

The ROYAL MARSDEN

NHS Foundation Trust

Information on the Principal Treatment
Centre for Children and Young People
at The Royal Marsden NHS Foundation
Trust and St George's Hospital

Oak Centre for Children and Young People

Information for patients and their families



NHS

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Introduction

Having a child diagnosed with cancer can turn a family's life upside down.

The Principal Treatment Centre (PTC) offers specialist age-appropriate care plus emotional, psychological, practical and social support and advice to CYP who have been diagnosed with cancer.

Care is given by a team of professionals with a special interest in the care of CYP and is made up of doctors, nurses, scientists, clinical nurse specialists (CNS), youth support coordinators, play-specialists, teachers, social workers, psychologists, physiotherapists, dietitians, occupational therapists, chaplains, speech and language therapists, cleaners and cooks. Most of the team work on both the Surrey and London branches of The Royal Marsden NHS Foundation Trust (RM).

We work closely together to help provide the best possible expert care. We will be open and honest with you, and answer your questions to the best of our knowledge.

The model of care

The Royal Marsden, Sutton (RM) and St George's Hospital, (SGH) London together form the Principal Treatment Centre (PTC) for children and young people (CYP) with cancer living in South East London, Kent, Sussex and Surrey. The Royal Marsden as a specialist cancer hospital provides investigations, diagnosis, chemotherapy, radiotherapy, bone marrow transplant and drug development services. St George's Hospital also provides investigations, diagnosis and chemotherapy as well as other specialist care including general surgery, neurosurgery, neurology, hearing tests, high dependency and intensive care.

The Royal Marsden also has links with the CYP neurosurgical and liver units at Kings College Hospital (KCH), London and the cardiology (heart), renal (kidney) and paediatric intensive care services at Evelina Children's Hospital, London.

This leaflet gives an introduction to the care and services at the Principal Treatment Centre. Other leaflets describing elements of the service in more detail are available.

Will my child be getting the best treatment?

- Your child's treatment will be discussed and planned by a specialist multi disciplinary team or MDT for short (a group of doctors, nurses, scientists) to ensure they are receiving the best treatment to meet their needs.
- Your child may be eligible to be treated on appropriate clinical trials for their age and cancer type – this will be discussed with you by your child's consultant.
- Your child you will have access to a ward and daycare that only treats children and teenagers, designed and run specifically to meet their and your needs.

The Royal Marsden

The Royal Marsden is one of the largest children's cancer centres in Europe. The Oak Centre for Children and Young People (OCCYP) is based at the Sutton site. There are two clinical areas for children and teenagers, and a ward for teenagers and young adults (separate information is available for this area).

- **McElwain Ward** - a purpose built inpatient ward with 18 beds for children and teenagers.
- **Children's Daycare** - the area where children and teenagers can have treatments or procedures and go home on the same day.

The Sutton site of The Royal Marsden has a cash point and a restaurant for staff and visitors, as well as a small hospital shop (open Monday to Friday 10.00am to 4.00pm). The nearest village is Banstead which has a post office, supermarkets, restaurants and a pharmacy. There is no direct public transport from the hospital to Banstead, however if you have a car it is a 10 minute drive.

Sutton town centre is also a 10 minutes drive away. It has a large town centre with lots of shops, supermarkets and restaurants. The S3 and S4 bus go from outside the hospital to Sutton, and the 80 and 280 buses go to Sutton from close by.

There is a large Tesco supermarket on the A217 which is about a 15 minute drive away.

The nearest railway station to the hospital is Belmont (10 minutes walk). Trains go to London Victoria, Epsom and local stations once an hour. Sutton railway station has frequent trains to London Victoria, Clapham Junction, Wimbledon (where you can join the District line on the London Underground), Epsom and Horsham.

Food

There is a cook on the ward from 8.30am to 6.30pm seven days a week, who will provide meals and snacks to inpatients and children in daycare undergoing procedures and lengthy chemotherapy treatments. Otherwise, parents are asked to provide their own food for their children. The kitchen can only be used by The Royal Marsden catering staff, however there is a kitchen for parents and partners to store food as well as make simple meals.

The hospital canteen is open 7.30am to 6.00pm seven days a week and serves hot and cold food and drinks. Out of hours there are some vending machines; these include microwavable meals. Patients and visitors are able to eat and drink here, however for hygiene and infection control reasons, takeaway food cannot be brought into the Trust.

Please note some patients may have restrictions on what they can or cannot eat . The medical staff will explain these to you.

Things to do

There are four social areas for children to use:

The playroom - this is for younger children

The pod - for those aged 10 years and over. This has the latest games consoles, computer, internet access, and age appropriate books and games. Both areas are open every day. Play therapists or the youth support work on the OCCYP provide activities for children and teenagers.

The schoolroom – used for schoolwork and group activities such as music, art, cooking and parties. The schoolroom is open term time 10.00am to 3.00pm. A team of teachers works on the unit.

There are also informal groups every week for parents, partners and carers to get together for a chat.

Sleep

Patient's beds have a TV, DVD player, a wardrobe and storage as well as patient controlled lighting. We ask patients and parents to be mindful of others when using TVs or playing music and wear headphones at all times.

Nurse call system - Pressing the large orange button on the nurse call handset will alert the ward staff that you need assistance. They will try to come as quickly as possible; however please be patient if, on occasion, they are not able to come immediately.

Emergency pull cord - If you need help in an emergency whilst in the bathroom please pull the red emergency pull cord and a nurse will come as quickly as possible.

Every patient's bed has a bed next to it for a parent or carer over the age of 16yrs to stay. Accommodation for a second carer is available but this is very limited. Parents or carers can use the other facilities on the OCCYP but not the food or drinks provided for patients. Showers and washing facilities for parents and carers are available on the ground floor.

Laundry

There are two washing machines, tumble driers and ironing facilities on the OCCYP which are free of charge.

Outside space

If the weather permits, there is some access to outside space for fresh air.

Peace and quiet

There are two parents' sitting rooms on the OCCYP that are designed to be peaceful.

Security

The OCCYP has restricted access but please be careful about what you bring in with you. Hospitals are public spaces and we cannot make the OCCYP 100% secure.

Ward team

The nursing staff on the ward include:

- Matron (navy blue uniform with red piping)
- Ward Sister (navy blue and white spotted uniform)
- Clinical Nurse Educator (navy blue uniform with white piping)
- Senior Staff Nurse (navy blue striped uniform with red piping)
- Staff Nurses (navy blue striped uniform with navy blue piping)
- Health Care Support Workers (brown and white uniform)
- Clinical Fellow (doctor)
- Ward Receptionist
- Catering Host/Hostess
- Ward Housekeepers
- ISS domestic staff

Nurses

- There are nurses working on the OCCYP 24 hours a day, 7 days a week.
- Day staff shift is from 8.00am until 8.30pm.
- Night staff shift (McElwain Ward only) is from 8.00pm until 8.30am.

Doctors

At least one doctor is present on the OCCYP and one consultant

is on call 24 hours a day, 7 days a week. During the day teams of doctors work across the unit.

Advanced Nurse Practitioners

These are registered nurses who are very experienced in their field and who have undertaken further training and education to develop skills, knowledge and practice in children's nursing and children's cancer care.

Clinical Nurse Specialists (CNS)

These are registered nurses who are deemed as the patients "key-worker" through their treatment pathway. This experienced and knowledgeable nurse will co-ordinate patient care and be a key point of contact. (Separate tumour specific CNS leaflets are available).

Other staff

Mainly work Monday to Friday such as dietitians, or seven days a week during normal hours such as ward cook and cleaners.

St George's Hospital

Who is treated at St George's Hospital?

Some children will be referred to St George's Hospital for neurosurgery as the first part of their treatment, when they are newly discovered to have a brain tumour. They will then be referred to The Royal Marsden for further care after surgery.

Planned care

Some children under the care of The Royal Marsden will need to be treated at St George's Hospital for planned procedures, for example, hearing tests, specialist hormone tests or planned surgery. Some children may also be treated at St George's Hospital when they are first diagnosed; this is likely to be because of the clinical expertise required at that time prior to admission at The Royal Marsden. All care is carefully co-ordinated between the two hospitals. This will be explained to

you by the team treating your child at The Royal Marsden and an appointment will be sent to you at home by St George's Hospital.

Unplanned care

It may be necessary to transfer your child to St George's Hospital from RM for specialist care at short notice. If this is the case the reasons why will be explained to you by the medical and nursing team before and transport will be arranged to take you and your child to St George's Hospital. Transport to St George's Hospital may be a car or an ambulance depending on what is best for your child and at times a nurse may go with you. If your child can come back the same day, we will arrange transport to bring you both back to The Royal Marsden.

High dependency or intensive care

Sometimes children need to be moved from The Royal Marsden as an emergency for high dependency or intensive care. To do this, we work with the specialist intensive care team from Evelina Children's Hospital (the South Thames Retrieval Service). The team will come to The Royal Marsden and transfer you and your child to a high dependency unit (HDU) such as Pinckney ward or Paediatric intensive care unit (PICU) in a specialist ambulance. Children are normally transferred to St George's Hospital (see the separate leaflet about emergency transfer) although occasionally children will be transferred to another HDU or PICU in London if St George's Hospital PICU is full.

In all these cases, what is happening and why it is necessary will be explained to you by your child's medical and nursing team. You will be able to go with your child during the transfer and will be able to stay with your child at St George's Hospital.

Who will look after my child at St George's Hospital?

St George's Hospital have a specialist oncology team made up of a speciality doctor and nurse practitioners The Lead Clinician (doctor) and Lead Nurse (matron) for children at The Royal Marsden work closely with medical, nursing and management colleagues at St George's Hospital. Both teams meet weekly

and both hospitals use the same treatment plans, policies and protocols for treating patients.

- **Consultants and senior doctors** from The Royal Marsden work at both hospitals.
- **Nurse Practitioners** - These are registered nurses who are very experienced in their field and who have undertaken further training and education to develop skills, knowledge and practice in children's nursing and children's cancer care.
- **Clinical Nurse Specialist (CNS)** - CNS's are the key workers for children and families being treated for cancer at St George's Hospital; they are the main point of contact, manage patients' pathways and link to the CNS at The Royal Marsden.
- **Ward sister** - Ward sisters and charge nurses have many roles but their main responsibility is to oversee patient care on a ward.
- **Ward nurse** - the nurses caring for children with cancer at St George's Hospital receive the same education and training as nurses working at The Royal Marsden.

Where will my child be cared for at St George's Hospital?

The wards where children with cancer are cared for at St George's Hospital are;

- **Pinckney Ward** - 15 beds, mostly in cubicles for specialist services such as Oncology, Haematology and Infectious Diseases. This is the main place of care for children and teenagers with cancer.
- **Nicholls Ward** - 25 beds for children who need surgery and or neurological care.
- **Jungle Ward** - 12 beds for children having treatments or procedures and going home on the same day.
- **High Dependency and Paediatric Intensive Care Unit (PICU)** - ten beds for critically ill children.

Accommodation

There is a range of overnight accommodation on each of these wards as well as rooms in Ronald McDonald House, which is within the hospital grounds and adjacent to the main car park. There is a parents' area for families whose child is in PICU on the first floor with a sitting room, kitchen and toilet facilities.

Visiting

Parents may visit at any time during their child's stay. Other family and friends can visit up until 8.00pm. We ask that bedside visitors are limited to two people per bed at any one time.

Cafés and self-catering

Within St George's Hospital there is a canteen on the first floor which parents may use. There is also food shop and café on the ground floor of the Lanesborough Wing, and multiple coffee shops situated around the hospital. There is a small kitchen on Pinckney ward with tea and coffee-making equipment, a fridge in which to keep food and cooking facilities.

Shops and banks

There is a newsagent which sells newspapers and a small selection of toiletries, stationery and confectionery. There is a florist next to the main entrance of the hospital and there is a Natwest bank is on the ground floor of the medical school.

Getting to St George's Hospital

Blackshaw Road, Tooting, London SW17 0QT

www.stgeorges.nhs.uk

By tube

Tooting Broadway – Northern Line (10 minutes walk). You should enter the hospital via Hoyle Road (off Tooting High Street) through a gate in Effort Street.

For further information about buses and tubes, please call London Travel Information on 020 7222 1234 (24 hours) or visit their website at www.tfl.gov.uk.

By car

There are two car parks with entrances on Blackshaw Road. The charges are paid on exit and are currently:

- £2 for the first hour with half-hourly rates after that
- £12 over 4 hours
- £20 over 6 hours (daily rate)

Making comments

All the staff working at the PTC do so because they have an interest in and enjoy working with young people. We are always looking for ways to improve our service, so please let us know if you have any ideas; you are very welcome to speak to any member of the team too.

If you are dissatisfied

If there are any aspects of your experience that you are dissatisfied with, please discuss initially with the Ward Sister or the nurse in charge.

Written concerns

If you would prefer to register your concerns in writing please address them to:

The Patient Advisor
The Royal Marsden NHS Foundation Trust
Fulham Road, London, SW3 6JJ

The Patient Advisor
St Georges Hospital
Blackshaw Road, Tooting, London, SW17 0QT

Compliments

We would be delighted to hear from you, please feel free to send any letters of praise to the Ward Sister.

By acting on your comments, suggestions and concerns we hope we can work with you to improve our services for future patients.

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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
Freephone: 0800 783 7176
Email: patientcentre@rmh.nhs.uk

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