
What to expect on your visit to the Medical Day Unit

Chelsea

Patient Information



Introduction

The Medical Day Unit is a treatment area which provides care for patients receiving anti-cancer therapies/chemotherapy, immunotherapy, and other supportive treatments. The Medical Day Unit is open Monday to Friday from 8am – 8pm.

Before your first visit for treatment on the Medical Day Unit

You are welcome to visit the unit or contact us to discuss any aspect of your care before starting your treatment.

You may choose to bring a friend or relative with you on your visits. Unfortunately, due to lack of space, we can only accommodate one visitor per patient and we would ask you not to bring any children under the age of 12.

It would be helpful if you bring the following items with you:

- any regular medications that you will need to take during your visit (for example, painkillers)
- your own entertainment such as books or tablets. WiFi is provided throughout the hospital. We ask that you bring headphones to avoid disturbing others.

In consideration of all our patients we ask that mobile phones are not excessively used in clinical areas. Please note that personal electrical equipment (such as laptops or mobile phones) must have a valid PAT test before it can be plugged into the hospital mains supply.

Before your first visit for treatment you may need the following:

- a blood test
- your weight measured
- your observations measured, including blood pressure, temperature and oxygen levels
- assessment by a healthcare practitioner during a clinic appointment – they will ask you to sign a consent form for your treatment.

These procedures will be completed prior to your treatment starting. Other tests may be carried out before your planned treatment. Your doctor or nurse will explain these to you.

Your first visit for treatment on the Medical Day Unit

We will give you an appointment time and day – this will be accessible on your Epic MyChart and we will either send you a letter in the post, or give you a phone call to confirm the appointment.

Please arrive at the hospital in good time to allow for any unexpected delays or traffic. When you arrive at the hospital, please go to the reception desk at the Medical Day Unit to check in, which is on the ground floor of Chelsea Wing.

Some patients have their blood tests and clinic appointments in the Medical Day Unit and some have these in Outpatients Departments.

If you are having your blood test or clinic appointment in the Medical Day Unit, you will be given either a letter or a number to join the blood test queue.

- While you are waiting for your blood test or clinic appointment, please have a seat in the waiting area. Blood test results usually take one and a half hours to come back.
- Your weight and observations (temperature, pulse and blood pressure) will be checked. Please listen to your nurse or healthcare support worker on where to wait for your clinic appointment.
- A healthcare practitioner will then review and confirm that you are fit to proceed with treatment. This is when you should discuss any questions you may have about your treatment. If you have run out of any medications, please let the healthcare practitioner know during this consultation. When you have been seen, your prescription will be sent to pharmacy so that your treatment can be prepared.

- Most patients will have their bloods taken and will see the doctor on a separate day to when they have their treatment, known as 2-stop.
- Some patients have their appointments all in one day, known as 1-stop. If your treatment is on the same day, please note that it can take three to four hours for chemotherapy to be prepared by the pharmacy. Once we have the results of your blood test and you have been confirmed as fit to treat by your health care practitioner.
- Many people prefer to leave the unit during this time, we kindly ask you arrive back to the unit for your scheduled appointment time and check back in with reception when you arrive.

Having your treatment

- At your appointment time please check in with the Medical Day Unit reception and they will allocate you a chair for treatment. You will then meet your nurse. They will undertake several safety checks on the computer to ensure everything is correct and safe to proceed. Your treatment will be checked by two nurses and then confirmed with you before starting.
- The nurse or pharmacist will go through your tablets that you need to take home with you (if you require them). We will give you the details of who to contact if you have any questions or worries.

During your treatment, a light lunch and hot drink will be provided. If you feel you will require more than this then please bring this with you. Friends and relatives can buy refreshments at the Friends of The Royal Marsden shop in outpatients or at the café by the Dovehouse Street entrance.

Further visits to the Medical Day Unit

Each visit will be similar. Please ensure you inform the healthcare practitioner that reviews you in clinic prior to your treatment of any side effects that you are experiencing from treatment. If you have run out of any medications

If you have another appointment on the same day, please let us know. We will try to co-ordinate these two appointments for you.

While we try to keep unnecessary waiting to a minimum, your length of stay on the unit will depend upon the type of tests, assessment and treatment you need.

Contact details

For general information or information regarding appointments, please contact the **Medical Day Unit reception:**

020 7808 2320

Monday to Friday, 9am – 5pm

If you need further advice or if you would like to make any comments or suggestions, please contact:

The Royal Marsden Hotline: 020 8915 6899

(available 24 hours a day, 7 days a week)

References

This booklet is evidence based wherever the appropriate evidence is available, and represents an accumulation of expert opinion and professional interpretation.

Details of the references used in writing this booklet are available on request from:

The Royal Marsden Help Centre

Telephone: Chelsea 020 7811 8438 / 020 7808 2083

Sutton 020 8661 3759 / 3951

Email: patientcentre@rmh.nhs.uk

No conflicts of interest were declared in the production of this booklet.

Should you require information in an alternative format, please contact The Royal Marsden Help Centre.

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