



# The Royal Marsden Macmillan Hotline

*The* ROYAL MARSDEN  
NHS Foundation Trust



# 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, as well as to their carers, and both hospital and community-based doctors and nurses caring for Royal Marsden patients.

## **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.

It is important for people and their carers to have access to information to manage side effects and any complications of treatment. The Royal Marsden Macmillan Hotline is available to provide you with help and support in relation to your treatment.

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 Macmillan 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 Macmillan 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:**

Your key worker is available and can be contacted directly during working hours if you need to discuss any aspect of your treatment.

For example:

- Diagnosis
- Staging
- Specific treatment queries
- If you are taking part in a clinical trial please contact your research nurse directly during working hours (please call the Hotline if you are unable to contact your research nurse or for any out of hours queries)

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)

0800 783 7176

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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  
Freephone: 0800 783 7176  
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The information in this booklet is correct at the time of going to print.





Radiotherapy and  
Chemotherapy Services  
FS39021 & FS39022

