



## Information for patients about Ward 10 and Ward 11

Information for patients at Mount Vernon Cancer Centre (MVCC)

### Welcome to Mount Vernon Cancer Centre

This is a guide to Ward 10 and Ward 11. We hope it will answer some of your questions. There are some useful contact numbers on page 3 if you have any concerns.

### Before you come into hospital

You should be sent a patient registration form. Please read it carefully and fill in all the details. Bring the completed form with you to the ward. If you have not received this form, this will be discussed with you at your first appointment. 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 the planning of future services.

### Things to bring with you

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

**Please note that toiletries and towels are not routinely provided.**

### 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. This is so that an accurate record of your medicines can be kept.

### 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.

When you come to clinic, you could visit the Car Parking Office to arrange your parking permit for when you are staying on the wards.

Or, on arrival at the hospital, take your letter confirming your overnight stay to the Car Parking Office. Please see their opening and closing times below.

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**

Mon - Fri: 8am - 1pm, 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 (near the Oak Tree Restaurant) to contact the switchboard to bleep a porter.

Out of hours, please ask a member of staff for the charge hand porter to be bleeped.

## **Parking concessions for frequent visitors, eg, friends and relatives**

Frequent visitors can get concessionary permits:

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 able to get 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 more information about eligibility, please speak to Patient Affairs (020 3826 2343) or visit [www.direct.gov.uk](http://www.direct.gov.uk) and search for 'Travel costs'.

## **When you arrive at MVCC**

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

## **Life on the wards**

### **Food and meal times**

The wards have a 'protected meal time' policy. All visitors will be asked to leave at meal times.

Patients are encouraged to have their meals in the day room, dress each day and socialise if they wish.

Breakfast: 8am - 9am

Lunch: 12 noon - 1pm

Supper: 5pm - 6pm

Menu cards are provided which include a wide selection of food. Please ask the nursing staff for more information or ask them to contact the catering department if you have any specific dietary requirements.

Please tell the nursing staff if you have any allergies.

### **Visiting times**

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

Please avoid visiting the wards at meal times.

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

### **Mobile shop**

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

### **Telephones**

Mobile phones may be used at the discretion of the ward staff. Please only use them on 'silent' mode setting.

The wards 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

## Televisions and radios

There is a television in the day room for everybody to use. You may wish to bring your own television and radio, but please check with your ward staff first as these can only be used if they do not cause a hazard to anyone else.

All devices must be:

- attached to a moulded plug. If not, they must be checked by the hospital electricians before they can be used
- used with headphones so that other patients are not disturbed

Please note there are only limited facilities for locking these items at the bedside.

## Single sex wards

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

## 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.

## Chart Lodge

Chart Lodge provides accommodation for patients and relatives or friends during treatment at Mount Vernon. For further information and details of the charges, please call on 020 3826 2671 and leave a message. Messages are picked up Monday - Friday and returned within a week. Or ask a member of staff for the leaflet about Chart Lodge.

# Contacts

Mount Vernon Cancer Centre switchboard.....	020 3826 2020
Appointment enquiries (ask for your Consultant's secretary) .....	020 3826 2020
Wards .....	020 3826 2040 [24 hours]
Inpatient Matron .....	07825 037911
Outpatient Matron .....	07825 023651
Patient transport services.....	020 3826 2424
Lynda Jackson Macmillan Centre .....	020 3826 2555
Pharmacy: (Mount Vernon)	020 3826 2505 [Mon - Fri 9am - 5pm]
Pharmacy patient help line:	01438 286150 [Mon - Fri 2pm - 4pm]

or email for response the next working day:  
medinfo.enhtr@nhs.net

**For emergencies: 24 hour Acute Oncology Service**  
**Mount Vernon Cancer Centre: 07825 028855**

**Mount Vernon Hospital** Rickmansworth Road, Northwood HA6 2RN Satnav users: for Gates 1 and 2 (Rickmansworth Road) use HA6 2RN, for Gate 3 (White Hill) use WD3 1PZ. There is no through road across the hospital site.

