

**Patient
Information**

Hereford Suite

Introduction

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

These are rooms available for use by radiotherapy patients who may have some distance to travel – subject to their availability. You are free to come and go as you please, and friends and relatives are welcome to visit you at any time.

Hereford Suite

The rooms are situated on the second floor of the Oncology Centre. If there is a room available, one of the radiotherapy staff looking after you will take you up to the room and give you the key. It is very important that this key is returned to the radiotherapy staff or Oncology reception when you are not using the room. The room **must** be vacated daily between the hours of 11:30am and 1:00pm to allow the room to be cleaned.

Each room has a small wardrobe, chest of drawers, television and small fridge. 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.

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 make sure your room sign is set to 'IN' so the RVS staff know to knock on your door.

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

Reference No.

GHPI0877_02_19

Department

Radiotherapy

Review due

February 2022

**Patient
Information****Treatment appointments**

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

Weekend arrangements

The Oncology Centre is open for treatment Monday to Friday; therefore the Hereford Suite is routinely closed at weekends

Meals

There are two cafés at the hospital, the Blue Spa (West Block) and the Glass House (St Paul's Wing).

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

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.

Shops

Within the hospital, there are 2 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.

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Cashpoints

There are 2 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.

The telephone in your room will allow incoming calls. 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 having 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 team during your stay please ask a member of staff to arrange a visit. The Spiritual Care Team offer a confidential listening service and can talk or pray with you about any concerns you may have. Chaplaincy services are available to people of any faith or none, and we will not force any beliefs on you.

The hospital chapel is open 24 hours a day and is situated in the West Block near the Blue Spa Café.

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.

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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.

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

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.

Maggie's

The Lodge

Cheltenham General Hospital

College Baths Road

Cheltenham

GL53 7QB

Tel: 01242 250 611

Website: www.maggiescentres.org

Content reviewed: February 2019