

**A Guide to services for patients
on Ward 10, Ward 11
and Marie Curie Ward
at Mount Vernon Cancer Centre**

Consent

It is a legal requirement to have a signed Consent Form from you before the start of your treatment.

If you have already been given one of these forms, please bring the completed form with you when you come for your first appointment.

If you have not been given a form, this will be discussed with you at your first appointment.

Identification

Please note that it is a legal requirement for the staff to check your name and details against your treatment sheet and your hospital name band each time you attend.

You must wear your name band at all times whilst in hospital.

This leaflet has been written in collaboration with oncologists, health professionals, patients and carers at Mount Vernon Cancer Centre.

If you have difficulty reading this size of print, a version of this leaflet or any of our leaflets can be produced for you in a larger print.

A Guide to services for patients on Ward 10, Ward 11 and Marie Curie Ward at Mount Vernon Cancer Centre

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Welcome to Mount Vernon Cancer Centre

This leaflet aims to answer some of the questions you may have before your admission to Ward 10, Ward 11 or Marie Curie Ward, which are all part of the specialist facilities for cancer treatment at Mount Vernon Hospital.

Confidentiality

All information about you during your stay in hospital will remain confidential within the multi-disciplinary team which includes your family doctor (GP). It can be shared with your family and friends, but only with your written permission.

Single Sex Wards

You will, whenever possible, be treated in a single sex ward, or in an area where you can be separated from patients of the opposite sex, and have single sex washing and toilet facilities.

Ward 10, Ward 11 and Marie Curie Ward

All the wards practise team nursing, in which each 'team' comprises one senior nurse/team leader and various grades of nurses. Most of the nurses are trained in cancer care and will be able to discuss any problems with you and refer you on to other specialist staff if necessary.

Ward 10 and Ward 11

These wards are situated next to each other, close to the Cancer Treatment Centre and near to Gate 3 of the hospital.

Ward 10 has 23 beds for male patients and two beds for critically ill patients.

Ward 11 has 15 beds for female patients and 5 side rooms for men or women.

□ Marie Curie Ward

Marie Curie Ward is situated in the main hospital building, not far from the main entrance.

The ward has 18 beds and is a 'short stay' in-patient unit, which opens on Monday at 7.30am and closes at 8.00pm on Friday. Patients needing to stay for the weekend are transferred to Ward 10 or Ward 11.

These wards work closely with the Radiotherapy Department and the outpatient Chemotherapy Suite to provide the patient services.

Radiotherapy Department

This is where you will have your radiotherapy treatment if it is prescribed for you. It is staffed by oncologists (cancer specialist doctors), therapy radiographers, physicists, nurses, engineers and a full team of support staff.

Therapy radiographers, who will give you your radiotherapy treatment, wear white uniforms with a dark red trim. They will answer any questions you may have about your radiotherapy.

Chemotherapy Suite

Staff in the Chemotherapy Suite (as well as some nurses on the wards) are specially trained to give you the drugs you need for your treatment. The nurses there will be able to help with any questions you may have about your chemotherapy.

Alternatively you may ask the hospital switchboard to bleep the chemotherapy nurse specialist for you. For out of hours advice, ask for the senior nurse on bleep 6113.

Paul Strickland Scanner Centre

At various times during your treatment you may need to have CT (computerised tomography), MRI (magnetic resonance imaging) and/or PET (positron emission tomography) scans.

These are carried out in the Paul Strickland Scanner Centre, which works in close co-operation with the Cancer Centre. Staff there will be able to answer any questions you may have about your scan.

Patient Support Services

Social Worker

A social worker is available. Please ask your nurse if you would like to speak to him/her.

Benefits Adviser

A benefits adviser is available at the Lynda Jackson Macmillan Centre.

Lynda Jackson Macmillan Centre

The Lynda Jackson Macmillan Centre (LJMC) provides extra support and information for patients, their relatives and friends.

The Centre offers a drop-in service Monday to Friday, 9.30am - 1pm and 2pm - 4.30pm and a helpline: 01923 844014 (with an answerphone out of hours).

However, if you are unable to go to them and would like a visit on the ward, ask your nurse to call them. LJMC complementary therapists also visit the wards.

Chart Lodge

In 1990, Chart Lodge was built close to the Cancer Centre, to provide accommodation for patients and relatives or friends during treatment at Mount Vernon. For further information and details of the charges, please call the manager on 01923 844131 between 8am and 12.30pm.

Research and Development

Mount Vernon Cancer Centre takes part in research projects which enable improvements to be made in the treatment of cancer.

Some patients may be asked if they are willing to participate in clinical trials. If any of these are appropriate to you, they will always be fully discussed with you before you decide whether or not to take part. You will need to give written consent.

Michael Sobell House

Michael Sobell House is a specialist palliative care unit on the hospital site. It provides day therapies, in-patient care, an outreach service and a 24 hour specialist advice helpline for health professionals, patients and carers (see Useful Contacts on page 17).

Before you come in to hospital

You will be sent a patient registration form. Please read it carefully and fill in your name, address, postcode and telephone number, as well as full details of your next of kin, and your principal carer, if these are not the same. It is important to include also the name, address, postcode and telephone number of your family doctor (GP) and your National Insurance (NI) number.

Ethnic monitoring

Since April 1995, all hospitals have to collect information on the ethnic groups of their patients. This information is strictly confidential and will be used in the form of anonymous figures for future planning purposes.

When you arrive

Parking

A Pay & Display parking scheme operates 24 hours a day. Patients attending the Cancer Centre can buy tokens at a reduced rate, available from the Car Park office located near the main hospital entrance. Follow the signs from the Oak Tree Restaurant or ask at Patient Affairs.

You will need to show your appointment card/letter. Each token entitles you to park for up to ten hours.

Blue badge holders may park in a designated disabled bay or in any bay in a car park. They do not need to display a ticket but MUST display their badge for free parking.



Getting help with paying for transport

If you are on a low income, you may be eligible for help with paying for the cost of transport to and from the hospital. This includes bus and train fares and car mileage but not taxi costs.

For further information about eligibility, please speak to Patient Affairs (01923 844292) or visit www.direct.gov.uk and search for 'Travel costs'.

On admission

Go straight to your ward and give your admission letter to the ward administrative assistant, unless you have been advised to go elsewhere.

Personal Possessions

Please do not bring large sums of money or valuable items into hospital with you.

The hospital cannot accept liability for loss or damage to valuables or articles left in any part of the hospital, unless such articles are handed to a nurse and an official receipt is obtained.

Ask a nurse in your team if you have any questions about this.

Medicines

Please bring with you the medication you are currently taking and show it to the doctor, nurse or pharmacist, so that an accurate record of your medicines can be kept.

Smoking

In the interests of good health the hospital has a strict no smoking policy. Smoking is forbidden anywhere on the hospital site.

If you want to give up smoking, your oncologist or nurse will be very happy to support you, so please speak to him/her.

For more information, ask at the Lynda Jackson Macmillan Centre for the Helpful Hints leaflet 'Giving up smoking'.

Things to bring with you

- Your NHS number
- Dressing gown/
- Pyjamas/nightdress
- Slippers
- Towels
- Face flannel & soap
- Tissues
- Hairbrush/comb
- Razor/electric razor
- Toothbrush/toothpaste
- Denture pot
- Spectacle case
- If you prefer to wear 'day' clothes please bring loose items such as tracksuits or casual clothes.
- Snacks and drinks
- Money for car parking, newspapers, snacks etc



Life on the ward

Food and meal times:

Ward 10 and Ward 11 have a 'protected meal time' policy. All visitors will be asked to leave at meal times.

Breakfast served between: 8.00 am - 8.30 am

Lunch served between: 12 noon - 12.30 pm

Supper served between: 5.00 pm - 5.30 pm

Menu cards are provided and include a wide selection of food.

Please ask the nursing staff to contact the catering department if you have any specific dietary requirements.

Please notify us if you have any allergies.

Visiting times

Ward 10
Please avoid meal times

open visiting
(8am - 9am,
12noon - 1pm and 5pm - 6pm)

Ward 11:
Please avoid meal times

10am - 12noon, 1pm - 5pm
and 6pm - 8pm

Marie Curie: open visiting

Please note: times may vary and there may be a limit on the maximum number of visitors at a time - your nurse can give you more details.



Telephones

Mobile phones may be used at the discretion of the ward staff. Please use them in the day room only, at least a metre away from any working medical equipment.

Wards 10 and 11 have portable phones on which relatives and friends can call you. Please ask for the telephone number.

Letters

If your family/friends wish to write to you, the address is:

(Your name), (your ward),
Mount Vernon Hospital, Rickmansworth Road,
Northwood, Middlesex HA6 2RN

The pharmacist

Each ward is visited regularly by its own pharmacist who monitors each patient's prescription chart and provides advice and guidance to staff and patients.

Televisions and radios

You may bring your own television and radio, but these should be attached to a moulded plug. If not then they must be checked by the hospital electricians before they can be used. Devices may only be used with headphones so that other patients are not disturbed. Please check with the individual ward beforehand.

Orthotic services

Wigs are available for patients who may be at risk of hair loss. Please ask the nursing staff for details.

Mobile shop

The Comforts Fund mobile shop (with sweets, newspapers, tissues etc.) visits the wards Monday to Friday. This is staffed by volunteers.

Religion and cultural beliefs

Representatives of all the major religious denominations will visit you, if requested, during your stay on the ward.

Patients are encouraged to practise their faith whilst in hospital, and you may arrange for your own representative to visit you. Quiet areas are available on each ward.

Christian services are held in the Chapel each Sunday morning.

Muslim Friday Prayer is held in the Muslim prayer room at 1.30pm.

Please let the ward staff know if you would like to attend.

Training

Teaching of students takes place routinely in the wards under the guidance of senior clinical staff. If you have any concerns about this or would prefer not to be involved in training, please tell one of the nurses in your team.

Your treatment will not be affected if you decide not to participate.

Services and facilities at Mount Vernon

Vernon Village is in the centre of the hospital site, and houses:

Taxi Service

Mealings (Mini Cabs) provides a 24 hour taxi service. Telephone 01923 844791 or 01923 823880.



Hairdresser



Atelier Hair and Beauty Salon can offer you an appointment in the salon or they may offer to visit you on the ward.

A professional wig cutting and styling service is also available, together with hair and wig care products.

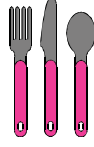
Please call 01923 826505 or ask the nurse to make an appointment for you. It is open 10am till late Monday and Friday, other times including weekends by appointment.

Comforts Fund Shops

There are three shops run by the Mount Vernon Comforts Fund and the money raised is used to help the hospital. The Comforts Fund Shop sells sweets, cards, and other useful items such as toothpaste etc, and is open 10am-3.30pm Monday to Friday.

The others are the Look-In charity shop and the Comforts Fund Bookshop, both of which are open 11am-3pm Monday to Friday.

Restaurant/Coffee bars



Oak Tree Restaurant

The Oak Tree Restaurant provides a self-service cafeteria, hot meals and snack service. It is open:

For snacks:	7am - 7.45pm, 7 days a week
Breakfast:	7am - 10.30am, 7 days a week
Lunch:	11.30am - 2.00pm, 7 days a week
Supper:	5pm - 7.45pm, 7 days a week

Coffee Bars

The Comforts Fund runs a coffee bar in the radiotherapy waiting area which provides hot and cold drinks and snacks (Monday - Friday, 10.00am - 4.00pm).



In the Mount Vernon Treatment Centre there is a coffee bar which also sells snacks and other items (Monday - Friday, 8.00am - 5.00pm).

Modern Matron and Head of Nursing

The Cancer Centre has a Modern Matron and a Head of Nursing who oversee the wards and out-patient areas.

Matrons have an important role in monitoring and improving your experience as a patient. Staff on the wards can contact the matron or the head of nursing if you have any issues or concerns you wish to discuss. You may also ask to speak to the matron or the head of nursing.

If you want to contact the matron or the head of nursing directly, you can do so by calling the hospital switchboard on 01923 826111 and asking them to bleep 6777 or 6113.

Suggestions and Complaints

We aim to provide the best possible service, and welcome any suggestions or comments you may have.

If you have any complaints, please speak to the Ward Sister or Charge Nurse before you are discharged, so that he/she can discuss your complaints with you.

You can also phone or write to:

PALS (Patient Advocacy and Liaison Service)
Lister Hospital, Coreys Mill Lane,
Stevenage, Herts. SG1 4AB.

Tel: 01438 314333 ext 4678.

Alternatively you can write to the Chief Executive at:

Lister Hospital, Coreys Mill Lane,
Stevenage, Herts. SG1 4AB.

Your complaint will be acknowledged and you will receive a telephone call to discuss the resolution of your complaint.

How to find us

There is no through road across Mount Vernon Hospital site.



Useful Contacts

Hospital Switchboard:	01923 826111
Ward 10:	01923 844205/844042
Ward 11:	01923 844215/844043
Marie Curie Ward:	01923 844225/844431
Radiotherapy Reception:	01923 844469
Chemotherapy Suite:	01923 844527
Modern Matron:	Hospital switchboard (bleep 6113)
Car Park Office (for enquiries):	01923 844406
Chart Lodge:	01923 844131
Paul Strickland Scanner Centre:	01923 844283
Lynda Jackson Macmillan Centre:	01923 844014
Michael Sobell House:	
Reception	01923 844531
Specialist 24 hour Advice Line	01923 844281

This leaflet forms part of a series of publications produced by the Lynda Jackson Macmillan Centre (LJMC).

If you would like further information about any aspect of cancer and its treatments, please drop in to the centre or call the Helpline.

The LJMC is staffed by healthcare professionals and trained volunteers and is part of the Mount Vernon Cancer Centre.

- Drop-in centre for support and information
- Telephone Helpline
- Benefits Advice *
- Pre-treatment visits
- Complementary therapies *
- Relaxation classes
- Counselling *
- Support groups
- Look Good...Feel Better™ beauty workshops

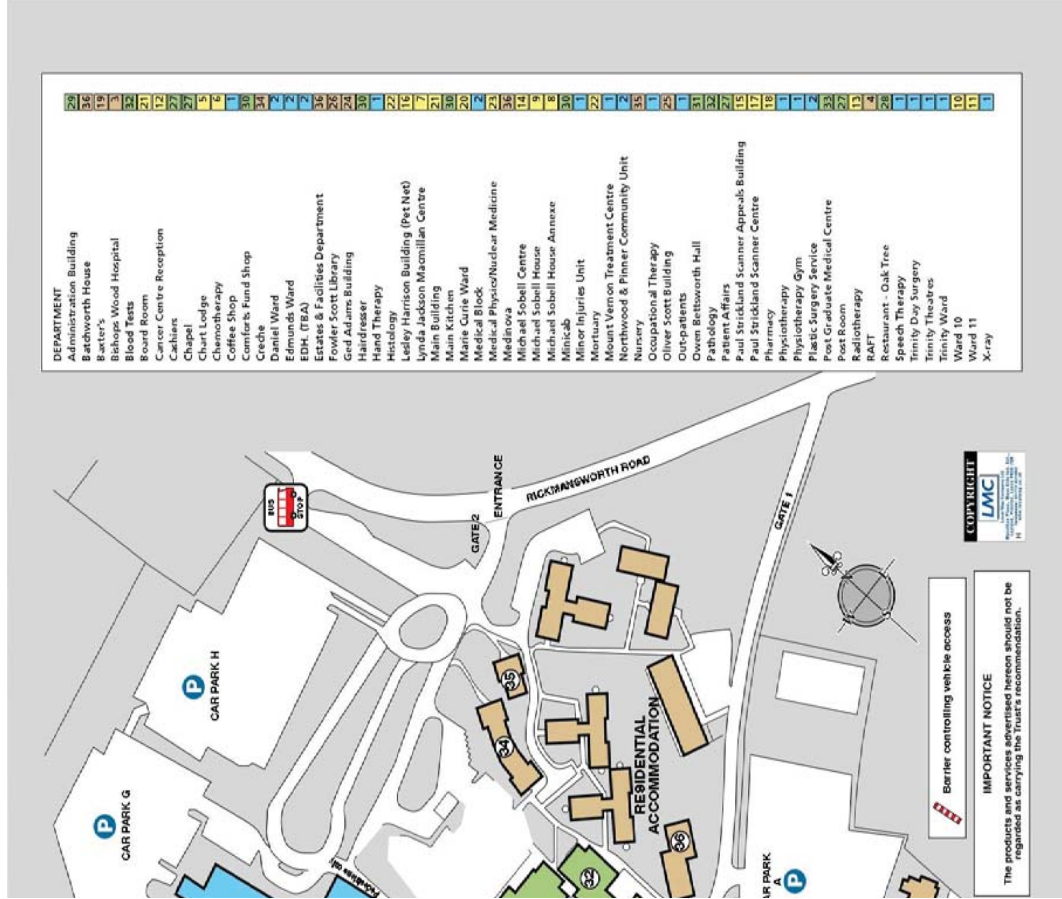
* These services are available to patients under the care of an NHS oncologist-based at Mount Vernon Cancer Centre.

Opening hours: Mon - Fri: 9.30am - 1.00pm & 2.00 - 4.30pm

Lynda Jackson Macmillan Centre

situated between the Cancer Centre and Gate 3 (White Hill)
Mount Vernon Hospital, Northwood, Middlesex HA6 2RN
Telephone Helpline: **01923 844014**

www.ljmc.org



A detailed map of Mount Vernon Hospital can be found at

www.ljmc.org

Alternatively call 01923 844014 and ask for a copy.