

Department of Clinical Haematology

Welcome to the Haematology Department

Information for patients

You may find this booklet helpful if you or someone close to you is attending the Haematology Department. The booklet has been divided into three sections: the Haematology Ward, Day Treatment Unit and Outpatients.

The first section explains:

- The layout and practicalities of the Haematology Ward
- The team and how they work
- Visiting

The second section explains:

- The layout and practicalities of the Day Treatment Unit
- The team and how they work
- Opening times

The third section explains:

- What to expect from outpatient visits
- Practicalities and support
- Contact details of useful organizations

The Haematology Department cares for patients undergoing investigations and treatment of blood or bone marrow disorders. This is a specialty known as haematology.

The Haematology Ward and the Day Treatment Unit are part of the Haematology Department. The department also includes outpatient areas and laboratories.

The Haematology Ward

Layout & practicalities of the Haematology Ward

The Haematology Ward is located on Level 1 in the Cancer and Haematology Centre, Churchill Hospital. The ward has twenty five beds. It has fifteen single rooms all of which have

their own toilet and shower-room, and five two-bedded bays - each bay has a toilet and shower-room. There is a non-assisted bathroom and additional toilets on the ward.

Visitors' toilets are situated in the corridor as you enter the ward. Visitors should not use the patient toilets in order to reduce cross infection.

Fire exits are situated at either end of the ward.

Every room has a Hospedia system for television, internet and telephone use. Pre-payment cards can be bought from machines near the ward. There are a number of DVD players and a selection of DVDs for patient use. There is a television in the dayroom which you are free to use at any time of the day or night. If you wish to use your laptop computer you can access WiFi broadband on the ward by setting up an account with BT Openzone. It is a pay as you go service and can be set up by telephoning 0800 1691397.

We request that you keep your bed space/room free from clutter to enable us to clean the space appropriately. In the event that you are away from ward or unwell we will ensure that your property is kept safe until it can be returned to yourself or a member of your family.

Each room also has a fridge in which you can keep your own food and drinks. Please ensure you monitor expiry dates and remember to empty the fridge when you go home.

There are tea and coffee making facilities in the dayroom, which you and your visitors are welcome to use at any time. Tea, coffee and milk are available for general use but donations are always welcome. There is a microwave and toaster if you or your visitors wish to make a snack. Tinned snacks and supplement drinks are always available for patient use. There is also a dishwasher to make life a little easier.

Please keep this area clean and tidy, just as you would wish to find it.

The ward sister's office is based on the ward and the nursing staff have an office near the first Nurse Base on the ward.

The ward is not equipped with a washing machine and tumble dryer therefore you should make arrangements for someone to collect personal laundry for you.

The ward has a terrace where you can sit outside and get some fresh air weather permitting! It would be advisable to put on some sun screen or sit in the shade to avoid getting sunburn. The terrace is open during the day but is closed in the evenings to reduce noise to the patient rooms that look out on to the terrace. Smoking is not permitted.

The ward team and how they work

The aim is to provide the highest quality care in a welcoming and pleasant environment. Whether you are here for a day or a number of weeks or months the team wants you, your family and friends to feel comfortable and well informed.

The ward team includes the nurses, doctors, physiotherapist, occupational therapist, ward clerk, housekeeper, social worker, pharmacist, dietician, clinical nurse specialists and research nurses.

A named registered nurse will care for you on each shift. The nurses' shifts cover 24 hours and there are three shifts:

7.15am – 3.15pm
1.30pm – 9.30pm
8.45pm – 7.45am

The nurses have a handover period during the time that each shift overlaps with the next. You may come across student

nurses who work on the ward to gain experience as part of their training.

The housekeeper and care support workers are there to help you with meals, meal supplements and drinks and generally ensure your comfort.

Meal times

Breakfast 07.45

Lunch 12.00

Tea 17.00

The ward aims to protect patient meal times to ensure you are not disturbed by Doctors rounds, scans/x-rays whilst you eat. Please inform your nurse if you would like to miss your meal to attend an investigation, in which case an alternative meal will be arranged on your return.

You will meet a number of different doctors during your time on the ward. They range from the senior house officers to specialist registrars and consultants. Your consultant will see you on the ward round on Monday and Thursday mornings. The senior house officers are based on the ward and you will see them every day. If you wish to speak to your registrar or consultant, please let someone know and it can be arranged for them to come and see you, in addition to the twice-weekly ward rounds.

As this is a teaching hospital medical students sometimes attend the ward rounds and you may be asked for your permission for them to examine you or ask you questions about your illness. You are entitled to give or withdraw your consent as you wish, which will not affect your care in any way.

The ward clerk and senior ward housekeeper are very useful sources of information. They may be able to help you with a

variety of practical things, for example car parking permits, sick certificates and transport arrangements.

Visiting

There are no set visiting times on the ward but visitors should respect the patient's need for sleep and rest. Children are welcome, but please remember that some patients may not appreciate young visitors when they are tired or unwell. If any of your visitors have, or have recently been exposed to an infection, for example chicken pox, please talk to a nurse or doctor **before** allowing them to visit. Visitors are requested to hang outdoor coats outside the room and clean their hands before entering.

Fresh flowers and plants are **not** allowed on the ward as they are a source of bacteria/fungi, which may be harmful to patients who are less able to fight infection.

Overnight accommodation for relatives

There is a flat available on the hospital site for relatives to stay overnight if you and they wish, particularly if travelling is difficult. It is funded by a charity called the Karen Morris Memorial Trust. There are four rooms available each accommodating two people and all with en suite bathrooms. Each room has a TV and DVD player. The sitting room and kitchen facilities are shared with other relatives who may be staying.

Pillows and single duvets are available but bed linen and towels are not provided, therefore relatives need to bring two pillow cases, a single sheet, single duvet cover and towels.

Rooms need to be booked in advance and the keys collected from and returned to the ward. To avoid disturbing other relatives in the flat or hospital staff staying in adjacent flats young children cannot be accommodated.

Please ask the ward sister or housekeeper for more details and to book the accommodation.

Accommodation on the ward is only at the discretion of the ward sister.

You and your family can contact the ward at any time on 01865 235048 or 235049.

Day Treatment Unit

Not all patients with a blood or bone marrow disorder need to be inpatients for treatment. It may be possible for you to have treatment over weeks or months as a day case. Sometimes admission to the Haematology Ward may be necessary if you become unwell or if you need intensive chemotherapy.

Layout and practicalities of the Day Treatment Unit

The Day Treatment Unit is on Level 0 and is accessed through the Outpatient Department in the Cancer and Haematology Centre. The unit treats oncology patients as well as haematology patients.

The treatment area has a mix of beds and chairs where treatment is given. The types of treatment include chemotherapy, antibiotic therapy and blood and platelet transfusions. Other procedures including blood sampling, bone marrow tests, wound dressings and lumbar punctures are also done here.

There is a drinks machine on the unit where you and your relatives/friends can help yourselves to tea and coffee. Sandwiches are provided for patients at lunchtime, along with orange juice and yogurt.

The Day Treatment Unit team and how they work

The team includes nurses, doctors, research nurses, clinical nurse specialists and the clinic administrators. Other members of the hospital team will sometimes be consulted for advice; for example, the dietician, pharmacist or the Palliative Care Support Team.

The clinic is open on Mondays from 10am – 5pm and Tuesday to Friday between the hours of 9am – 5pm. You will usually visit the clinic by appointment. It is helpful if you can keep to your time, as this will help the smooth running of the clinic. If you are unable to keep your appointment, or you are going to be late, please phone.

The team try to keep waiting times to a minimum but unexpected emergencies may interrupt the appointment system. This can be frustrating, but your understanding and patience is appreciated at such times.

You and your family can contact the Day Treatment Unit on 01865 235554 for advice or reassurance during working hours. When the Day Unit is closed, please contact the Haematology Ward on 01865 235048 or 235049.

Outpatients Department

The Outpatients Department can be found on Level 0 of the Cancer and Haematology Centre. Outpatient clinics are run Monday to Friday by Oncology as well as Haematology.

The haematology clinics are separated into different disease or treatment groups:

- White cell clinic
- Myeloid clinic
- Lymphoma clinic
- CLL clinic

- Myeloma clinic
- BMT (Bone Marrow Transplant) clinic
- Haemoglobinopathies clinic
- General haematology clinics

After you have checked in at the reception desk you will be asked to take a seat before being called through to see your doctor. You may be asked to step on the scales to check your weight.

You will usually see your Consultant or the Specialist Registrar in their outpatient clinic before and during treatment, and for regular follow up after treatment has finished. The purpose is to discuss your diagnosis, the pros and cons of treatment and to assess how you may be getting on with your treatment. Medical students may also be in attendance in outpatient clinics.

Many people can feel anxious about appointments with the doctor but it may help if you feel a bit prepared. You may worry about what is going to be said or that you won't have enough time to discuss everything you want to. Below are some tips on how you can get the most out of your appointments.

- Think about what you hope to get out of your meeting with the doctor, what you want to know and what you don't want to know.
- Make notes and write down questions you might want to ask before attending your appointment as it is very common for people to forget things in a stressful situation.
- Bring a list of all the medications that you are currently taking.

- Bring a relative or friend, as important discussions and decisions may be made about your treatment. It can often be difficult information to hear and understand and also remember. Having someone there to listen, perhaps take notes, to ask questions and to support you may be helpful.
- Ask for written information to be provided if it's not offered, which may help you digest what you have been told verbally.
- Ask where you might obtain further information and support.
- Check with the doctor what you should do if you are unwell at home and who your point of contact should be.

At the end of your consultation the doctor will give you a form to take to the reception desk to book your next appointment. Sometimes the doctor will ask you to have some blood tests done while you are in the department or you may be given some blood request cards to get your blood taken at your GP surgery before your next appointment.

If you are given a prescription by your doctor it will usually have to be taken to the hospital pharmacy. This means you may have to wait an hour or so for the medication to be dispensed. Alternatively the prescription can be dropped off and the medication collected the next day if you live fairly locally.

You may have the support of a Clinical Nurse Specialist who will be introduced to you. They are there to give information and support when you come to outpatient clinics. They are also able to give advice and support to you and your family over the phone and to help in coordinating your care and accessing other services. Contact details of your Clinical Nurse Specialist will be given to you.

If you are asked to take part in a clinical trial you will meet with the research nurse involved in the trial and you will be given their contact details.

If there is no Clinical Nurse Specialist available for you there are other sources of support you can access.

Further information and support

The Maggie's Cancer Information Centre is based on the Churchill Hospital site and is open Monday to Friday 9.30am - 4pm. They offer written information, audiovisual guides and guided internet access on the relevant cancer, treatments and support issues. They also offer workshops and courses and access to counselling and benefits advice.

Tel: 01865 225690
Website: www.maggiescentres.org

The contact details of other helpful organizations are listed below.

African Caribbean Leukaemia Trust

Tel: 020 8667 1122
Email: info@aclt.org
Website: www.aclt.org

Supports and assists black people or people of mixed parentage suffering from leukaemia or other cancers. Active in recruiting people of African descent to join Bone Marrow Donor Registries.

Benefit Enquiry Line

Tel: 0800 882200 (Mon-Fri 08.30-18.30)
Website: www.dwp.gov.uk

A national helpline that provides advice about social security benefits for people with cancer and their carers.

British Association for Counselling and Psychotherapy (BACP)

Tel: 01455 883316 (Mon- Fri 09.00 – 17.00)

Website: www.bacp.co.uk

BACP members are individuals and organisations concerned with counselling in a variety of settings. Publishes directories listing counselling services and will refer enquirers to an experienced local counsellor free of charge. For all written enquiries send a SAE to 15 St John's Business Park, Lutterworth, Leicestershire LE17 4HB

British Insurance Brokers' Association (BIBA)

Tel: 0870 950 1790

Website: www.biba.org.uk

Can provide a list of brokers in your area for mortgages, life insurance and holiday insurance.

Cancer Black Care

Tel: 020 8961 4151

e-mail: info@cancerblackcare.org.uk

Website: www.cancerblackcare.org.uk

Offers support and help to all ethnic communities who are affected by cancer, including friends, carers or families. Welcomes people from different ethnic groups including African, Asian, Turkish and Caribbean communities.

Cancerlinks

Website: <http://oxford.cancerlinks.maggiescentres.org/>

Oxfordshire Cancer Information. Offers access to locally produced patient information and links to other reliable websites.

Carers UK

Tel: 0207 566 7602

Freephone 0808 808 7777 (Wednesday & Thursday 10am-12noon and 2pm-4pm).

Website: www.carersuk.org

Offers general information and support for people who are caring for someone else.

Citizens Advice Bureau

Provides free, confidential and independent advice and information on any problem, including social security, debt, housing and employment. Advice is given in person or by telephone. Your local branch will be listed in your phone book or on their Website: www.citizensadvice.org.uk

CLL Support Association

Freephone Help Line 0800 977 4396

Email: info@cllsupport

Website: www.cllsupport.org.uk

Support and information for people diagnosed with Chronic Lymphocytic Leukaemia

Consumer rights : Directgov - Government, citizens and rights

Website: www.direct.gov.uk/consumer

Advice about your rights when you buy products and services, and what to do if there's a problem

Leukaemia & Lymphoma Research

Tel: 020 7405 0101
Email: patientinfo@beatbloodcancers.org
Website www.leukaemialymphomaresearch.org.uk

Provides written information on most disorders. Dedicated to funding research in all blood cancers in the UK

Lymphoma Association

Tel: 0808 808 5555 (Monday to Thursday 9am to 6pm & Friday 9am to 5pm)
e-mail: information@lymphomas.org.uk
Website: www.lymphomas.org.uk

Provides information and emotional support for lymphoma patients and their families. Literature, quarterly newsletter and videos available.

Macmillan Cancer Support

Tel: 0800 808 00 00 (Monday-Friday 9am – 8pm)
Website: www.macmillan.org.uk

An information service for cancer patients, their families and friends. Booklets and fact sheets available.

Myeloma UK

Tel: 0800 980 3332
E-mail: myelomauk@myeloma.org.uk
Website: www.myeloma.org.uk

Provides a diverse range of information, education and support programmes concerning the treatment and management of Myeloma.

NHS Choices

Website: www.nhs.uk/

Information from the National Health Service on conditions, treatments, local services and healthy living.

NHS Direct

Tel: 0845 4647

Website: www.nhsdirect.nhs.uk

A 24 hour nurse-led telephone advice and information service as part of the NHS. Staffed by experienced nurses who are specially trained to give advice over the phone.

Penny Brohn Cancer Care (formerly Bristol Cancer Help Centre)

Tel: 0845 123 2310

Website: www.pennybrohncancercare.org

e-mail: helpline@pennybrohn.org

Offers a healing program that deals with the whole person and is complementary to medical treatment. Relaxation, healing, visualisation, counselling, nutrition, meditation, music and art therapy are available.

Relate

Tel: 0300 100 1234

Website: www.relate.org.uk

Offers counselling, psychosexual therapy and educational services to those wanting help with adult couple relationships. Local centres are listed in the phone book under "Relate" or "marriage guidance"

Tenovus

Tel: 0808 808 1010

Website: www.tenovus.com

Information and support for patients, their families, carers and health professionals. Freephone help line staffed by experienced cancer trained nurses, counsellors and social workers. Individual counselling service and free literature.

The Princess Royal Trust for Carers

E-mail: info@carers.org

Website: www.carers.org

The Princess Royal Trust for Carers is a national charity formed in 1991 at the initiative of Her Royal Highness The Princess Royal. The Trust exists to make it easier for carers to cope by providing information, support and practical help to carers.

Teenage Cancer Trust

Website: www.teenagecancertrust.org

e-mail: Use the online e-mail enquiry form.

Offers support and information for young people with cancer and their families. Campaigns for better services for young people with cancer such as funding purpose-built Teenage Cancer Trust units.

MDS UK Patient Support Group

Tel: 020 7733 7558

Email: mds-uk@mds-foundation.org

Website: www.mdsukpatients.org

Offers support to patients and their families with myelodysplastic syndrome. Raises awareness and supports education and research.

Willow Foundation

Tel: 01707 259777

Email: info@willowfoundation.org.uk

Website: www.willowfoundation.org.uk

Organizes and funds special days out, weekend breaks, tickets for sporting events or concerts for seriously ill young adults (aged 16-40).

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