

**Patient
Information**

Hereford Suite Oncology Centre Cheltenham General Hospital

Introduction

This leaflet provides you with general guidance and information about the Hereford Suite in the Oncology Centre at Cheltenham General Hospital.

We hope that you will regard the suite as your home during the time you are attending the Oncology Centre for treatment. You are free to come and go as you please, and friends and relatives are welcome to visit you at any time.

If you have any questions or concerns while you are in the Hereford Suite please do not hesitate to tell a member of staff.

Hereford Suite

When you arrive at the hospital, a member of staff will take you to your room and give you your key. You will keep the key from Monday to Friday whilst you live in the Hereford Suite but hand it in to a member of staff if you go home for the weekend.

Patients receiving CHART radiotherapy (radiotherapy treatment 3 times a day consecutively for 2 weeks) will arrive on a Sunday evening between 5:00pm and 5:30pm. Please go directly to the nurses' station on Rendcomb Ward (1st Floor, Oncology Centre) to collect your room key. Please make your way to your room in the Hereford Suite as shown to you during your planning appointment. If you are uncertain of the way, please ask and a nurse will arrange for someone to take you. Each room has a small wardrobe, chest of drawers and television. There is an en-suite bathroom with shower, washbasin and toilet. Towels are not provided.

You are free to leave your room and the hospital premises whenever you like. If you do leave your room, please lock the door and indicate on the door sign that you are 'OUT'. Do not forget to change the sign on your return. This is important in case of an emergency as we need to know whether or not you are in your room.

Reference No.

GHPI0877_01_16

Department

Radiotherapy

Review due

January 2019

Patient Information

The rooms are cleaned on Friday mornings, although the bathroom and bins are cleaned and emptied every day. Please make sure the key is made available at reception on a Friday morning should you be going out.

The Royal Voluntary Service (RVS) trolley will be brought round most mornings, with a range of snacks, drinks, newspapers and sundries available. If you would like to purchase items, please ensure your room sign is set to 'IN' so the RVS staff know to knock on your door.

It is most important that the room key is returned, at the end of your stay or on a Friday, to radiographers or the nurses on Rendcomb Ward.

The hospital cannot accept responsibility for loss or damage to any personal property kept in your room.

Treatment appointments

If you are receiving radiotherapy treatment during your stay please ensure that you are in the Oncology or Radiotherapy Waiting Room at the time of your appointment.

CHART patients should make their way to the main Oncology waiting room at 8:00am on the first morning of their treatment, where a member of the team will meet you.

Weekend arrangements

The Oncology Centre is open for treatment Monday to Friday; therefore the Hereford Suite is routinely closed at weekends. There is an exception for patients undergoing CHART radiotherapy who are permitted to stay for the weekend that they are receiving treatment.

Meals

There are 2 cafés at the hospital, the Blue Spa (West Block) and the Glass House (St Paul's Wing), please see the opening times below.

Blue Spa

Monday to Sunday

7:30am to 2:00pm and 4:00pm to 7:00pm

A full breakfast is served until 11:00am

A hot lunch selection available from 12:00pm to 2:00pm

Evening meals are available from 4:00pm to 7:00pm

**Patient
Information****Glass House Café**

Monday to Friday, 7:30am to 6:30pm

Saturday and Sunday, 8:30am to 3:30pm

Snacks and drinks are available from both cafés during opening hours.

If you are undergoing CHART radiotherapy you will be supplied with a voucher entitling you to 1 free meal or sandwich per day. The voucher can be used at either café. Other meals may be purchased at staff discount rates. Please return the voucher at the end of your stay.

Tea and coffee making facilities are available in your room and are restocked every Friday. If you require additional tea or coffee supplies before then, please ask at Radiotherapy reception.

Shops

Within the hospital, there are two shops run by the RVS. The smaller RVS shop is located in the Chemotherapy waiting area in the Oncology Centre, and is open Monday to Friday, 8:30am to 5:00pm. The larger shop is located in St Luke's Wing, and is open Monday to Sunday, 8:00am to 7:00pm. A range of snacks, drinks and newspapers or magazines are available from both shops.

The hospital is not far from Cheltenham town centre or the Bath Road shopping area – please ask staff if you would like directions to either.

Cashpoints

There are two cashpoints in the hospital.

One is on the first floor stairwell, on the way up to Sandford Road from the Oncology Centre, opposite the Stoma Nurses department (a charge is made for withdrawals).

The other is in College Road wing, near the Accident and Emergency department (free cash withdrawals).

Both cashpoints are well signposted.

Communications

If you have any queries please speak to the Radiotherapy receptionist or the radiographers involved in your treatment.

Patient Information

The telephone in your room will allow incoming calls to be received. For outgoing calls, you will need to purchase a phone card from the dispenser in the main corridor leading from Oncology to the main hospital.

Mobile phone signals are reasonable in the rooms so please feel free to use your own phone, if you prefer.

WiFi access is available in the hospital – please ask staff for more details.

Spiritual Care

The Spiritual Care Team is there to help and support you during your stay in hospital. Coming into hospital or undergoing treatment may be an unsettling experience and we want to make your stay as caring as possible. If you would like to see a member of the chaplaincy team during your stay please ask a member of staff to contact us. We offer a confidential listening service and we can talk or pray with you about any concerns you may have.

Our services are available to people of any faith or none, and we will not force any beliefs on you.

If you wish, you can visit the hospital chapel that is open 24 hours a day and is situated in the West Block near the Blue Spa Café.

General health

You are likely to experience some side effects during your radiotherapy. These depend on the area of the body being treated. Please keep the radiographers updated on how you are feeling during your treatment, as there are various medications available to help you cope with any side-effects.

If your health deteriorates during treatment, and you are finding it difficult to cope in the Hereford Suite, please make staff aware of this without delay. If staff have concerns, they may ask a doctor to see you, and you may be admitted to one of the Oncology Centre wards.

Nurse call system

The nurse call system in your room is for emergency use only. If you need urgent assistance please use this system to contact the staff on Rendcomb Ward.

**Patient
Information****Fire precautions**

On arriving in your room, please read the Fire Procedures document that is attached to the back of the door. It is important that you make yourself aware of the nearest fire exit. Please take every precaution to avoid starting a fire.

No Smoking policy

Gloucestershire Hospitals NHS Foundation Trust has a strict 'No Smoking' policy – this includes e-cigarettes. Please refrain from smoking in any part of the buildings as you will activate the fire alarm system. Smoking is also prohibited in the grounds.

Deliveries

If you wish to receive deliveries during your stay please use the following address:

Radiotherapy Reception
Oncology Department
Cheltenham General Hospital
Sandford Road
Cheltenham
GL53 7AN

Please note there may be a delay in deliveries to your room, as the reception is only open Monday to Friday.

Contact information**Radiotherapy Reception**

Tel: 0300 422 4147

Monday to Friday, 8:00am to 5:00pm

Radiotherapy Appointments

Tel: 0300 422 4471

Monday to Friday, 10:00am to 3:00pm

Rendcomb Ward

Tel: 0300 422 4215 or

Tel: 0300 422 4217

**Patient
Information**

Your treatment machine:

Telephone number: _____

Your treatment team:

Further information

FOCUS Cancer Information Centre

Oncology Outpatients Department

Cheltenham General Hospital

Tel: 0300 422 4414

Monday to Friday, 8:30am to 4:30pm

As well as information on treatments and support groups, the centre advises on how to obtain wigs and can supply a list of companies who may be able to help with holiday insurance. They also sell herbal sweets for nausea.

Complementary therapies

Aromatherapy, massage and reflexology are available to patients and carers. Appointments can be booked through the information centre.

Maggie's Cancer Caring Centre

Maggie's is located close to Cheltenham General hospital and offers support services. For further information visit the website, call or pop in to see them.

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Maggie's
The Lodge
Cheltenham General Hospital
College Baths Road
Cheltenham
GL53 7QB
Tel: 01242 250 611
Website: www.maggiescentres.org

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