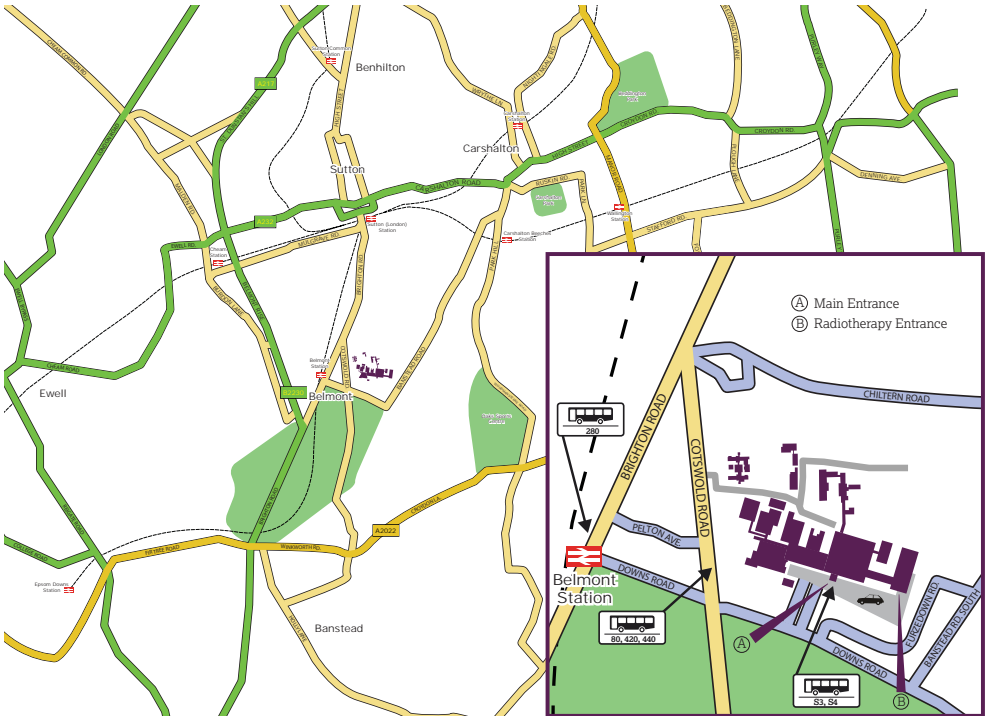
## By car

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 at the hospital. You may find it more convenient to travel by public transport if at all possible, or take a taxi.

## Getting to the RDAC at Sutton

### The Royal Marsden Sutton, Surrey

Address: The Royal Marsden NHS Foundation Trust,  
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.

**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**

Both London Transport 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](http://www.tfl.gov.uk)

National Rail: 08457 484950

Traveline public transport information: 0871 200 2233 or [www.traveline.org.uk](http://www.traveline.org.uk)

**By car**

Because of the limited number of parking spaces available, we recommend 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 14.

There is a controlled parking zone in the area around the Surrey hospital, making on-street parking difficult. Car parking space available 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. This operates on a pay-on-foot basis on leaving the hospital although the first 30

What do I do when I arrive?

minutes are free. You'll find pay machines outside the main entrance and outside the Radiotherapy Department entrance.

The continuing refurbishment of the hospital site means that the arrangement of parking spaces could change.

## What do I do when I arrive?

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

Please come to the registration desk half an hour before your appointment time. In the Chelsea hospital, this is at the RDAC reception on the ground floor. In the Sutton hospital, the desk is to your left when you come in the main entrance.

Here you will be registered with your consultant, who will be in charge of your case. At this point, we will ask for some non-medical personal details for our records. Please tell us if you would like to give these in a private place. To find out how we use information about you, see page 29.

When you have registered, a member of staff will show you where to wait for your appointment.

# About your appointment

Your appointment will allow us to give you a thorough, accurate diagnosis as soon as we possibly can. It's also a chance for you to talk with a consultant and discuss any questions you might have.

[What happens during my appointment?](#)

[How long will my appointment last?](#)

[What tests will I have?](#)

## What happens during my appointment?

Your appointment will happen in two stages. First we will carry out tests to investigate your symptoms. When your test results are available, you will see a doctor for an examination and consultation. At this point, the doctor will give you your results and discuss any further course of action with you.

We will try to give you your diagnosis as quickly as we can – in most cases, the same day as your appointment. However, you might need to come back to the RDAC for further appointments and tests before we can confirm your results.

A consultant doctor will be in charge of your case. You will see this consultant, or a member of his or her team, during your consultation. If you need to come back to the RDAC for further appointments you may not see the same doctor at each visit. If you would like to see a particular doctor, please ask a member of staff.

## How long will my appointment last?

The length of your appointment will depend on the type and number of tests you are having. It may take up to four hours, from when your tests begin to when your consultation finishes.

Although we try to make sure that we see you as soon your test results are available, please be aware that there will be some waiting time between your tests and your consultation.

If you feel you have been kept waiting longer than normal without an explanation, please ask a member of staff.

## What tests will I have?

You may need to have several tests during your visit to the RDAC. Depending on your needs, these could include x-rays, mammograms, blood tests, ultrasounds and biopsies (the removal of a small piece of tissue).

If this is the case, a member of staff will show you where to go for each test. You should check back in at reception after each test is over.

## What happens after my tests?

When your tests are finished, you will be invited to take a seat in the RDAC waiting area to wait for your results to be available and your consultation to begin.

There are magazines and television available in the waiting area. If you'd like to go for a walk or to buy a drink or snack from the café while you wait, please let the receptionist know.

When it is getting close to your time to be seen, a nurse or health care assistant will call your name and show you to a clinic room for your consultation.

## What happens during my consultation?

Before you see the doctor, a nurse might need to weigh you. The nurse may also ask you to change into a clean examination gown. If you're not sure how much or how little clothing to remove, please ask.

Your consultation 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.

## What happens after I receive my diagnosis?

If cancer is not diagnosed, your doctor will talk with you about the next course of action.

If the tests confirm a diagnosis of cancer, your doctor may advise a course of treatment to be given here at The Royal Marsden or at your local hospital. There are many different treatments available for different types of cancer. Some treatments involve relatively simple procedures that don't require a stay in hospital.

Wherever possible, we will arrange appointment times that suit you. We might also refer you to a specialist nurse who acts as a point of contact at the hospital for you and your family throughout your treatment.

# Extra support

The Royal Marsden provides a range of facilities to make your visit to the RDAC more comfortable, and to give you any support and information you need.

What facilities do you have for disabled people?  
What if I need help with travel costs?

## What facilities do you have for disabled people?

Both of our hospitals are accessible to visitors with disabilities.

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

We also provide hearing loops for hearing-impaired visitors. These are available at the reception desk at the entrance of the hospital at Sutton, and the RDAC reception desk at Chelsea.

The staff at our reception desks will be happy to answer any questions 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 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.

## What if I need 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.

## Where do I go for help and information?

### Help Centre

Our Help Centres are here to provide information, support and advice for anyone attending or visiting The Royal Marsden. Feel free to call, email or drop in during opening hours (displayed outside the centre).

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.

Freephone: 0800 783 7176 (please note that your call cannot be redirected within the hospital from this number)

Email: [patientcentre@rmh.nhs.uk](mailto: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 the individual service or care you have received in 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.

If you feel your concerns haven't been resolved, please tell a Patient Advisor 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..](http://www.royalmarsden.nhs.uk/feedback..)

### Viewpoint

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

# Your hospital experience

The Royal Marsden follows certain practices and procedures to create a safe and supportive environment for patients and medical staff. It's useful to be aware of some of these when you come for your appointment.

## How do you prevent infection?

We are committed to providing a safe, clean environment that protects patients, visitors and healthcare workers from infection.

We have a dedicated team responsible for training all our staff in hand hygiene and other infection control practices. We also monitor our patients for MRSA in line with government guidelines.

### 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 and use hand gel (found throughout the hospital) regularly. Feel free to ask staff if they have cleaned their hands too.

Please let a member of staff know if you:

- are feeling unwell or have recently been unwell.
- have had recent contact with an infectious disease, for example chicken pox.
- have an unexplained rash or a sore throat.

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?

You will meet many different staff while you are at the RDAC. All staff wear identity badges with their name and photograph. Feel free to ask for somebody's name if you're not sure.

### 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 care you receive at the hospital.

## Where can I buy refreshments and magazines?

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.

### 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 8:30am to 5.00pm, Monday to Friday.

### Restaurant facilities at Sutton:

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

Open 7.30am to 7.00pm, Monday to Sunday.

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

## 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.

## What else 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.

## Becoming more involved

Your experience of The Royal Marsden is valuable to us. If you wish to, there are several ways you can get involved in the hospital, share your knowledge and make a difference to how our services are run.

One example of how you can get involved is The Friends of The Royal Marsden. This is a voluntary organisation that raises money to provide activities, equipment, and extra comforts for patients. You can find out how to volunteer through the *Friends of The Royal Marsden* leaflet, available around the hospital, in the Help Centre and from members of staff.

For more about how you can get involved, call the Help Centre free on 0800 783 7176.

# 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. It's important to know your rights and understand how they affect your care.

## How do you keep my health information confidential?

We ask you for information about yourself so that you can receive proper care. We store the information on a computer or paper records (or both). This information forms part of your clinical record, and we keep it in case we need to see you again.

We take great care to make sure that your information is looked after properly and securely. We comply with current legislation, NHS and other guidance, and professional codes of conduct around data protection. All our staff have a legal duty to keep information about you confidential.

## How do you use information about me?

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

We only ever use or pass on information about you if people genuinely need to know. Wherever we can, we remove any details that identify you personally. If we do need to include details that identify you, we will ask for your consent before we share the information. Anyone who receives information from us is also under a legal duty to keep it confidential.

We might need to share information about you in order to:

- give you health care and treatment
- look after the health of the general public
- manage and plan the work of the hospital and the wider NHS
- train and educate staff
- carry out medical or health services research
- assure and improve the quality of our care and treatment.
- to help us improve our services by monitoring equality and diversity.

If you would like to know more about how we use information about you, call us on 020 7808 2102.

[How do you use information about me?](#)  
[How can I access information?](#)

## **Storing and using medical images**

We have a computer system that allows us to store and view medical images such as x-rays and scans. These images are sometimes shared between our clinical teams. We treat all images of this kind confidentially.

If you would prefer for us not to transfer medical images of you to other hospitals, you can discuss this with your clinical team during your appointment.

For more about how we use medical images, please call 020 8661 3862.

## **Sharing information with family and friends**

It's important that we know with which family members or friends we may share information about you. You can choose one of these as your next-of-kin.

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.

## **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.

### **Access to clinical records**

You have the right to view or receive any of your clinical records we make about you.

If you would like access to your records, you could either ask staff at the Help Centre to arrange this for you, or you can contact the Access to Health Records Officer directly.

Write to:

Access to Health Records Officer  
The Royal Marsden NHS Foundation Trust  
Downs Road, Sutton,  
Surrey, SM2 5PT

Or call 020 8642 6011 and ask switchboard to put you through.

When you make a request, you should tell us clearly who you are, how you can be contacted and what it is you wish to have copies of (for example, you may want to see your complete record or only things related to your recent appointment).

We charge a £10 administration fee for providing copies of records and a fee of 25p per sheet for copies made up to a maximum cost of £50. When we receive your completed form and the fee we will respond to your request within 21 days.

You have the right to ask for your information to be changed or blocked if the information we are holding about you is incorrect. You may be contacted and asked to provide additional identification if this is the case.

### **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.

### **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](http://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.

## How do I give my consent to examination and care?

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 examination and care?

Our doctors, nurses or therapists will ask you to agree to any form of examination or care. They must explain the risks and benefits of the procedure 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.

You are always free to say no, or to ask for more information. Once you have made a decision about a test or a procedure, you are always free to change your mind, even after you have signed a consent form.

You are the only person who can give consent. No one else can do this for you.

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](http://www.hta.gov.uk)).

## 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 23). 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](http://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.

# Contact us

Any questions? Our staff are here to help, so don't hesitate to ask.

## How can I contact you?

Feel free to call any time if you need help or advice. You'll find all the contact details you need on your hospital appointment card or letter. We've also listed some useful contact numbers below.

We may have given you the name and number of a person to talk to – for example, a specialist nurse. If not, call the hospital and ask to speak to your consultant's secretary, who can 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.

### **Other useful contact numbers**

RDAC Administrator:	020 7808 2467/8 (Chelsea)
	020 8661 3828 (Sutton)
Central Referrals Office:	0800 731 2325
Help Centre:	0800 783 7176

## 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 ask.

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 হলে থাকে, তাহলে অনুগ্রহ করে আপনার জন্য এই সার্ভিসের সঙ্গে যোগাযোগ করতে আমাদের স্টাফদের বলুন। (Bengali)

ਇਸ ਹਸਪਤਾਲ ਵਿਚ ਉਲਥੇ 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 διερμηνείες σε αυτό το νοσοκομείο. Εάν τα Αγγλικά σας δεν είναι η πρώτη γλώσσα που μιλάτε σας παρακαλώ ρωτήστε 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 اوزراہ کرم اپنے لئے اس سروس سے رابطہ کرنے 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. See page 22.

Please try to let us know in advance if you think you will need additional support, or information in a different way, or 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.

## Personal information

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

Name

---

Hospital number

---

Consultant/s

---

---

---

---

Specialist nurse

---

Research nurse

---

Key worker

---

Useful telephone numbers

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This booklet is evidence-based where appropriate and where evidence is available.

Details of the references used in writing this booklet are available on request from: The Royal Marsden Help Centre  
Freephone: 0800 783 7176  
Email: [patientcentre@rmh.nhs.uk](mailto:patientcentre@rmh.nhs.uk)

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Fulham Road  
London SW3 6JJ

[www.royalmarsden.nhs.uk](http://www.royalmarsden.nhs.uk)

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