

What Happens at the Oncology Clinic?

**Outpatient Department
Clinical Support Services
Scunthorpe General Hospital**

This leaflet has been designed to give you important information about your condition / procedure, and to answer some common queries that you may have.



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Information for patients and visitors

What do I need to bring with me?

You will need to bring the following:

- Appointment letter or card
- A list of current medications
- Your diary or a list of dates you will not be available so that suitable times can be booked for tests, treatment, and surgery or follow up clinic appointments

Where do I report to on arrival?

On arrival please report to the reception indicated on your appointment letter. The receptionist will check that all your details held on computer, including your name, address and contact numbers are up to date and correct. You may also be asked for additional information which we are obliged to collect and will help us provide a better service e.g. ethnic group. You will then be directed to the appropriate waiting area.

What will happen when I arrive in the clinic?

The clinic nurse may weigh and measure you then you will be asked to take a seat in the waiting area.

How long will I have to wait?

Please allow 1 – 1.5 hours, some patients may take longer than their allotted time with the doctor, your understanding on these occasions will be helpful. If at any time you feel unwell please inform the nurse in charge of the clinic and she will ensure you are made as comfortable as possible.

Which Doctor will I see?

You will see the consultant to whom you have been referred or one of his team who

will be accompanied by the Clinical Nurse Specialist (CNS).

Will I require any further investigations?

You may be required to have blood tests; this will be carried out before you leave the hospital. You may also be asked to have special x-rays or scans to aid the doctor to make a diagnosis or to commence treatment. These will be carried out at a later date and you will receive an appointment through the post.

Will there be anyone else present?

There may also be medical or nursing students present in the clinic. This is a valuable part of their training. If you would prefer them to leave during your consultation please inform the clinic nurse. There will also be a CNS present. The CNS has undertaken specialist training in cancer and its treatments. They form a valuable part of your recovery and are on hand for you to ask any questions that may be worrying you. You will be introduced to a CNS on your first visit to the hospital.

Will I require treatment?

All treatment options will be discussed with you, to enable you to make an informed choice. Your CNS will be available for you to discuss any worries or concerns you may have. Treatment options may include Radiotherapy which will be carried out at Hull Royal Infirmary or Chemotherapy which can be carried out on ward 18 here at Scunthorpe General Hospital.



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How do I make my next appointment?

The doctor may require you to return to the hospital for monitoring or for the results of the tests. At the end of your consultation you will be given a form to take back to the receptionist. If a follow up appointment is required within the next 6 weeks the receptionist will agree a suitable appointment with you. If the appointment is required after 6 weeks we will contact you closer to the time to arrange an appointment.

To whom do I direct any enquiries?

For queries about your appointment, to cancel or change your appointment, please ring your consultant's secretary. The consultant, CNS or clinic nursing staff will be pleased to answer any queries you have about your condition or care at the time of your appointment.

If you need to discuss your referral or have queries about your condition which will arise before or between appointments your GP should be able to help. He will receive a letter informing him of the outcome of your consultation. If you would like a copy of correspondence please inform us on the day of your appointment.

Interpreter Phone

Interpreting services are available via a telephone service. If you require this service inform the nursing staff on arrival. Alternatively, inform the Contact Centre on 01724 387710 prior to your appointment.

Concerns and Queries

If you have any concerns / queries about any of the services offered by the Trust, in the

first instance, please speak to the person providing your care.

For Diana, Princess of Wales Hospital

Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01472) 875403 or at the PALS office which is situated near the main entrance.

For Scunthorpe General Hospital

Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01724) 290132 or at the PALS office which is situated on C Floor.

Alternatively you can email:

nlg-tr.PALS@nhs.net

Confidentiality

Information on NHS patients is collected in a variety of ways and for a variety of reasons (e.g. providing care and treatment, managing and planning the NHS, training and educating staff, research etc.).

Everyone working for the NHS has a legal duty to keep information about you confidential. Information will only ever be shared with people who have a genuine need for it (e.g. your GP or other professionals from whom you have been receiving care) or if the law requires it, for example, to notify a birth.

Please be assured however that anyone who receives information from us is also under a legal duty to keep it confidential.

Zero Tolerance - Violent, Threatening and Abusive Behaviour

The Trust and its staff are committed to providing high quality care to patients within the department. However, we wish to advise all patients / visitors that the following inappropriate behaviour will not be tolerated:



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- Swearing
- Threatening / abusive behaviour
- Verbal / physical abuse

The Trust reserves the right to withdraw from treating patients whom are threatening / abusive / violent and ensuring the removal of those persons from the premises.

All acts of criminal violence and aggression will be notified to the Police immediately.

Risk Management Strategy

The Trust welcomes comments and suggestions from patients and visitors that could help to reduce risk.

Perhaps you have experienced something whilst in hospital, whilst attending as an outpatient or as a visitor and you felt at risk.

Please tell a member of staff on the ward or in the department you are attending / visiting.

Moving & Handling

The Trust operates a Minimal Lifting Policy, which in essence means patients are only ever lifted by nursing staff in an emergency situation.

Patients are always encouraged to help themselves as much as possible when mobilising, and if unable to do so, equipment may be used to assist in their safe transfer.

If you have any questions regarding moving and handling of patients within the Trust, please speak to a member of staff in the ward or department you are visiting.

**Northern Lincolnshire and Goole NHS
Foundation Trust**

**Diana Princess of Wales Hospital
Scartho Road
Grimsby
01472 874111**

**Scunthorpe General Hospital
Cliff Gardens
Scunthorpe
01724 282282**

**Goole & District Hospital
Woodland Avenue
Goole
01405 720720**

www.nlg.nhs.uk

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