Chart Lodge

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Introduction
Chart Lodge is a small self-catering accommodation unit within the grounds of Mount Vernon Hospital. It provides accommodation for patients whose treatment requires them to stay within easy reach of the hospital, but who feel well enough to care for themselves.

As all patients staying at Chart Lodge are caring for themselves, they must get approval to do so, from their consultant oncologist.

Chart Lodge has ten bedrooms. All have ensuite facilities with a bath or shower and also include:

- TV
- Kettle
- Telephone

There is a well-equipped kitchen with a fridge freezer, microwave, toaster and hob, so that you can cook meals for yourself. **However we do not have an oven.** You are welcome to use the Oak Tree Restaurant in the hospital or Bishops Wood Hospital restaurant.

There is a comfortable lounge with a TV and DVD. There is also an iron and ironing board for your use.

We ask everyone who uses Chart Lodge to see it as their temporary home, and to help us look after it. The lodge cost £250,000 to build - money that was raised by voluntary effort. Chart Lodge is self-funding and relies on donations and income from letting rooms to visitors to the hospital.

How to book a room
Anyone wishing to book a room in Chart Lodge should email the manager: MVCChartlodge.enh-tr@nhs.net

Please give your full name, contact details, the dates you require with the reason for your stay.

If you are a patient wishing to book a room, you can ask your treatment team to complete the Chart Lodge referral/booking form.

Chart Lodge rooms and telephone numbers
Chart Lodge team 020 3826 2671: please leave a message. Messages are picked up Monday - Friday and returned within a week.

To dial direct to a room from outside, put 020 3826 in front of the extension number below:

**Ground Floor:**
Reception ext 2671
Room 1 double room with bath ext 2672
Room 2 double room with shower ext 2673
Room 3 double room with shower ext 2674
Room 4 double room with bath ext 2675
Room 5 single room with shower ext 2676
Room 6 single room with shower ext 2677

**First Floor:**
(sorry, we do not have lifts)
Room 7 double room with bath ext 2678
Room 8 double room with shower ext 2679
Room 9 double room with shower ext 2680
Room 10 double room with bath ext 2681
Chart Lodge accommodation charges

NHS patients on Chart treatment regimen and Cyberknife: No charge. Priority of room availability is given to patients receiving Chart treatment regimen.

All other NHS patients (including radioiodine, radiotherapy, brachytherapy and chemotherapy)

<table>
<thead>
<tr>
<th>Number of people in room</th>
<th>Charge per room, per night</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>£20</td>
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<tr>
<td>2</td>
<td>£30</td>
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Partners/family of MVCC inpatients on wards 10 and 11

<table>
<thead>
<tr>
<th>Number of people in room</th>
<th>Charge per room, per night</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>£20</td>
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<tr>
<td>2</td>
<td>£30</td>
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Private patients & visitors

<table>
<thead>
<tr>
<th>Number of people in room</th>
<th>Charge per room, per night</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>£45</td>
</tr>
<tr>
<td>2</td>
<td>£55</td>
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For the charge of your room you can pay by cash or cheque. Cheques should be made payable to ‘East and North Hertfordshire NHS Trust’.

Going above and beyond for our patients

East & North Hertfordshire Hospitals’ Charity, supports patients staff and visitors across our four hospitals - Mount Vernon Cancer Centre (MVCC), the Lister in Stevenage, the new QEI in Welwyn Garden City and Hertford County Hospital in Hertford.

The Charity helps to fund specialist medical equipment, refurbishing patient and visitor areas, innovative cutting-edge research and supporting and valuing NHS staff development. Our mission is to help the Trust to reach its objective of being among the best healthcare providers in the country.

Lynda Jackson Macmillan Centre (LJMC)

The Charity helps fund cancer services at the LJMC. Thanks to our dedicated staff and volunteers, who provided practical and emotional support to over 10,000 visitors in the drop in centre in 2018/19. We also funded over 3,000 complementary therapy sessions in 2018/19.

Helping people with cancer

Our donors have helped to fund new scalp coolers at the Mount Vernon Cancer Centre which prevent hair loss for patients with certain cancers, giving patients a feeling of hope and confidence during their cancer treatment.

Volunteering at Mount Vernon

The Charity have also funded the Community Engagement team at Mount Vernon Cancer Centre. The team are responsible for recruiting and supporting volunteers to help our staff deliver excellent patient care. We currently have 250 committed volunteers supporting both our patients and staff.

None of this is possible without our donors. Their vital support means we can continue to transform the hospitals that care for you and your loved ones. You make the difference!

Donations

If you wish to make a cash or cheque donation, please use the donation envelope in your welcome pack and put it in the donation box on the wall in the Chart Lodge reception area. Cheques should be made payable to ‘East & North Hertfordshire Hospitals Charity’. You can also donate via our charity website enhhcharity.org.uk/donate.
**Car parking at the hospital**
A Pay & Display parking scheme operates 24 hours a day. Cancer patients have a £1 concessionary parking rate but must register for this.

Registration forms are on the back of appointment letters or are available at the Cancer Centre Reception desk.

On your first visit, take your registration form to one of the following offices (Mon - Fri), where you will be given a yellow Concessionary Parking Pass:

- **Facilities Office**: 8am - 4pm
- **Car Parking Office**: 8am - 1pm and 2pm - 4pm
- **Post Room**: 8.30am - 12pm and 1pm - 4pm

Get a Concession/Blue Badge ticket for £1 at the Pay and Display machine and display this and your yellow pass on the car dashboard. Your yellow pass can be used in any car.

**Blue badge holders** do not need to register. Pay £1 at the Pay & Display machine. Please display your ticket and blue badge on your dashboard.

**Overnight patients**
A permit for overnight parking is available for patients who will be driving themselves and staying overnight.

On arrival at the Cancer Centre, take your letter confirming your overnight stay in Chart Lodge to the Car Parking Office. Please see their opening times above.

When you arrive at the hospital, please put a free 10 minute parking ticket in your car. This will give you time to get to the Car Parking Office to collect your permit and back to the car park.

**Car Parking Office**
Monday to Friday: 8am - 1pm and 2pm - 4pm

The Car Parking office is near the Oak Tree Restaurant. Go towards the Oak Tree Restaurant. When you pass this on your left, continue along the corridor. Follow it to the right and then turn left. The office is the second door on your left.

Please knock on the door if it is shut. If there is no answer, please ask a member of staff at the Post Room (across from the Oak Tree Restaurant) to contact the switchboard to bleep a porter. Out of hours, please ask a member of staff for the porter to be bleeped.

**Parking concessions for patients and frequent visitors eg friends and relatives**
7 day, 24 hours: £12
One month, 24 hours: £25
These can be bought (cash only) at the Car Parking Office - see above for directions.

**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 (020 3826 2342) or visit [www.direct.gov.uk](http://www.direct.gov.uk) and search for ‘Travel costs’.

**Cashpoint machine**
This is located in the Oak Tree Restaurant and does not charge for withdrawals.
Restaurant/Coffee bars

**Oak Tree Restaurant**
The Oak Tree Restaurant provides a self-service cafeteria, hot meals and snack service. It is open Monday - Friday 7am - 3.30pm

Breakfast: 7am - 10.30am
Lunch: 11.30am - 2pm

Light meal options are available from the vending machines 7 days a week.

**Coffee Bars**
The Comforts Fund charity runs a coffee bar in the main cancer centre waiting area which provides hot and cold drinks and snacks, Monday - Friday, 10am - 4pm.

In the Mount Vernon Treatment Centre there is a coffee bar which also sells snacks and other items, Monday - Friday, 8am - 5pm.

Other help and support

The Lynda Jackson Macmillan Centre (LJMC) offers information and support to patients and their families and is located next to Chemotherapy Suite by Gate 3. The staff at the LJMC work as part of the overall team caring for you.

People who have cancer often say that during their illness they experience a range of emotions. Many find it to be a stressful, anxious and confusing time. Please feel free to drop in before, during and after any of your visits to Mount Vernon Cancer Centre to find out more about the LJMC services that you may find helpful.

The volunteers and healthcare professionals at the LJMC provide help, support and information in a relaxed setting to help patients cope with cancer and its treatment.

LJMC services include a range of complementary therapies, counselling, relaxation sessions and financial advice. You can drop in without an appointment or call the LJMC helpline on 020 3826 2555. More information is on the back of this leaflet.

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**If you normally pay for NHS prescriptions**

People undergoing treatment for cancer do not have to pay NHS prescription charges if they have a valid medical exemption certificate. To get an exemption certificate, ask your GP for an application form.

This publication has been produced by the Information team at the Lynda Jackson Macmillan Centre. Contributors include professionals, patients and carers from Mount Vernon Cancer Centre who have expertise and experience in the topics covered by this publication. All our publications are reviewed and updated regularly. If you would like any details of the references used to write this information please contact the LJMC on 020 3826 2555.
Lynda Jackson Macmillan Centre

... supporting people affected by cancer...

Drop-in centre for support and information
Telephone helpline
Complementary therapies*
Counselling*
Benefits advice*

Relaxation classes
Look Good Feel Better™ beauty workshops
Headwear workshops
Self-help courses

The Lynda Jackson Macmillan Centre is situated between the Cancer Centre and Gate 3 (White Hill)

Please drop in or call to find out how we may be able to help you

Opening hours: Monday–Friday: 9.30am–4.30pm

Mount Vernon Cancer Centre, Northwood, Middlesex HA6 2RN
Telephone Helpline: 020 3826 2555
Website: www.ljmc.org

* Service only available to NHS patients under the care of an oncologist based at Mount Vernon Cancer Centre