

Information on the  
Principal Treatment  
Centre (PTC)  
for children and  
young people at  
The Royal Marsden



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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:

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

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Thanks to supporters of The Royal Marsden Cancer Charity, we raised £16 million to build the Oak Centre for Children and Young People. Opened in September 2011 by TRH The Duke and Duchess of Cambridge, it is one of the largest comprehensive children and young people's cancer centres in Europe.

The Royal Marsden Cancer Charity raises money solely to support The Royal Marsden, a world-leading cancer centre. We ensure our nurses, doctors and research teams can provide the very best care and develop life-saving treatments, which are used across the UK and around the world.

From funding state-of-the-art equipment and groundbreaking research, to creating the very best patient environments, we will never stop looking for ways to improve the lives of people affected by cancer.

**The Royal Marsden Cancer Charity**  
**For a future beyond cancer.**



# Contents

Introduction	4
The model of care	6
Will my child be getting the best treatment?	9
The Royal Marsden	10
Getting to The Royal Marsden, Sutton	29
Making comments	31
Notes	33

# Introduction

**Please note** that references to your child within this booklet will be referred to as 'CYP' (child or young person).



Having a CYP diagnosed with cancer can have a huge impact on the whole family.

The Principal Treatment Centre (PTC) offers specialist age-appropriate care, plus emotional, psychological, practical and social support and advice to CYPs 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)
- advanced nurse practitioners
- lead nurse for TYA

- youth support coordinators
- play specialists
- teachers
- speech and language therapists
- social workers
- psychologists
- physiotherapists
- dietitians
- occupational therapists
- chaplains
- cleaners
- cooks.

Most of the team work in the Sutton branch of The Royal Marsden.

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 team at The Oak Centre for Children and Young People aim to give the best care and attention to your CYP. We recognise this is an immensely challenging time for the whole family and friendship network when a CYP is diagnosed with cancer or haematological disorders requiring intensive therapy. We work within our Trust values and follow The Oak Centre's values of being Caring, Collaborative, Competent and Respectful.

We expect our patients and families to work collaboratively and respectfully with us. We recognise that patients and families may wish to raise concerns and we support this being done in a polite and respectful manner.

Physical or verbal abuse towards any staff at The Royal Marsden will not be tolerated. Any concerns with regards to care or service should be appropriately raised to the nurse in charge of the unit or our Patient Advice and Liaison Service (PALS), to enable prompt management. Any verbal abuse, or aggressive behaviour, inappropriate language or physical abuse will be managed by the nurse in charge, sister, matron or divisional director according to its severity in line with the Trust policy.

We thank you for your co-operation in expected behaviours whilst receiving care from the team at The Oak Centre for Children and Young People.

# The model of care

**T**he Royal Marsden, Sutton form the Principal Treatment Centre (PTC) for children and young people with cancer, living in South East London, Kent, Sussex and Surrey.

The Royal Marsden, a specialist cancer hospital, provides investigations, diagnosis, chemotherapy, radiotherapy, bone marrow transplant and drug development services.

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

## **Patient-centred design**

The Centre has been designed around the needs of our young patients and their families. In fact, many children and young people who have been treated at The Royal Marsden contributed to the layout, design, and colour schemes for the interior of the Centre.

Our aim was to create an environment with a variety of different spaces that all contribute to children's and young people's comfort, engagement, and positive frame of mind. Our patients now have places where they can carry out normal routines, including age-appropriate areas where they can mix with others and quieter areas for when they wish to be alone.

All bed spaces were designed to enable the children and young people to personalise their environment, and each space is equipped with overhead television and Wi-Fi internet access. This helps them retain control of their immediate surroundings and stay connected with family and friends.

We have **parent/carer swipe cards** which are used to gain access to the ward with ease out of hours. We will need a **£10 deposit** which you will get back when you no longer need the swipe card.

A patient bedroom in the  
Oak Centre for Children  
and Young People





# Will my child be getting the best treatment?



our CYP's treatment will be discussed and planned by a specialist multidisciplinary team (MDT), consisting of doctors, nurses and allied health care professionals, to ensure they are receiving the best treatment to meet their needs.

Your CYP may be eligible to be treated on appropriate clinical trials for their age and cancer type – this will be discussed with you by your CYP's consultant.

Your CYP will be cared for on a ward or daycare unit that only treat children and young people, and is designed and run specifically to meet both 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 under the age of 16 years, and a ward for teenagers and young people (a separate booklet is available for this area).

- McElwain Ward provides inpatient facilities for children aged between 1 and 16 years. It has 18 beds including a dedicated room for radioisotope therapy and offers a full range of treatments including chemotherapy, radiotherapy, phase I and II clinical trials, MIBG therapy and stem cell transplant.

- Children's Daycare is the department where children and young people have treatments or procedures as outpatients.

## **Your stay on McElwain Ward**

To assist you during your stay on McElwain Ward, the following information has been compiled by staff at The Royal Marsden together with input from the parent of a former patient.



## Family held records

*“Family held records – a nurse will give you a folder when you are admitted. It is a universal document for all children with cancer and will provide you with further information about your child’s medical needs while receiving treatment.*

*You will be able to track their progress and have easy access to important phone numbers and guidelines for what to do when your is child unwell.” J*

## Food

The Catering team are on the unit 9am–6pm and will cook food to order from the Children’s unit menu. Snacks and drinks are available throughout the day.

The catering team will visit your child every day that they are on the ward and discuss the menu for the day. Please let them know your child’s food likes and dislikes, so that we can make sure that we can meet their individual needs.

Snack boxes (sandwich, crisps, yoghurts, and fruit) are available after 6.30pm,

one of the nurses will be able to get this for your child.

If your child has a form of food allergy or intolerance, please let your nurse, dietician, or doctor as soon as possible.

There is a kitchen for parents/carers to cook meals for yourself and other family members. It has a hob, microwave, toaster, small fridge/freezer, and very limited storage for food.

Any food stores should be clearly labelled with your name and date. Please bear in mind that this is a shared facility, and it is everyone’s responsibility to keep it clean and tidy. **Due to the increased risk of infection during inpatient treatment patients must only eat food prepared by staff.**

The code for the parents’ kitchen changes regularly, please ask the staff what the code is if you need access to the kitchen.

If you wish to keep your food separate from the communal fridge, we can provide a **key for a small locked compartment in a fridge**, we would just need a **£10 deposit** which you will get back when you no longer need the fridge.

We provide one hot food voucher per day per parent or carer Monday–Friday, we're also supported by Sophie's Legacy where they provide parent or carer with pizza on a Saturday (we have to place the order on a Friday) and they also provide parents/carers with a selection of ready meals for Sunday. To be found in parent/carers freezer.

Please ensure you wash up after using the facilities, otherwise the kitchen may be taken out of service.

*"Tip for the hobs – when you place a pan on the hob the heat comes on and when you remove it the heat goes off!" J*

The Cherry Tree Café is open 7.30am – 6pm Monday to Friday and 7.30am – 2pm Saturday and Sunday.

The Cherry Tree Restaurant is open 7.30am – 10.30am for breakfast and 11.45am – 2pm for lunch – both serve hot and cold food and drinks. The restaurant and cafe are not open on bank holidays and the restaurant is not open on Saturdays and Sundays. Outside these hours, food (including microwavable meals), is available from vending machines. Patients and visitors are permitted to eat and drink in either restaurant, however, for hygiene and infection control reasons, takeaway food **must not** be brought into the hospital.

Some patients may be subject to dietary restrictions. The medical staff will discuss this with you.

### **Parking**

For parents/carers parking is free, you will need your number plate verified by our ward clerk Vikki or the main receptions. For visitors who regularly visit the hospital, there may be exemptions and/or you can purchase season tickets from our Facilities office.

Parking at the weekend is free for visitors.

For more information, please see [www.royalmarsden.nhs.uk/parking-sutton](http://www.royalmarsden.nhs.uk/parking-sutton)

### Parking tariffs for other visitors

Up to 30 minutes	Free
30 minutes to 1 hour	£2.00
1–2 hours	£5.00
2–3 hours	£6.00
3–4 hours	£8.00
4–5 hours	£10.00
5–8 hours	£12.00
8–24 hours	£14.00

There are two payment kiosks. One cash and card machine located outside the main entrance and one card only machine located at the entrance to Radiotherapy, located in the main car park. There are signs which will direct you to both payment kiosks.

### The playroom

This is for younger children and is open at all times, unless it is being cleaned.

They organise daily activities on the ward, at the bedside and in the play areas. The play team provide play to achieve developmental goals and to help children cope with pain and anxiety. They also use therapeutic play to prepare children and teenagers for procedures using a wide range of resources.



We have three designated areas for patients/parents on McElwain Ward, the playroom for our younger patients and a teen room for patients aged 11–16 years. If you think your child could benefit from play specialist support, please ask a member of the team.

*“The playroom is run by a team of lovely play specialists who also organise activities which take place here, and can help you access different toys/games/crafts that your child may like. You can also find a selection of ‘the beads of courage’ here to mark your child’s journey.*

*The play specialists work Monday to Saturday and divide their time between the ward and outpatients.” J*

### **The schoolroom**

There is a schoolroom in the centre which provides education for patients during their time in hospital, and we can visit children at their bedside if they are not able to come to the schoolroom.

Our curriculum is based around fun, creative activities and games that also allow children to make progress in literacy and maths.

Specialist tuition in core curriculum subjects is available for older pupils, and we can support pupils who need to take public exams during their time in hospital. The schoolroom is open from 10am–12pm and 1pm–3pm every weekday during term times.

Please contact us at [schoolroom@rmh.nhs.uk](mailto:schoolroom@rmh.nhs.uk) or visit the schoolroom next time you are in hospital – we would love to meet you.

We encourage all CYPs to attend on a regular basis, to aid socialisation and routine.

### **Sleep**

CYPs beds have a TV, DVD player, a wardrobe and storage as well as patient controlled lighting. We ask CYPs and parents to be mindful of others when using TVs or playing music. The ward staff will enforce quiet time from **7pm** onwards,

which means lights need to be dimmed and noise levels kept to a minimum to promote the rest and sleep of the patients.

Headphones will need to be used after this time.

*“You can get bed sheets from the linen room (next to the shower room). If you are staying more than a few days it is worth considering home comforts like your own pillow and a single duvet – discuss with your ward nurse. You would need to bring enough covers to change regularly.” J*



## Televisions

These are present for each patient, but unfortunately the speakers are at the back which can make noise an issue. Please be respectful to others and give consideration to younger children or people trying to sleep, keeping the volume at an acceptable level, or using the headphones provided. All patients are expected to use headphones after **7pm** to ensure the comfort of everyone on the ward.

## Day to day on McElwain

The sink taps turn on automatically for a few minutes to flush through any waterborne diseases.

The doctors will review your child on a daily basis; however consultant ward rounds are on specific days depending on your child's diagnosis.

There will be Clinical Nurse Specialist allocated to your child. They are your key worker and point of call for any questions whilst you are at home and may meet you on the ward.

We have a ward pharmacist and pharmacist technician who will come and say hello and get an overview/history of medications your CYP may be taking. If your CYP's medication is running low for home, ensure you let the pharmacy team/doctor/nurses know as early as possible to help them to organise the medications in a timely manner for when you are discharged home.

If you require hospital transport, please let the nursing team/ward clerk know as soon as possible, preferably on admission as we need to book it at least the day before you go home and before 4pm. We won't be able to book transport on the day you go home.

### **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. Nursing



handovers take place from 8am – 8.30am and 8pm – 8.30pm, so please only use the nurse call if absolutely necessary.

*“When you press this button a light flashes above your child's bed/room. Don't feel that you have to try and locate a nurse on the ward as they are very happy for you to use the call button. Sometimes when they are busy with other patients they are unable to respond straight away but they will come as soon as they are able to.” J*

### **Emergency call**

If you need help in an emergency whilst at your CYP's **bedside**, please pull out the red button that sticks out from the wall. If you are in the **bathroom**, please pull the red emergency pull cord and a nurse will come as quickly as possible.



*“This is only to be pulled when your child needs urgent medical assistance. When this button is activated, all staff have to stop what they are doing (when safe to do so) and run to the bed where the alarm has been raised.” J*

### **Staying overnight**

Every CYPs space has a bed for **one** parent or carer over the age of 16 years to stay. For safety reasons, siblings are not permitted to stay overnight unless there are exceptional circumstances and it has been agreed by the Ward Sister in advance.

The nursing staff need access to your CYP overnight. It is important that they sleep in their own bed and **not** in the parent bed, so they can be monitored and cared for easily. Food and drinks from the ward kitchen are only provided for patients and breastfeeding parents.

Showers and washing facilities for parents and carers are available opposite cubicle 13 and additionally, next to the quiet room.

The bathrooms in the cubicles and bays are **only** for the patients – this is in line with infection prevention and control policies.

### **Laundry**

There are washing machines, tumble driers and ironing facilities available, free of charge on McElwain Ward. Washing baskets are provided to carry your clothes to and from your bed space. Please return the basket to the laundry room for other families to use.

If you need to wash clothes and unsure how to use the facilities, please ask one of the staff or our housekeeper Rob/Molly.

*“You will need to supply your own washing powder/softener. The laundry room can be found next to the sluice, by the nurses’ station.” J*

### **Sluice**

The sluice room or dirty utility, is where all the patient’s urine, stool, or vomit output should be taken to be measured and disposed of.

Please label your CYP's bedpans or urine bottles and put them in the sluice, so that staff can measure them and take any samples needed for tests.

*"You can collect empty bedpans/urine bottles/sick bowls from the sluice. If your child is in their own room then you leave the bedpans on the shelf in the bathroom and the nurses or HCA will process them there." J*

### **Infection Control**

Please keep all surfaces clutter free, this is to ensure and allow the domestic team to clean effectively.

We encourage all parents to fold up their beds, to keep bedspace clear which in turn will allow the domestic team to clean the bedspace area.

We encourage all parents/carers to use gloves and aprons when dealing with bodily fluids (wee, poo and vomits) especially when carrying it to the sluice or in toilets if you are in a cubicle (please don't leave nappies, bedpans, urinals or vomit

bowls on the floor as it can cause accidents or spillage. This is to protect you from exposure to chemotherapy (it is excreted in bodily fluids) but also if you accidentally spill the bodily fluids on the way to the sluice, you won't be covered in it.

Please don't leave linen on the floor, we encourage to bag up dirty linen in a white linen bag and if it is soiled with bodily fluids, please double bag first in a red bag and then white bag.

We do have emergency supply of toiletries for unplanned admissions.

### **Internet/Wi-Fi and telephones**

Free Wi-Fi is available on the ward, and the signal is strong enough for basic usage.

The mobile phone signal is poor, so there is a telephone opposite the laundry room to make outgoing calls only. This telephone is provided free of charge and is shared by all families on the ward. Press 9 to make an outside call.

*“Internet can be accessed via the RM Portal, you only need to click on the terms and conditions, don’t worry about putting the rest of the information it asks for. The Wi-Fi access resets at midnight so you will need to re-click on the terms and conditions every day.” J*

### **Outside space**

The Courtyard and The Glade Garden provide outdoor spaces that can be enjoyed by all families. There are published guidelines and criteria to use the garden/ outdoor space; please discuss with your CYP’s nurse.

*“It can be really great to get out for some fresh air, both for you and your child; it just helps you feel better.” J*

### **Peace and quiet**

There is also a parent room that are designed for work or peace and quiet there are computers, TV and sofa’s.

### **Smoking**

The Royal Marsden is a non smoking site and it is not permitted to smoke anywhere

on Trust property. We ask that people who wish to smoke walk completely off Trust property to the road away from the hospital.

### **Other parents/carers on the unit**

We encourage you to make connections with other families on the ward for your benefit as well as your CYP’s. Other avenues of support available, if needed, include psychological support services, Young Lives vs Cancer and key workers.

*“Chatting to other parents can be lovely, but sometimes daunting if they are in different stages of treatment. Hold onto the fact that no one is in the exact same situation with regards to their child’s cancer, so comparisons are unhelpful. However, finding support through chatting to other parents who know what it feels like to have a child diagnosed with cancer can be really valuable.” J*

## Safety and security

The safety of your CYP is of paramount importance to us – please cooperate to keep them as safe as possible.

Every CYP admitted to the ward will be given an identification wristband. It is very important that they wear this to reduce the risk of serious consequences if medication and blood product errors occur.

If you are going to leave your CYP unsupervised, please make a member of staff aware.

The OCCYP has restricted access and entry can be gained using the intercom system at the entrances. Please do not allow other people access to the department when you are passing through the open door.

Please be careful with your personal belongings and keep them to a minimum; hospitals are public spaces and we cannot make the OCCYP 100% secure.

We will ask you to sign a property disclaimer on admission.

The Royal Marsden has a zero tolerance policy for aggressive, abusive or threatening behaviour and anyone deemed to be showing signs of unacceptable behaviour will be dealt with appropriately. We strive to provide your CYP and family with the best care possible and want to work collaboratively with you to achieve that.

*“If you are staying for a while then you can ask to have a swipe card in exchange for a £10 deposit. This allows you easier access in and out of the ward. This is particularly helpful at weekends and nights when you otherwise need to rely on a member of staff to open the door for you. The swipe card is updated weekly for you by a member of staff and you need to return it when you go home so other families can benefit.” J*

## Facilities

The Sutton site of The Royal Marsden has a cash point and a small hospital shop (open Monday to Friday, 10am – 4pm).

## Ward team

This includes:

- Nurses
- Research nurses
- Health care support workers
- Doctors
- Ward receptionist
- Catering host/hostess
- Ward housekeepers
- ISS domestic staff
- Therapists
- Psychologist
- Play specialists.

## Nurses

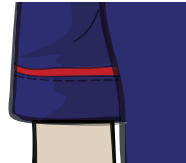
There are nurses working on the McElwain Ward 24 hours a day, 7 days a week.

The day shift is from 8am until 8.30pm.

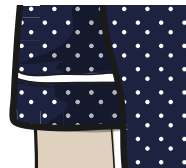
The night shift is from 8pm until 8.30am.

You can identify the nursing team members by their uniform:

- **Matron**  
(navy blue uniform with red piping)



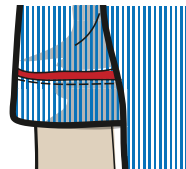
- **Ward Sister**  
(navy blue and white spotted uniform)



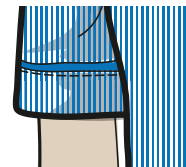
- **Clinical Nurse Educator**  
(navy blue uniform with white piping)



- **Senior Staff Nurse** (navy blue striped uniform with red piping)



- **Staff Nurse**  
(navy blue striped uniform with navy blue piping)



*“The nurses that you will see are the lovely nurses that look after the patients on the ward, the different uniforms tell you how senior they are.” J*

More information on some of the roles within the team are outlined below:

### **Research Nurses**

These are registered nurses who are highly experienced and caring for patients who are on clinical trials. They coordinate patient care and are key workers for Drug Development patients. They work Monday to Friday 8am – 6pm.

### **Health Care Support Workers**

Health Care Support Workers, (previously known as Health Care Assistants) work with the nurses to support them with daily tasks, such as helping with admissions, carrying out ECG, carrying out observations of temperature, blood pressure, and monitoring input/output. They always work under the supervision of nurses and report to them.

*“A HCA supports the nurses on the ward, they cannot administer medication or undertake any procedures, but can support daily care and monitoring of patients.” J*

### **Housekeeper**

The ward housekeeper works Monday to Friday, 8am – 4pm. They are responsible for the maintenance of the ward and the stock levels, including the parent kitchen.

### **Physiotherapy, Occupational Therapy, SALT, Psychology**

There is a physiotherapist, occupational therapist, speech and language therapist (SALT) and therapy assistants that work on the ward to ensure your CYP receives any additional support with their mobility, speech and any weak areas. There is also a team of psychologists that work with all our families who require extra support, or just someone to talk to outside of the ward.

*“The psychology service is invaluable for your child and for yourselves as parents/carers.” J*

## Doctors

At all times at least one doctor is working on McElwain Ward and one consultant is on call 24 hours a day, 7 days a week. During the day, teams of doctors work across the unit.

*“There are a number of junior doctors who work on the ward and are involved in the day to day care of your child. Most of these doctors rotate every 6 months so don’t be surprised if you return that faces may have changed. The junior doctors are supported by the Consultant Oncologists who are permanent staff.” J*

## Advanced Nurse Practitioners (ANP)

These are registered nurses who are very experienced in their field and 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 act as the patients ‘key worker’ throughout their treatment pathway. This experienced and knowledgeable nurse will co-ordinate patient care and be a key point of contact.

*“Your allocated CNS will work closely with your child’s consultant. They will meet with you and liaise with the local hospital. The CNS’s are very experienced nurses who are a great source of knowledge.” J*



## Young Lives vs Cancer

They are a charity that helps children and young people (0–25) and their families find the strength to face whatever cancer throws at them.

[www.younglivesvscancer.org.uk/](http://www.younglivesvscancer.org.uk/)

### What they do:

They help families find the strength to face everything cancer throws at them. They can support financially by providing grants and unlock crucial financial support when it comes to money. Day to day support, our social workers help with the everyday challenges cancer brings.

If you feel you would benefit from this service, please let your clinical nurse specialist or nurses know to enable them to send a referral.

For advice and support regarding a child or young person with cancer.

Our Central Support and Social Care team can help.

Call **0300 303 5220** (Monday to Friday, 9am – 5pm)

Email us at [GetSupport@younglivesvscancer.org.uk](mailto:GetSupport@younglivesvscancer.org.uk)

*“They have staff based at The Royal Marsden and are available to provide practical, emotional and financial support. Their office is located in the corridor between the ward and main reception, just ask a member of staff for directions.” J*

## Dietitians

We work closely with other professionals within the Trust.

We have dietitians who are there to support with your children’s nutrition and educate what are safe foods for the children going through treatment.

They advise to avoid food:

- Cheese made from unpasteurised milk, pasteurised or unpasteurised mould-ripened soft cheese, blue, brie, camembert, chevre unless it is cooked.
- Raw or undercooked meat, fish or shellfish
- Liver product eg pâté including vegetarian pâté



- Game meat, swordfish
- Unpasteurised honey
- No take away's.

If you are unsure what foods are safe, please ask your nurse or dietician.

*“There are a team of lovely dietitians who support childrens’ nutritional intake while they are on the ward. They are also available to provide support following discharge and ensure the local dietitians know about any needs your child may have”. J*

### What is MyMarsden?

At The Royal Marsden, we are taking part in a transformation programme to greatly improve our technology. We have upgraded our electronic patient record system with a new platform called Connect, which will improve our patient care.

As part of the system upgrade, we have introduced a new patient app and website called MyMarsden which will transform the way that patients can engage with

our services and experience their care.

MyMarsden is a free patient app and website where you can access parts of your Royal Marsden healthcare record from your own computer, tablet or mobile phone at any time.

Please watch the short video below for an explanation of how MyMarsden will work, and you can also access our frequently asked questions here [www.royalmarsden.nhs.uk/mymarsden-faq](http://www.royalmarsden.nhs.uk/mymarsden-faq)



## Psychology

It is a very stressful time for a family when a child or young person is diagnosed with cancer, and many family members ask for extra support throughout their child's treatment.

A psychology referral can be made through your clinical nurse specialist, nurses or the young lives vs cancer team, for any member of the family. Please let us know if you feel your child and the wider part of the family would benefit from this.

Any member of the family can contact the psychology team for an appointment, Children's Psychological Care Services **020 8661 3676**.

## Spiritual and Religious care

We do have a Chaplaincy service Chaplains are usually around 9am – 5pm Monday to Friday.

You can call us and leave a message at:  
Sutton **020 8661 3646**

You can also email us at [chaplaincy@rmh.nhs.uk](mailto:chaplaincy@rmh.nhs.uk)

They would like to hear from you!

Prayer Service every Thursday at 1pm, with Church of England Eucharist every first Thursday of the month.

There is a chapel and a prayer room which is located on level 3. They are sanctuaries in the busyness of the hospital where you can take refuge from difficult thoughts, fears and stress.

They are open 24/7 to anyone who would like to spend a few moments of reflection, meditation or prayer. Our chapels are also a home for music and beauty. We hold concerts and display images and words that help us draw strength and take comfort.

## Momentum children's charity

Momentum is a charity who support families in Surrey, Sussex and SW London who's children are facing cancer or life-challenging condition.

Their services include counselling, creative therapies, experiences and respite breaks.

Tel **020 8974 5931**

Website

*[www.momentumcharity.org/](http://www.momentumcharity.org/)*

### **Maggie Centre**

Maggie's is a charity providing free cancer support and information in centres across the UK and online.

Our Support Specialists, Psychologists and Benefits Advisors are here, if you or someone you care about has cancer.

Share experiences with others in a similar situation around the kitchen table in a centre or in one of our support groups.

The centre is open, just come in.

If you need cancer support we're here for you:

*[www.maggies.org/our-centres/](http://www.maggies.org/our-centres/)*

Just come in, you don't need an appointment.

Call us on **0300 123 1801**.

Email *[enquiries@maggies.org](mailto:enquiries@maggies.org)*

### **Harvey's Gang**

Harvey's gang and the blood sciences team are for young patients and their family, giving them the chance to meet the biomedical science staff who work in hospital laboratories and analyse their samples to help manage and diagnose their illnesses.

The tours help children understand their treatment, leading to many of them to overcome their fears. Laboratory staff also gain from Harvey's Gang as they get the chance to meet the young patients and put a face to the name of the sample they are analysing.

If your child fancied becoming a trainee scientist for the day please speak to the nursing team.

## Patient Advice and Liaison Service (PALs)

PALS staff are here to:

- Provide you with information about services at The Royal Marsden
- Guide you to other health and social care resources which may be available to you closer to home, including cancer support groups, carer support services and advocacy services
- Help you with any questions, concerns or complaints you may have about your treatment and care

- Support you and listen to your views and suggestions
- Resolve any concerns or complaints you have about your care or the services you receive as soon as possible.

Contact details:

Tel **020 8661 3759/3951**

Email *patientcentre@rmh.nhs.uk*



# Getting to The Royal Marsden, Sutton

**Address: Downs Road,  
Sutton, Surrey SM2 5PT**

**020 8642 6011**

## **Travel by train**

**Sutton Station:** served by trains running from London Victoria, London Bridge, London Blackfriars, London Kings Cross, Clapham Junction and Horsham. The hospital is about a mile and a half from Sutton station and is an uphill walk. The journey takes about ten minutes by bus or taxi.

**Belmont Station:** served by trains on the London Victoria to Epsom Downs line. Belmont station is a quarter of a mile from the hospital.

## **Bus**

Numbers 80, 280, 420 and S1 run along Brighton Road, Downs Road and Cotswold Road. They connect with Morden underground station (Northern Line), and Sutton, Tooting, Redhill and Banstead train stations. Bus numbers S3 and S4 stop in the hospital grounds. They run every 30 minutes (peak hours only, no Sunday service) and both pass through Sutton town centre and stop at the train station.

## **Parking**

There is limited car parking space available for patients and visitors at our Sutton hospital. Parking is on a pay on foot basis.

There are parking permits available at a reduced cost. Please see *www.royalmarsden.nhs.uk/contact-us/how-get-royal-marsden/sutton* for more information or go the car park kiosk on site.

Sutton has a large town centre with shops, supermarkets and restaurants.

The nearest village is Banstead which has a post office, supermarkets, restaurants and a pharmacy. There is no public transport from the hospital to Banstead, however if you have a car, it is a 10 minute drive.

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



# Making comments



All the staff working at the OCCYP do so because they have an interest in and enjoy working with children and 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. Please complete the family and friends test before you leave – your feedback is valuable to us.

## **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 or Matron who is based on McElwain ward.

## **Written concerns**

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

### **The Patient Advice and Liaison Service (PALS)**

PALS staff are here to:

- Provide you with information about services at The Royal Marsden
- Guide you to other health and social care resources which may be available to you closer to home, including cancer support groups, carer support services and advocacy services
- Help you with any questions, concerns or complaints you may have about your treatment and care

- Support you and listen to your views and suggestions
- Resolve any concerns or complaints you have about your care or the services you receive as soon as possible.

Contact details:

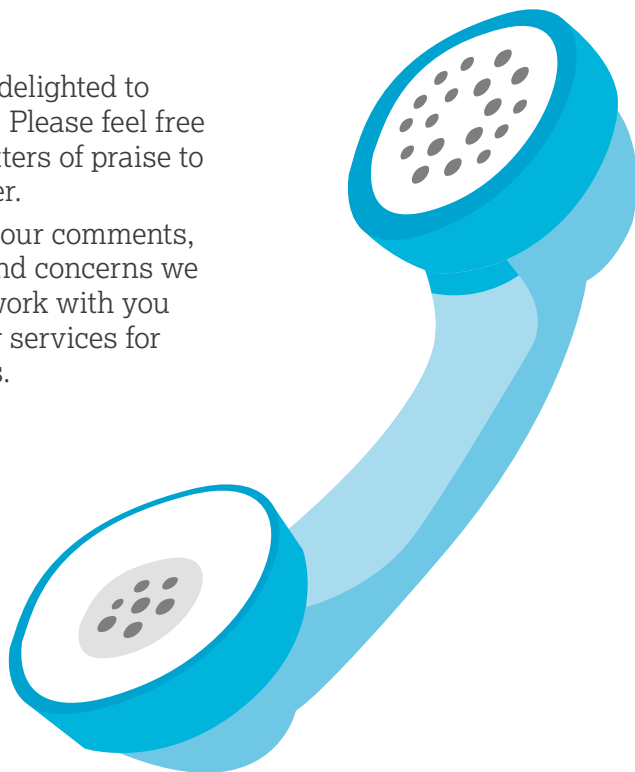
Tel **020 8661 3759 / 3951**

Email *patientcentre@rmh.nhs.uk*

### **Compliments**

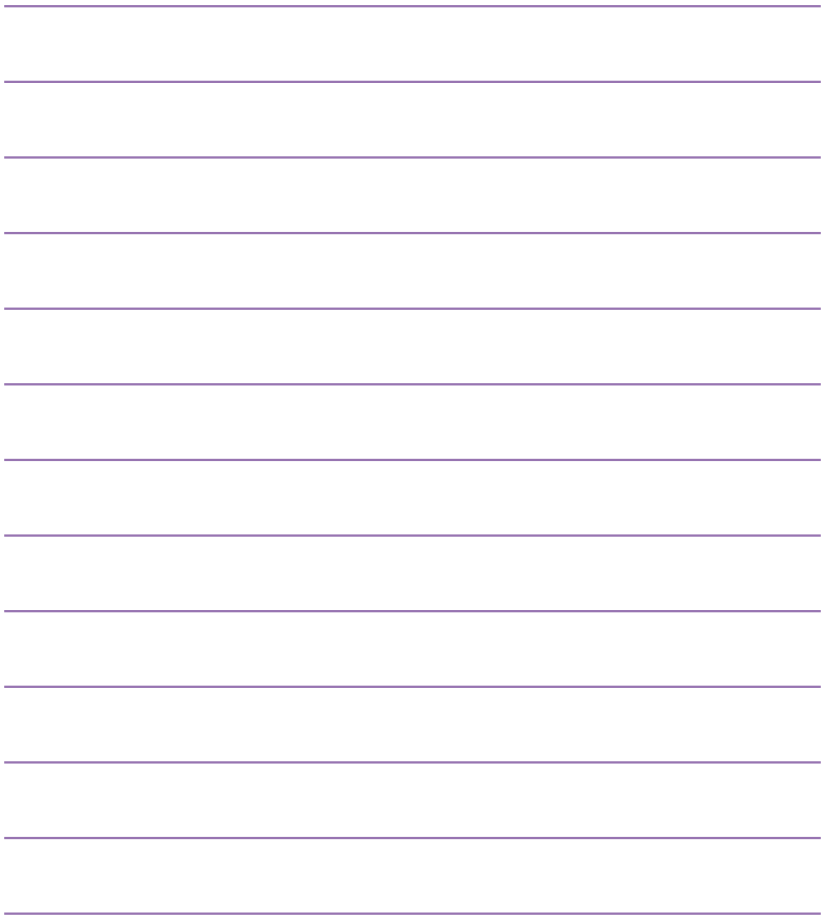
We would be delighted to hear from you. Please feel free to send any letters of praise to the Ward Sister.

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





# Notes



A large white rectangular area with rounded corners, containing 15 horizontal blue lines for writing notes.

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A large white rectangular area with rounded corners, containing 20 horizontal purple lines for writing. The lines are evenly spaced and extend across the width of the white area.





Radiotherapy and  
Chemotherapy Services  
F538021 & F538022

CUSTOMER  
SERVICE  
EXCELLENCE

