

*The* ROYAL MARSDEN  
NHS Foundation Trust

## The Royal Marsden **Help Centre**



**NHS**



## Contents

<b>What does the Centre offer?</b>	<b>1</b>
<b>Patient Information Service</b>	<b>1</b>
<b>Support</b>	<b>2</b>
<b>The Patient Advice and Liaison Service (PALS)</b>	<b>2</b>
<b>Who can use PALS?</b>	<b>3</b>
<b>Comments and suggestions</b>	<b>3</b>
<b>Contact details</b>	<b>4</b>
<b>Where are we?</b>	<b>5</b>
<b>Language help</b>	<b>6</b>



## The Royal Marsden Help Centre for PALS and Patient Information

The Royal Marsden Help Centre is here for people with cancer, their families and friends, as well as staff involved in their care.

### What does the Centre offer?

We offer a drop-in-service Monday to Friday. You do not have to make an appointment; you can come by for a chat or to browse through the Patient Information. We are open from 10.00am – 4.30pm, Monday to Friday. However, sometimes these hours vary and if you are making a special trip to visit the Centre, we suggest that you call ahead for the day's opening hours.

### Patient Information Service

The impact of a diagnosis of cancer can affect you, your family and friends. You may want information about the practical help and support available on living with cancer, as well as about cancer itself. Finding the right information and support can help you and those close to you to cope.

The Patient Information service complements the information given to you by your clinical team.

Information is available about cancer, its treatment, effects and side effects.

We also have information about the help and support available to help you live with cancer. Information is available in different forms including leaflets, booklets, and references to helpful websites. You can browse through the information or talk to a PALS member of staff who can also help you search the Internet for further information.

The Royal Marsden publishes a number of booklets and leaflets about cancer treatments and supportive care and these are all available free of charge.

## Support

We offer support to all patients, their families, and those close to them at any stage of their cancer experience. Where appropriate, we can refer you on to other professionals for specialist or more long-term support.

## 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 in the community, including cancer support groups, carer's support services and advocacy services.
- help you with any questions, concerns or potential complaints you may have about your treatment and care.

- support you and listen to your views and ideas.

Specifically, we will try to resolve any concerns you may have about your care or the services you receive as quickly as possible.

If we are unable to resolve your concerns or should you wish to make a formal complaint, we can signpost you to the Complaints Team.

If a relative or friend is raising a concern or complaint on your behalf, it is important that we have your consent before we can discuss information about you with them.

Though we are part of the Trust, PALS is a confidential service and information will not be disclosed to any other person without your consent.

## Who can use PALS?

Anyone can use PALS; patients, carers, relatives, visitors and staff.

## Comments and suggestions

Patients and visitors experience the services provided by The Royal Marsden from a different perspective and sometimes see things we may have overlooked. If you have comments or suggestions that may help us enhance the service we give, please complete a Viewpoint Card and post it in a Viewpoint box or hand it to a member of staff at the Help Centre.

Alternatively you can give us feedback via the website :

*<https://www.royalmarsden.nhs.uk/contact-us/complaints-compliments-and-feedback>*

## Contact details

### Telephone

We have a dedicated freephone: 0800 783 7176. An answerphone service is available outside the opening hours.

### Email

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

### Write

You can write to us at:  
The Royal Marsden Help Centre  
The Royal Marsden NHS Foundation Trust  
Fulham Road  
London SW3 6JJ

Or

The Royal Marsden Help Centre  
The Royal Marsden NHS Foundation Trust  
Downs Road  
Sutton  
Surrey SM2 5PT

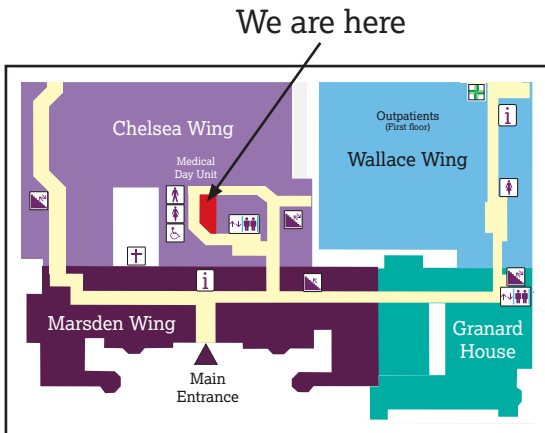


## Where are we?

### Chelsea

The centre is in Chelsea Wing on the ground floor, opposite Medical Day Unit.

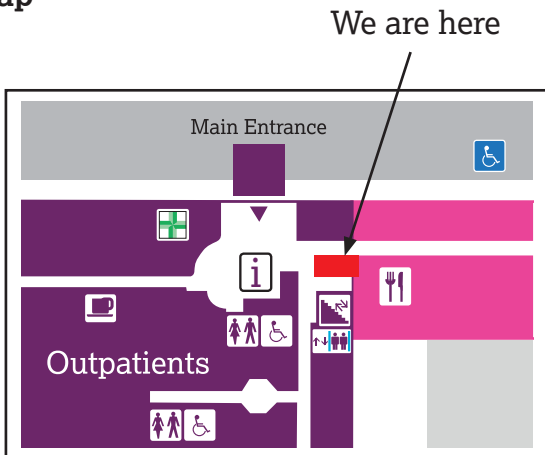
### Map



### Sutton

The centre is to the left of the main entrance.

### Map



## Language help

A telephone interpreting service is available in this hospital. If English is not your first language please ask staff to contact this service for you.

इस हॉस्पिटल में एक टेलिफोन इंटरप्रिटिंग सर्विस (टेलिफोन के माध्यम से भाषा-अनुवाद की सेवा) उपलब्ध है। यदि आपकी मातृ-भाषा अंग्रेजी नहीं है, तो कृपया हमारे स्टाफ (कर्मचारी) को आपके लिए इस सेवा से संपर्क करने को कहें। (Hindi)

આ હોસ્પિટલમાં ટેલિફોન ઉપર ઇન્ટરપ્રિટિંગ (અર્થઘટન) સેવા મળી રહે છે. જે અંગ્રેજી તમારી પહેલી ભાષા ન હોય તો, મહેરબાની કરીને તમારા માટે આ સેવાનો સંપર્ક સાધવા સારુ અમારા સ્ટાફને વિનંતી કરો. (Gujarati)

এই হাসপাতালে টেলিফোন ইন্টারপ্ৰিটিং সার্ভিস-এর (টেলিফোনের মাধ্যমে ভাষা-অনুবাদ করার সেবা) ব্যবস্থা আছে। যদি আপনার মাতৃভাষা ইংরেজী না হয়ে থাকে, তাহলে অনুগ্রহ করে আপনার জন্য এই সার্ভিসের সঙ্গে যোগাযোগ করতে আমাদের স্টাফদের বলুন। (Bengali)

ਇਸ ਹਸਪਤਾਲ ਵਿਚ ਉਲੱਥੇ ਦੀ ਸੇਵਾ ਉਪਲਬਧ ਹੈ। ਜੇ ਅੰਗ੍ਰੇਜ਼ੀ ਤੁਹਾਡੀ ਮੁੱਖ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਟਾਫ (ਅਧਿਕਾਰੀ) ਨੂੰ ਪੁੱਛੋ ਕਿ ਉਹ ਤੁਹਾਡੇ ਵਾਸਤੇ ਇਸ ਸੇਵਾ ਨਾਲ ਸੰਪਰਕ ਕਰਨ। (Punjabi)

Há um serviço de interpretação por telefone disponível neste hospital. Se inglês não é a sua primeira língua é favor pedir ao nosso pessoal para contactar este serviço para você. (Portuguese)

En este hospital, disponemos de un servicio telefónico de interpretación. Si el inglés no es su lengua materna, pida a nuestro personal que contacte con este servicio para usted. (Spanish)

In questo ospedale è disponibile un servizio di interpretariato telefonico. Si l'inglese non è la Vostra prima lingua, siete pregati di rivolgervi al nostro personale che provvederà a mettervi in contatto con il servizio. (Italian)

L'hôpital met à votre disposition un service d'interprétariat par téléphone. Si l'anglais n'est pas votre langue maternelle, veuillez l'indiquer à l'un de nos employés et nous vous fournirons un/e interprète. (French)

Υπάρχει μια τηλεφωνική υπηρεσία για διερμηνέες σε αυτό το νοσοκομείο. Εάν τα Αγγλικά σας δεν είναι η πρώτη γλώσσα που μιλάτε σας παρακαλώ ρωτήστε ένα από το προσωπικό μας να ερθουν σε επαφή μαζί τους για σας. (Greek)

F'dan l-isptar tista' tingqeda b'sevizz ta'interpretu telefoniku. Jekk l-Ingliż mhix il-lingwa tieghek, jekk joghbok kellem lil xi membru tal-istaff ghal dan is servizz. (Maltese)

Bu hastahanede, bir telefonla çeviri servisi bulunmaktadır. Eğer İngilizceniz yeterli değilse, sizin için bu servisle ilişkiye geçmelerini, görevlilerden isteyiniz. (Turkish)

إن خدمة للترجمة بواسطة الهاتف متوفرة في هذا المستشفى. إذا كانت اللغة الإنكليزية ليست لغتك الأم، فالرجاء الطلب من أحد موظفينا إيصالك بهذه الخدمة. (Arabic)

اس ہسپتال میں ٹیلی فون پر مترجمانی کی سروس دستیاب ہے۔ اگر انگریزی آپ کی پہلی زبان نہیں ہے تو ازراہ کرم اپیلے اس سروس سے رابطہ کروانے کے لئے ہمارے عملے سے پوچھئے۔ (Urdu)

در این بیمارستان خدمات ترجمه تلفنی ارائه می شود. اگر انگلیسی زبان اول شما نیست، لطفاً از کارکنان ما بخواهید تا ارتباط شما را با قسمت ترجمه تلفنی برقرار کنند. (Farsi)

Szpital oferuje możliwość skorzystania z telefonicznego serwisu tłumaczeniowego. Jeśli język angielski nie jest Państwa językiem ojczystym, prosimy poprosić personel szpitala o połączenie z serwisem. (Polish)

If you would like this leaflet in another language or other format please ask a member of staff.

## References

This leaflet 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 leaflet are available on request from:

The Royal Marsden Help Centre

Freephone: 0800 783 7176

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

No conflicts of interest were declared in the production of this leaflet

Revised and reprinted November 2020

Planned review November 2023

© The Royal Marsden NHS Foundation Trust



Radiotherapy and  
Chemotherapy Services  
F538021 & F538022

CUSTOMER  
SERVICE  
EXCELLENCE

