



# The Royal Marsden Hotline

*The* ROYAL MARSDEN  
NHS Foundation Trust



**IMPORTANT:**

If you are experiencing any chest pain, difficulty in breathing, severe bleeding or extreme abdominal pain **dial 999 for the emergency services.**

# Hotline number **020 8915 6899**

You can ring the Hotline 24 hours a day, 7 days a week.

Call us straight away if you are feeling unwell or are worried about the side effects of cancer treatments.

This service provides specialist advice and support to all Royal Marsden patients, their carers, and the hospital and community-based doctors and nurses involved in their care.

## Why do I need to know about this service?

You have been given this leaflet because you or someone you are caring for is currently receiving treatment or has recently completed a course of cancer treatment at The Royal Marsden.

The Royal Marsden Hotline is available to provide help and support for patients and their carers regarding any treatment complications and side effects.

Getting professional help early will help you, or the person you care for, and will reduce the risk of problems becoming more serious.

## Who will I speak to when I call The Royal Marsden Hotline?

Your call will be answered by an experienced acute oncology nurse 24 hours a day, 7 days a week. The nurses will contact specialist clinical teams for advice when required in order to ensure the best management of your care.

### **Contacting The Royal Marsden Hotline**

- You will hear a welcome message. Please listen carefully and follow the instructions.
- The nurses will answer your call as soon as possible. However, if the line is busy you may be placed in a queue.
- An email service is also available to provide support to those who are communication and/or speech impaired. Please let us know if you require these contact details.
- All calls are recorded for training and monitoring purposes. The team will also document the details and outcome of each call in your medical records.

There are some details that the team need to confirm at the start of each call. Please copy the details here so the information is always in one place.

**RM Number:**

**Key worker:**

**Diagnosis:**

## Who to contact for more general non-urgent support

Your key worker can be contacted directly for less urgent enquiries. They can provide expert guidance to you and your family and/or carers regarding your diagnosis, treatment, and follow up care. They will help answer any questions you may have and explain what will happen next.

If you are taking part in a clinical trial, please contact your research nurse directly within working hours (please call the Hotline if you are unable to contact your research nurse or are calling out of hours).

Please contact the relevant department through our switchboard if you have any queries relating to the following:

- Appointments
- Transport
- Medicines
- If you need to speak to a Medical Secretary regarding an administrative query

Please keep this leaflet in a safe place where you will be able to find it quickly.

## **Useful phone numbers:**

The Royal Marsden Switchboard  
020 7352 8171 / 020 8642 6011

Patient Advice and Liaison Service (PALS)  
020 8661 3759 (Sutton) or  
020 7811 8438 (Chelsea)

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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

Contact: 0800 783 7176

Email: [patientcentre@rmh.nhs.uk](mailto:patientcentre@rmh.nhs.uk)

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The information in this booklet is correct at the time of going to print.

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Radiotherapy and  
Chemotherapy Services  
F538021 & F538022

