
Private patient guide

General information



Only Royal Marsden Private
Care offers exceptional
standards of personalised
care supported by the
knowledge, expertise and
world-leading approach of
The Royal Marsden.





ROYAL MARSDEN

FOUNDED IN 1851 BY
WILLIAM MARSDEN M.D.

Welcome to The Royal Marsden

The Royal Marsden is a world-leading cancer centre specialising in cancer diagnosis, treatment, research and education. We deal with cancer every day so we understand how valuable life is.

That's why the pursuit of excellence lies at the heart of everything we do. We will never stop looking for ways to improve the lives of people affected by cancer. This attitude defines us all, and is an inseparable part of the way we work. It's The Royal Marsden way.

The Royal Marsden was the world's first specialist cancer hospital, founded in 1851 by Dr William Marsden. His vision was to create a pioneering cancer hospital dedicated to excellence in the study, treatment and care of people with cancer.

We are partners with The Institute of Cancer Research, London. Through this partnership, we undertake groundbreaking research into new cancer drug therapies, diagnostics and treatments. The partnership makes us the biggest and most comprehensive cancer centre in Europe, with a combined staff of 3,500. Today we continue to build on this legacy, constantly raising standards to improve the lives of the 50,000 cancer patients from across the UK and abroad that we treat each year.

As a private patient at The Royal Marsden, you will have direct access to some of the most experienced consultants and other cancer specialists in the world.

You will benefit from leading-edge diagnostic techniques, treatments and individualised treatment plans based on the latest research. To ensure that your care is delivered consistently and in a way that's right for you, your chosen consultant will personally supervise your care throughout the entire treatment process.

About this booklet

If you are coming to The Royal Marsden as a private patient for the first time, you may have a lot of questions about the hospital and what to expect from your care and treatment here. In this booklet, we do our best to give you all the basic information you might want to know about our services and facilities. It also lets you know where to go if you need more information.

We're always looking for ways to improve the information we give. If you have any suggestions for the next edition of this guide, please email us at private.patients@rmh.nhs.uk or call us on the Central Referral and Information line 020 7811 8111.

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Your payment plan

We want to work in partnership with you to ensure that the payment process is quick, efficient and easy so we can focus on providing you with world-leading cancer treatment and care.

How do I pay for my treatment?

The Royal Marsden provides private care to patients who have private medical insurance, are sponsored by a third party or are paying for their own treatment (self-funding).

This section explains the arrangements for these different funding sources, as well as the responsibilities of patients and their representatives.

Your account

Your charges, payments and deposits will be recorded on your unique account, which is administered by the Private Care Accounts Office. If you have any questions about your account, please call the office at any time (see page 10 for contact details).

Liability

When you register for private care at The Royal Marsden, we ask you to sign our 'Undertaking to Pay' form. Signing the form confirms that you or your representative accepts ultimate responsibility for the hospital charges, whether you are insured, sponsored or self-funding.

If you are a UK resident and are entitled to use NHS services, please note it is not possible to have treatment as a private patient and an NHS patient on the same day/ during an admission. If you are using private health insurance, it is recommended that you refer to the terms and conditions of your policy to ensure you have adequate cover for items such as outpatient prescriptions which will be charged for privately. While you are receiving treatment privately, any prescriptions issued by the hospital will not be covered by an NHS exemption certificate nor be charged at the current NHS prescription charge.

Medical insurance

If you are covered by private medical insurance it is important to contact us before your treatment starts to confirm that we recognise your particular insurer. You should also contact your insurer to confirm that the terms of your policy will cover the treatment and consultations that you need. We have contracts with all major insurers, allowing your account to be settled directly.

If we can't confirm your cover, or if we don't have an arrangement with your insurer, we will ask you to pay the full estimated cost of your treatment in advance. It will then be your responsibility to claim funding back from your insurer. If your insurance provider changes during your treatment it is important that you let us know before your new policy takes effect.

Any charges to your account that are not paid in full by your insurer will become your responsibility. Please make sure that you understand what your insurance policy covers, and any payment limits that may be applied to aspects of your treatment. If you find any aspect of your insurance cover and personal liability unclear or difficult to understand, you should speak directly with your insurer to clarify it.

Please note that there are some common exclusions to insurance policies which you will usually be liable for. These include:

- Complementary therapies and prostheses (such as massage, acupuncture, external breast prosthesis and wigs)
- Take-home medicines not directly related to your cancer treatment
- Most patient transport or ambulance costs.

As insurance policies can differ, please speak to your insurer about what your cover includes.

Self-funding patients

If you are paying for your own treatment we will ask you to pay a deposit in advance to cover the expected treatment costs. Please contact the Private Care Accounts Office before your consultation or treatment to discuss the amount you need to pay and the best way to pay it.

The cost of cancer treatment and care varies widely and your medical costs may extend beyond the cost of your planned treatment, for instance if you need to be admitted when unwell. The deposit we ask for makes some allowance for this, however it is neither a quotation of costs nor the maximum charge that may be incurred.

Your treatment and consultation will begin only when we have received cleared funds.

We recommend that you check with the Private Care Accounts Office regularly to keep track of costs and make sure you have the funds available to cover your ongoing care.

Sponsored patients

We have arrangements with some overseas embassies and third parties that allow us to invoice and receive payment directly on behalf of patients.

Where an agreement is in place, we must receive a Letter of Guarantee before admission and treatment. Correspondence regarding letters of guarantee will usually be managed directly between our staff and your embassy. However, we ask that you bring your Letter of Guarantee with you to your first appointment at The Royal Marsden.

If we don't receive a Letter of Guarantee, we will ask you to pay the funds needed to cover the full estimated cost of your treatment in advance. It will then be your responsibility to claim this back from your sponsor.

Contact details

If you have any queries about payment at The Royal Marsden, please contact our Accounts Office:

Chelsea 020 7808 2491 or 020 7808 2492

Sutton 020 8661 3400 or 020 8661 3401

The ROYAL MARSDEN
Private Care



Before your visit

Whether you are coming to The Royal Marsden as an outpatient, a day patient or an inpatient, we want to ensure your treatment and care runs as smoothly as possible.

What if I need to change my appointment or details?

If you can't keep an appointment, please phone your consultant's secretary or the department you are due to attend as soon as possible. Please tell them if you also have hospital transport booked. You will find the relevant department numbers at the back of this booklet.

If you change your name, address, telephone number, family doctor or contact person (next of kin) please let one of our receptionists know on your next visit.

Admission and Pre-assessment Unit (APU)

If you are coming in for surgery, you may need to attend the Admission and Pre-Assessment Unit (APU) for pre-operative tests a few days before your admission. This assessment is also a chance for you to ask any questions you might have about your surgery.

If you would like to know more about any aspect of your visit/stay please do not hesitate to call a member of your Private Care team, using the numbers on the back of this booklet.

What should I bring to my initial consultation?

Please bring any existing scans and histology, a list of any medication you are currently taking, payment and insurer details and Letter of Guarantee if applicable.

Information about your allergies and intolerances

When you first come to the hospital you will need to tell your doctor, nurse, pharmacist or pharmacy technician if you have any allergies or intolerances – for example, to medicines, food or latex. We want to know what sort of reaction you have had and what helped the reaction.

We also want to know if you have had a new allergic reaction since your last hospital visit. This will help us keep your allergy record up to date.

If you are an inpatient or day care patient with an allergy we will give you a red name band to alert staff to your allergy. If you are not given a red name band, please tell your nurse.

Directions to the hospital

We have two hospitals: one in Chelsea, London and one in Sutton, Surrey. We also have a chemotherapy day unit at Kingston, London. For directions, public transport information and car parking charges, see pages 80 to 87.



During your visit – your treatment

All of our patients are different so we aim to provide treatment tailored to each individual. The type of treatment you receive will vary depending on your needs.

Information for all patients

How do I find my way around?

Wall maps, leaflets, signage and wayfinding kiosks are located in key areas around the Chelsea and Sutton hospitals to help you find your way around. We have tried to keep signage to a minimum and to keep it as simple as possible.

We use a system of 'colour zoning'. You will find the colour zone of the ward or department you want on one of the wall maps, which are at all the main entrances. Follow the signs to the appropriate colour zone, where you will find more detailed signage for the department you need.

Who's who?

Identifying patients

To make sure we're providing you with treatment and care in a way that's right for you, it's important that we know who you are during your stay in hospital.

When you come to the hospital we will give you a unique Royal Marsden number. This number will appear on hospital documentation.

Along with these numbers, we may identify you in two other ways:

- Staff may ask you to confirm your name and date of birth. This will happen before various procedures such as blood tests and x-rays and before we give you any medication
- If you are admitted to a ward or a day care area, we will give you a white or red name band. Please keep this on at all times during your stay at the hospital.

Identifying staff

You will meet many different staff while you are at the hospital. So you can be sure of who they are, all our staff wear identity badges with their name and photograph. If you are not sure of the name of the person you are speaking to, please ask.

Students and their training

As a postgraduate teaching hospital, we train students and qualified doctors, nurses and therapists in the specialist treatment and care of cancer patients. This means that staff in training (who may be involved in your current or future care) may be present during your consultation with your consultant or other healthcare professionals.

You have the right to choose whether or not you want this to happen.

If you don't want staff in training to be present, you should tell your doctor or nurse. Your request will be respected and understood and won't affect the treatment and care you receive at the hospital.

What happens during my appointment or stay?

The nature of your appointment or consultation will depend on whether you are coming to the hospital as an outpatient (see page 30), a day care patient (see page 33) or staying as an inpatient (see page 37).

Tests and investigations

Tests and investigations help us accurately diagnose and plan treatment for our patients and, depending on your personal treatment plan, may be requested whilst you are an outpatient, day patient or inpatient.

Tests are carried out in various departments in the hospital. We will let you know which department to attend.

Your doctor or nurse will explain to you the reason for the test, what is involved, including any special preparation, how long it will take and any potential complications. Your chosen consultant will also let you know when you can expect to receive your test results. If you don't receive them then, please contact your consultant.

Before we proceed, we will always obtain your consent to go ahead with the test. For more information about consent, see page 23.

If you would like further information about tests and investigations please contact a member of your clinical team.

How will my treatment be planned?

Your treatment will be planned by a team made up of different healthcare professionals with different areas of expertise. We call this a multidisciplinary team.

As a private patient you are able to choose your consultant, who is responsible for your care. In line with best practice, your consultant will discuss your treatment options with professionals from other disciplines to ensure that you receive the very best care and advice available, and that all treatment options are fully considered.

Depending on your needs and the type of cancer you have, the multidisciplinary team of professionals who specialise in your type of cancer might include:

- A surgeon
- A medical oncologist (a specialist doctor who treats cancer with drugs, including chemotherapy)
- A clinical oncologist or radiotherapist (a specialist doctor who treats cancer with radiotherapy)
- A radiologist who specialises in the use of x-rays and other imaging to diagnose and monitor disease
- A key worker, such as a specialist nurse, who acts as a point of contact for you and your family throughout your treatment and offers information and support
- Other healthcare specialists (for example, pharmacists, dieticians, social workers, physiotherapists) might also be part of your team and be involved in your care.

The multidisciplinary team meets regularly to discuss the best treatment options for each patient in their care. They will take into account the results of tests and your general health.

Your doctor will discuss the different treatment options available to you, taking into account the recommendations of the multidisciplinary team and your own preferences. You may find it helpful to take a family member or friend with you to your appointment when your treatment is being discussed.

Surgery

Some types of cancer can be treated with surgery. If surgery is part of your treatment you will be admitted to hospital. Depending on the surgery you need, this may be for day care (see page 33) or for a longer inpatient stay (see page 37).

Before your surgery we might ask you to attend a pre-assessment clinic so that we can make sure you are well enough for anaesthetic and surgery and advise you on how to prepare. If you would like more information about this please refer to the booklet *Your operation and anaesthetic* which can be found in information racks throughout the hospital and from The Royal Marsden Help Centre.

For more information about surgery, please visit www.royalmarsden.nhs.uk/information

Chemotherapy

Chemotherapy is treatment with anti-cancer drugs, given to destroy or control cancer cells. A single drug may be given or several different drugs may be given together. The nature of the treatment will depend on the type of cancer you have and how advanced it is.

If you need chemotherapy, you will receive it either in one of the Private Patient Medical Daycare Units (see page 33) or you may need inpatient care (see page 37).

For more information about chemotherapy, please visit www.royalmarsden.nhs.uk/information

Radiotherapy

Radiotherapy uses carefully measured doses of radiation to treat cancer. The type of radiotherapy most people have uses beams of high-energy rays, usually x-rays. The radiotherapy machine delivers specific amounts of the radiation to the area of the body that it is aimed at. Radiotherapy is generally given as an outpatient treatment (see page 30). Your doctor will explain why radiotherapy is recommended for you and what your treatment will involve.

For more information about radiotherapy, please visit www.royalmarsden.nhs.uk/information

Questions to ask

Before you can make a decision about treatment, it's important that you fully understand what each treatment involves. This is particularly important because we will always ask for your consent before we treat you (see page 23). During your appointment, you will have a chance to ask your consultant anything you would like to know about your treatment.

It is a good idea to think about what questions you might want to ask before your appointment.

How do I give my consent to treatment?

Our doctors, nurses or therapists will ask you to agree to any form of examination, treatment or care.

They must explain the risks and benefits of the treatment or examination, any available alternative procedures and the risks and benefits if you choose to do nothing for the time being. We may also give you some written information about the procedure that has been planned.

It is important that you understand the information you have been given – please ask questions if you don't understand or if you want more information. If the person asking for your consent isn't able to answer your questions, ask them to find out or arrange for someone else to talk to you about your concerns. Remember, you are always free to say no, or to ask for more information.

We may also ask your consent for:

- Storing tissue samples (for more information see the leaflet *Using and Storing Tissue Samples*)
- Research and trials (for more information see the booklet *Clinical Trials*)
- Cell donation (for more information see the Human Tissue Authority Codes of Practice 1 and 6 at www.hta.gov.uk).

Types of consent

There are different ways in which you can give your consent but you are the *only* person who can give consent. No one else can do this for you.

Your consent could be simply offering up your arm when a nurse asks to take your blood pressure. By offering your arm, you are giving implied consent without actually saying anything in words. Sometimes you will give your spoken consent. In certain circumstances, you will also be asked to sign a consent form which you will then be given a copy of.

Consent forms

When consenting to any type of treatment you will usually be asked to sign a consent form – a written record that you have agreed to the planned treatment. The main benefits and risks associated with the treatment will be written on the form. We will give you a copy of this document.

It is important to remember that once you have made a decision about treatment, you can change your mind at any time, even after you have signed a consent form. The Department of Health has produced leaflets giving more information about consent. If you would like to have a copy of these leaflets, ask the Help Centre.

What do I need to know about medicines?

If you are staying in hospital as an inpatient please bring any medicines you are currently taking with you when you come to the hospital. If your own medicines are suitable and your hospital doctor wants you to continue taking them, you may use them while you are in hospital.

Cancer related pain

At the integrated pain clinic patient's cancer-related pain can be assessed and treated throughout their journey. The pain team will be able to adjust pain killing drugs and doses and manage side effects according to individual patient needs.

The pain team is experienced at treating all types of pain associated with cancer, including the following:

- Pain after chemotherapy, radiotherapy or surgery
- Nerve-related pain
- Pain associated with advanced disease
- Intractable pain.

By working with oncologists, surgeons, palliative care and GPs, as well as physiotherapists and psychologists, the integrated pain clinic at The Royal Marsden offers a comprehensive approach to the treatment of cancer-related pain.

Continuing your prescriptions after your stay

When you leave hospital, the pharmacy will supply you with any medicines you need to continue your cancer treatment. Your GP/family doctor should continue to supply you with medicines for any other conditions. Please be sure to contact your GP in advance to avoid running out. Please note that any ongoing chemotherapy and medicines related to your cancer treatment will be provided by the pharmacy at The Royal Marsden.

Disposal of unused medicines

Please return any unused medicines that are no longer needed to the pharmacy at your next visit so they can be disposed of safely.

Unlicensed use of medicines

Any medicines prescribed by your doctor or bought over the counter from a pharmacist are licensed for use by the Medicines and Healthcare Products Regulatory Agency.

Manufacturers are legally obliged to include a patient information leaflet with their medicines and we will give this to you. However, medicines are sometimes used by hospital doctors in different ways that are not specified on the product licence or leaflet when there is research or experience to back up such use. This is especially true for a lot of medicines used in a cancer hospital like The Royal Marsden. If this applies to you your consultant will discuss this with you when you agree your treatment plan.

If you have any queries about your medicines and how to take them, please ask the pharmacist when you collect them or contact the medicines helpline (see contact details below).

Alternatively you may wish to contact the private care pharmacist, who is based on the Private Patient Medical Day Unit. You will find the contact details on page 88.

The pharmacy

The pharmacy provides and supervises the use of all medicines prescribed in the hospital. It also reviews each prescription regularly to ensure medicines are being used in the best way for patients.

If you have any questions about the service, please ask the dedicated private care pharmacist.

Pharmacy opening hours

Monday to Friday: 9.00am to 5.30pm

Saturday: 9.00am to 12.00pm

Medicines helpline

If you have any questions about medicines, please phone the medicines helpline on 020 8770 3821.

The service is available Monday to Friday, from 9.00am to 5.00pm. You can leave a message outside of these hours. You can email the service at medicines.information@rmh.nhs.uk

What do I need to know about the hospital environment?

Conduct and behaviour

The Royal Marsden prides itself in being socially and culturally inclusive and sensitive to the needs of the patients and carers it serves.

We welcome your support in helping us to provide effective services in a safe and supportive environment that is free of prejudice, harassment and violence, meeting the needs of all who pass through our doors. Please remember that this includes our staff – they are here to help you and we ask that you treat them with respect.

Smoking

We are a smoke-free hospital. Smoking is not allowed on our premises, in our vehicles, at entrances or anywhere else in our grounds.

Mobile phones

Mobile phone signals can interfere with some types of medical equipment. For that reason there are clearly signposted areas where we ask patients not to use mobile phones. Please observe these instructions. Our staff use a cordless internal phone system that does not affect medical equipment.

When you do use your mobile phone, please be considerate to others around you.

Reporting damage

If you see an area or an item that has recently been damaged or broken, please tell a nurse or the member of staff in charge. Our staff will then make sure that our Estates Department is aware of the issue. The Estates Department has staff to deal with any issues during normal working hours, and an emergency call-out service for all other times.

How do we prevent infections at the hospital?

We are committed to providing a safe, clean environment that protects patients. This issue is especially important for us, as patients who are undergoing treatment for cancer may be more susceptible to developing an infection.

In order to minimise the risk to patients who come to The Royal Marsden, the Trust has a very strict policy for screening new patients for Meticillin Resistant *Staphylococcus aureus* (MRSA) and a Carbapenemase Producing Organism (CPO). MRSA is a bacteria that can be present on the skin without causing infection but can be a common cause of infections. A CPO is a bacteria that can be found living harmlessly in our guts however it can be a common cause of some infections like a urinary tract infection. A CPO bacteria is resistant to certain types of antibiotics. On registration or admission, this screening test ensures that we are aware of patients who carry MRSA and/or CPO before any admission so that they can be treated and reduce the risk of developing an infection.

The screening test is carried out by your clinic nurse and requires them to take a swab for MRSA from the inside of the nose, groin, armpit and throat. For a CPO test a swab is taken from inside the rectum, but a stool sample can also be supplied and that can be tested. If you have any concerns or questions about this test, or would like further details, please see the hospital information leaflet regarding MRSA or CPO or speak with your clinic nurse.

We have a dedicated team responsible for all aspects of infection prevention and control including:

- Providing infection prevention and control information, education and advice to patients, visitors and all healthcare workers
- Monitoring the cleanliness of equipment and the environment.

What you can do to help

- Keeping your hands clean is one of the most important things you can do to help prevent infection. Please wash your hands or use the hand rub regularly and encourage your visitors to do the same, particularly on arriving and leaving
- Always wash your hands after going to the toilet
- If you are being cared for in a single room, your visitors should always ask the nursing staff before entering about what precautions to take
- Ask visitors not to sit on the bed
- Ask your relatives and friends not to visit if they are suffering from a cold, flu, stomach upset, rash or if they have had recent contact with an infectious disease, for example, chicken pox or measles, and particularly if they have had diarrhoea or vomiting in the last 48 hours
- Supervise any children and do not allow them to touch any equipment
- Please report any concerns or issues, in particular cleaning, to the Private Care Matron, your ward sister or contact the Infection Prevention and Control Team on 020 8661 3248.

Information specific to outpatient appointments

What happens during the appointment?

Outpatients are people who do not need prolonged day care or an overnight stay in hospital.

Outpatient appointments will take place in the dedicated Private Care Outpatient Department on the Sutton or Chelsea site or in one of our diagnostic suites. If you are attending a clinic that is held in a different part of the hospital, we will notify you in advance and tell you how to get there. You may bring along a companion along to your appointment.

When you arrive

When you arrive, please report to the private outpatient reception desk.

After registering, you can take a seat in the waiting area. Before you see your consultant you might need to have blood tests or x-rays. If so, we will let you know where to go.

On your first visit we will ask you to fill in a registration form; please allow about 20 minutes to do this.

Your medical consultation

Before you see the consultant, a nurse may weigh you. Please tell the nurse if you think your weight has changed during recent months. If an examination is necessary the nurse may also ask you to change into a clean examination gown. If you're not sure how much clothing to remove, please ask the nurse.

As a private patient, you will see your chosen consultant at each outpatient attendance. If you need to be seen while your consultant is on leave, he or she will arrange for a consultant colleague or senior member of the team to see you.

Remembering important information

Your visit to the clinic is a good time to discuss things with your consultant. It can be hard to remember all the questions you want to ask and all the information the doctor gives you, but there are some things you can do to make it easier for yourself:

- Write down and prioritise the questions you want to ask and make a note of the answers
- Consider bringing a relative or friend to help you remember the conversation later
- Request written information if it is available and repeat back what you think you've heard to check that the information is correct
- If you haven't understood what has been said, please ask your consultant or clinic nurse to repeat the answer or explain it again.

After your consultation

After your consultation, your consultant or clinic nurse will always be willing to answer any questions. Please ask if you haven't understood what has been said.

What happens after my appointment?

Following each visit to the hospital, you will be given a card with the date and time of your next appointment if needed.

If you can't keep an appointment, please phone your consultant's medical secretary or the private ward or department you are due to attend to arrange another one. Please remember to tell staff if you have tests booked.

If you're worried about anything between your appointments, please phone the contact number provided to you or our Central Referral and Information Line on 020 7811 8111 to arrange an earlier clinic visit or to get advice.

If you don't need a follow-up visit, remember to keep your appointment card safe in case you need it in the future.

If you change your address, GP or private medical insurer, please remember to notify us.

Information specific to day care appointments

What is day care?

Day care is for patients who need more prolonged treatment or investigations than outpatients, but who do not need to stay in the hospital overnight.

If you are a day care patient you will need to spend part or all of a day at the hospital. This may be for surgery, where you will be looked after on the inpatient ward or in a surgical day care area or for non-surgical, such as chemotherapy, on the Private Patient Medical Day Unit.

Day care endoscopy is provided at Chelsea

The ward or clinic you have been attending will book your day care appointment and will try to arrange a date and time that suits you.

Remember that you might need to visit more than one department on the same day.

About the Private Patient Medical Day Units (PPMDU)

The Royal Marsden's dedicated Private Patient Medical Day Units (PPMDUs) provide day care services to patients in a comfortable and modern environment. You may attend a unit for a number of reasons, such as: chemotherapy, blood transfusions, blood tests, injections and other intravenous therapies.

The PPMDU has a dedicated team of doctors who are available throughout the day to give you medical support and advice. The unit also has an on-site oncology-trained pharmacist and technician, who can answer questions about your medication.

If your appointment is not on the PPMDU you will receive information from the relevant department on what to do before your arrival.

Other day care services, which are offered outside our PPMDU, include: radiotherapy, endoscopy and day surgery.

Most types of radiotherapy are provided on both hospital sites; CyberKnife is provided at Chelsea only. Your consultant can provide detailed information about this service.

Before your first chemotherapy treatment

At the end of your initial outpatient consultation and before you begin chemotherapy treatment in the PPMDU, we will offer you a pre-treatment appointment. This is a chance to meet the nursing staff and our ward pharmacist, view the unit and ask any questions you may have about your treatment. Many patients find this very helpful.

We recommend it for any patient starting a new course of treatment.

During your visit

The length of time that you spend in the unit depends on the type of tests, assessment, treatment preparation and treatment you need.

On arrival at Sutton PPMDU

On the day of your treatment, please report to the reception at the PPMDU. This is on the first floor of the West Wing, Robert Tiffany ward.

On arrival at Chelsea PPMDU

On the day of your treatment please report to the reception at the PPMDU on the third floor of Wallace Wing. There is dedicated lift access to the private unit from the ground floor next to the Wallace Wing reception area.

When you arrive for treatment you will be greeted by your nurse for that day, who will give you a number of checks. You will have these checks each time you visit before your treatment begins. The nurse will:

- Take a blood test
- Measure your height and weight
- Carry out an assessment of your medical history (first visit) or your treatment progress (subsequent visits).

You will then be reviewed by a doctor who will confirm that you are well enough to receive your planned treatment.

If it is your first visit or if you are having a change of treatment, we will give you information about your treatment and ask you to sign a consent form.

Chemotherapy treatment

The preparation of most chemotherapy treatments can take up to two to three hours from the time that your blood test results are confirmed.

If it's likely to take longer we will keep you fully informed so you know how long you should expect to wait.

To help make your treatment as comfortable as possible, we recommend wearing loose-fitting clothes with sleeves that can be easily rolled up.

Not all chemotherapy treatments cause hair loss, but for those patients who may lose hair there is scalp cooling treatment available to reduce this. Scalp cooling will add to the length of your visit and if you opt for this you will need to bring a mirror and comb so that you can style your hair afterwards.

If you prefer not to wait, it may be possible for you to have your blood test and review by the doctor, and then return the next day for treatment.

Please discuss any queries with the nurse in charge.

Friends and family

You are welcome to bring a friend or family member with you on the day of your treatment. However, for the comfort and privacy of all patients, we ask that you bring only one companion per visit.

Food and drink

Our catering staff will provide you with a light lunch, together with refreshments and snacks throughout your stay. Hot drinks are available for your companion, but we cannot provide visitors with lunch. Food is available for visitors in designated areas around the hospital.

After your treatment

When your treatment has finished, your nurse will give you any medication you need to take home with you. To help your medical team monitor your medication, we will ask you to keep a record of any after-effects in the days following each cycle of chemotherapy. You should bring this record with you to your next appointment.

Before you go home, please check with the ward clerk that your next appointment has been booked and that you have the details written in your appointment card.

We will also give you any information you need to know about the possible side-effects of your treatment. This will include details of what to do and who to contact if you feel unwell.

If you feel unwell between visits please call:

Private Patient Medical Day Unit

Sutton 020 8915 6670

Monday to Friday: 8.30am to 7pm

Chelsea 020 7811 8092

Monday to Friday: 8.30am to 7pm

Out of hours

Switchboard 020 8642 6011

Information specific to inpatients

Inpatients are people whose treatment requires overnight stays in hospital. You might be admitted to hospital for planned treatment or if you have become unwell at home, you might need to be admitted to hospital as an emergency.

We aim to accommodate all our private patients in single en-suite rooms. If for any reason this isn't possible, we will make every effort to find you a comfortable alternative suitable for your medical requirements. If you need intensive care you will be accommodated in our state-of-the-art Critical Care Unit. To optimise your intensive nursing care, please note that you may be treated in a mixed sex area, where privacy and dignity will be maintained at all times.

When you arrive

We will send you a letter to confirm the date and time of your admission, and to let you know where to go when you arrive.

At Chelsea (Monday to Friday) If you are being admitted for surgery or the day surgery unit as advised in your admission letter, please report to the Private Care Surgical Unit on the first floor of the Chelsea Wing.

At Sutton (Monday to Friday) If you are being admitted for surgery that day, please come to Robert Tiffany Ward reception when you arrive at the hospital.

Home services

You will need to tell the nurse looking after you if any community services are being provided for you or someone you care for at home. These could include district nurses, Macmillan nurses or social services. It's also important to tell your nurse if you think you need more help when you go home. Please let us know this as soon as you can because it can take some time to arrange services in the community for you.

What should I bring to hospital?

If you're staying for any length of time at the hospital as an inpatient, there are certain things you need to bring with you and other things you might want to consider bringing.

Essentials

Medicines

If you are being admitted for a stay as an inpatient, please bring your own medicines from home. These may include:

- Medicines prescribed by your GP in their original packets
- Any over-the-counter medicines that you buy from a pharmacy or supermarket
- Any medicines or herbal remedies that you get from a health food shop or homeopathic practitioner.

As we are a specialist cancer hospital, we may not have all your medicines for other conditions in stock and it may take a day or two to order these. If you are using private medical insurance, this may not cover medicines relating to other conditions. Bringing your own medicines from home will ensure you can continue taking them without disruption during your stay and avoid the risk of personal cost to you.

Letting us know which medicines you take also means we can check that they are still suitable for you. Our pharmacists are on hand to offer advice about all of the medicines and remedies you are taking.

Toiletries and nightclothes

To help make your stay as comfortable as possible, please also bring:

- Dressing gown, slippers and a cardigan
- Nightclothes – pyjamas or a night dress

- Toothpaste and toothbrush, or denture cleaner and containers
- Hair brush/comb
- Razor or electric razor.

We also recommend bringing loose-fitting clothes to wear during the day, and for when you leave.

As our storage space is limited, please travel light. Please don't bring any valuables or large sums of money, as we cannot take responsibility for any loss.

Non-essentials and things to pass the time

Your time at the hospital might involve long waiting periods when nothing much happens – for example, the waiting time between tests or treatments. Please do bring a book or a magazine, games or anything else that might help pass the time.

Although we provide food and drink, you can bring your own refreshments with you. We suggest light refreshments like cordial, fruit or biscuits.

What we provide

We will give you:

- A daily newspaper of your choice (other newspapers and magazines are available to buy)
- Toiletries
- Fresh towels and bed linen every day.

In each of our single en-suite rooms there is:

- A remote-controlled flat screen digital TV and Patient Entertainment System (may be referred to as 'PES'. See your room guide for more information)
- A direct dial telephone. Outgoing calls are free for private patients. Callers dialling in are advised to check the tariff with their landline or mobile provider.

During your stay

Can I bring someone with me?

You are welcome to bring a friend or a family member with you to the hospital. Many of our patients find it reassuring to bring a companion, especially if it is their first visit to the hospital.

Accommodation for relatives

Our accommodation for relatives is limited, but it may be available in some circumstances. The Facilities Office can give you details of hotels and serviced apartments in the area.

Facilities Office

Chelsea

Ground floor, Wallace Wing
Telephone 020 7808 2011

Sutton

Ground floor, West Wing
Telephone 020 8661 3395

Catering

Your meals will be made from fresh ingredients in our kitchen.

Please let us know before your stay if you have any special dietary requirements (see also page 50).

Newspapers

A complimentary newspaper of your choice is provided daily to all inpatients. Additional newspapers and magazines can be purchased from the newsagent's trolley on the ward.

How do I keep in touch with friends and family?

Visiting

We know how important it can be to see your friends and family regularly when you're staying in hospital.

We have no fixed visiting hours on the private wards, however we do ask that visitors understand that the mornings can be a very busy time for patients. Patients also need their rest at night and we settle patients down for bed at 9.00pm. We ask that visitors avoid these times where possible.

We may need to restrict visiting times when a patient is particularly unwell and needs to rest. It may also be necessary to restrict the number of visitors around a bed at any one time. We ask that you and your visitors are sensitive to the needs of other patients and respond to any requests made to you by ward staff.

Please ask a member of staff about other areas in the hospital where you can take your visitors.

Post

To make sure that post reaches you, please ask your family and friends to include the following details on any letters or cards they send to you:

- Your full name with ‘patient’ in brackets
- The name of your ward
- The full postal address of the hospital (see pages 80 to 87).

If you wish to send letters, there are post-boxes on the ground floor of each hospital. If you are unable to take letters to the post-box yourself, a member of staff will be happy to post them for you.

Stamps are available from the hospital shops (see page 51).

Internet

In addition to the facility available on the Patient Entertainment System, wifi is available in all our private care facilities via the Guest Network. No specific login or password is necessary although you will need to accept the terms of use.

Although you can bring laptops and other web-browsing devices to the hospital, we are not liable for any loss or damage to your computer equipment while it is on the premises.



During your visit – **support and facilities**

At The Royal Marsden, we want every aspect of your care to be outstanding and we provide a range of support services and facilities to make your stay more comfortable.

Interpreting and Arabic Advocacy services

We have a 24-hour telephone interpreting service available for all patients whose first language is not English. We can also arrange a face-to-face interpreter if you prefer.

For Arabic-speaking patients and their families, we have an on-site advocacy service that offers interpreting and general support. The service is available 8.00am to 8.00pm, Monday to Friday and 10.00am to 4.00pm at weekends.

Arabic Advocacy service office: 020 7352 8171 ext 1922

Therapy services

The hospital offers many therapeutic services provided by specialist nurses and therapists. Examples of these are:

- Breast care
- Lymphoedema care
- Physiotherapy
- Nutrition and dietary advice
- Occupational therapy
- Speech and language therapy
- Therapeutic massage.

Please note that some private medical insurance policies may have limited benefit for therapies; please speak to your insurer about what your cover includes.

For more about the therapies we offer, visit www.royalmarsden.nhs.uk/therapies

Palliative care

The Palliative Care Team work with your own team of doctors and nurses to help with pain and other symptoms that may be a problem for you.

Emotional and spiritual support services

We provide a wide range of services to support you during your treatment and care. You can find out more about all the services we offer by asking staff in our wards, departments and the Help Centre.

For some of the following services you will be able to make an appointment yourself. For others, you will need to be referred by your doctor.

Pastoral care and psychological support

The Pastoral and Psychological Care department covers spiritual care and offers a confidential psychological care service for patients and their families. The service is provided by a team of experienced and specially trained nurses, doctors and clinical psychologists. Talking things over can help relieve some of the distress you may be feeling.

If you would like to see one of the team, please ask your nurse to contact the appropriate member of the department, or contact them directly on 020 8661 3006 (Sutton) or 020 7808 2777 (Chelsea).

Spiritual care

The hospital provides a team of chaplains from a variety of faiths and denominations including Church of England, Free Church, Roman Catholic, Jewish and Muslim. The chaplains are available to offer spiritual care for patients, families and staff. You do not have to be religious or go to church to see a chaplain.

If you would like to contact the Chaplain, please call 020 7808 2818 (Chelsea) or 020 8661 3646 (Sutton).

Hospital chapels

There are two chapels, one at each hospital. In Chelsea, the chapel is on the ground floor opposite Wilson Ward in the Marsden Wing.

In Sutton, the chapel is on the third floor near the Richard Wells Rehabilitation Centre in the West Wing. Both chapels are always open, but for details of services please refer to the chapel notice boards.

Prayer rooms

There are also two prayer rooms, one at each hospital. In Sutton, the prayer room is next to the chapel in the West Wing. In Chelsea, the prayer room is opposite Private Patient Accounts in Wallace Wing.

These rooms are for the use of all faiths and are open at all times.

What facilities are available?

Accommodation

If you or your carer needs accommodation near to the hospital, please contact Facilities at the relevant site who will be able to provide a list of local bed and breakfast accommodation. Alternatively the Private Care Customer Services Manager will be happy to assist.

Disabled facilities

Both of our hospitals are accessible to patients and visitors with disabilities.

At Sutton, access for wheelchair users is through the main entrance.

At Chelsea, wheelchair users can access the building through the Wallace Wing entrance. Both hospitals have ramps and lifts allowing wheelchair access to all areas. Wheelchair-accessible toilets are also provided.

The reception desks at the entrances of both hospitals have hearing loops to help hearing-impaired patients. Hearing loops are available at most reception desks in wards, departments, pharmacies and the Help Centres. Telephone adaptors for patients with hearing aids are available in the Facilities offices in both hospitals.

Staff at reception desks can answer any queries you have about our disabled facilities, or give you any assistance you may need.

Please try to let us know in advance if you think you will need additional support or information in a different way, or if you have any concerns about your hospital visit. You can either call us on the number given on your appointment letter, or call The Royal Marsden Help Centre free on 0800 783 7176.

Food and drink

Restaurants

There are restaurants for patients and relatives at both our Chelsea and Sutton hospitals. These offer a range of hot and cold meals, including cooked and continental breakfasts, fresh soup, and pre-packed sandwiches. Pre-order and made-to-order hot meals are also available. Halal options are available on request.

The Friends of The Royal Marsden sells drinks and snack meals in the outpatient areas.

Restaurant facilities at Chelsea:

The Mulberry Tree Coffee Shop

Ground floor, by the Wallace Wing entrance. Open 7:30am to 7.00pm, Monday to Friday and 9:30am to 5.00pm, weekends.

Restaurant facilities at Sutton:

The Cherry Tree Café

Ground floor, by the main reception. Open 7.30am to 7.00pm, Monday to Friday. 7:30am to 2:30pm, weekends.

The Cherry Tree Restaurant

Ground floor by the main reception. Open 7.30am to 9.30am for breakfast and 11.45am to 2.15pm for lunch, Monday to Friday.

Meals for patients staying in hospital

A comprehensive private patient menu offers a variety of choice including lighter options which are available outside core mealtimes.

An 'Out of Hours' service after 7.00pm is also available if you have missed a meal during the day; we can provide a selection of sandwiches or hot meals.

If you wish to order halal, kosher or puree/modified texture meals please ask the ward staff.

We have protected meal times when we try to keep ward activity to a minimum so that patients can enjoy their meal in peace. This usually takes place between 12.30pm and 2.00pm and between 6.00pm and 7.00pm. If you would like your visitors to stay to help you eat and drink at those times, please let your nurse know.

Tea and coffee is served early and mid-morning, mid-afternoon and late evening, as well as at all meal times. Snacks are also served with the mid-morning and mid-afternoon drinks which includes the offer of a nutritional cocktail.

If you wish to bring prepared or hot food from outside the hospital, please ask your nurse about our food policy beforehand, to ensure your safety.

Infection control is an important part of your care so please remember to wash your hands before eating any meals or snacks. We provide an antibacterial wipe with your meal for this purpose.

If you have any views about how we could improve our catering service, speak to a member of the Catering Department or Private Care Front of House Supervisor.

Advice on your health and diet

Eating well and enjoying your food is an important part of your care. We offer written advice about diet or if you would like to talk to someone about your diet, nutrition or eating difficulties, please ask your nurse to contact the dietician. If you have lost weight, please let your medical team know.

Shops

The Chelsea hospital has a small shop selling sweets, soft drinks, stationery, toiletries and magazines. It is on the ground floor close to the main entrance.

In Sutton, there is a shop to the left of the main entrance. It also sells sweets, soft drinks, stationery, toiletries and magazines.

A mobile shop visits each ward regularly.

Banking

Although there are no banking facilities at either hospital, there is a cash machine in the main entrance of the Sutton hospital next to the pharmacy collection point. The cash machine takes all main bank cards and there is no charge for transactions unless your own bank charges you.

Branches of the major banks can be found in South Kensington and the King's Road near the Chelsea hospital, and in Sutton town centre.

Television and radio

All patients have access to a Patient Entertainment System offering UK terrestrial and freeview channels including some overseas channels. The Patient Entertainment System also provides a range of channels including radio Marsden. Patients will also benefit from access to the internet and The Royal Marsden patient information site.

Public phones

There are public payphones in both hospitals which take cash and credit cards. If you need to use one, please ask a member of staff for directions.

Internet

Wifi is available in all our Private Care facilities via the Guest Network. No specific login or password is necessary although you will need to accept the terms of use.

Although you can bring laptops and other web-browsing devices to the hospital, we are not liable for any loss or damage to your computer equipment while it is on the premises.

RM Magazine

RM is a magazine designed for patients living with cancer, their carers and our staff. It gives information on hospital news, research updates, staff stories, charity input and foundation news.

You can find copies of RM in all wards and departments and in the Help Centre (see page 62).



Inpatient discharge – leaving the hospital

Being at home amongst friends and family is vital to your long term recovery. We will work with you to ensure you can go home as soon as possible and you are fully supported in your recovery once you have been discharged from The Royal Marsden.

What happens after my hospital stay?

Before leaving the hospital, there are some things you will need to do:

- Make sure that arrangements have been made for your return home, such as travel plans or a relative or friend to stay with you if necessary.
- Make sure you have any drugs or medicines which you need to take at home, and check that you understand the instructions on the container. You will be given two copies of your prescription.
- Make sure you have any equipment that you are to take home on loan. You will be asked to sign a receipt for this and to return equipment straight away when you no longer need it.
- Check that you have the contact details of your specialist nurse(s) in case you have any questions or worries when you are at home.

Your length of stay in hospital will be estimated when you are admitted and your medical team will review this each day. It is possible that we may not know whether you will be ready to leave the hospital until the day itself.

When you have been medically assessed by your consultant or a member of their clinical team and are medically fit to go home, we will discharge you.

If you have a GP we will ensure they know that you have left hospital within a day or two.

Leaving the hospital

To help our admissions process run more smoothly we ask that you are ready to vacate your room by 10:00am on the morning of your discharge, and that you make appropriate transport arrangements.

If you are waiting for transport or medication to take home you may be asked to wait in one of our private patient reception areas.

How do I arrange for support at home?

During your stay in hospital, a nurse will talk with you and anyone else involved in your care about how you are being supported at home.

Please let the nurse know if you have already arranged care at home.

If you think you need more help when you go home, the nurse will talk with the Discharge Support Team, made up of discharge coordinators and welfare rights advisers, about how best to plan and organise it.

An information booklet called *Support at home* is available at the Help Centre.

Medical certificates

If you need a medical certificate for work to cover the time you spend in hospital (as an inpatient) please speak to a nurse on your ward.

Emergency admission

When you receive treatment at the hospital we will give you information about when and how to seek advice if you become unwell at home. We will also give you the contact details of the hospital team looking after you.

If you feel unwell at home

Please contact a member of your consultant's team; they will be available to discuss your concerns, and to liaise with your consultant regarding any immediate issues. You can reach them from 9.00am to 5.00pm, Monday to Friday, via the hospital switchboard on 020 7352 8171 (Chelsea) or 020 8642 6011 (Sutton).

At all other times, you should contact the on-call Clinical Site Practitioner (senior nurse) through the hospital switchboard stating that you are a private patient (contact details on pages 88). They will be able to advise you and refer you to the doctor on call if necessary. You may be advised to come into The Royal Marsden or attend your nearest A&E; this will depend on the nature of your immediate need.

If the doctor in A&E thinks you need to be transferred to The Royal Marsden, he or she will contact your medical team.

If you dial 999 the ambulance service will take you to your nearest Accident and Emergency (A&E) department. They will not bring you to The Royal Marsden.



Other useful information

We have a duty to make sure you are cared for in a safe environment and that we protect and uphold your rights. As a patient, it's important to know your rights and understand how they affect your care.

What role does research play at The Royal Marsden?

Research is an important part of developing better treatments for cancer. Many specialist centres like The Royal Marsden take part in clinical trials or research studies.

These trials may be assessing the effectiveness of a new treatment compared to a standard treatment. If the new treatment produces better results or offers fewer side effects it could go on to be widely used for all people with a particular cancer.

How does this involve me?

You may be asked if you would like to take part in a clinical trial, for example, to test the benefits of a new or improved type of chemotherapy.

If a clinical trial is an appropriate treatment option in your case, your consultant will discuss it with you to help you decide whether or not you want to take part. The booklet *Clinical Trials* gives more detailed information and is available in information racks throughout the hospital.

As insurance policies can differ you will need to speak to your insurer about whether the trial is covered by your individual policy.

There are several national cancer information organisations which can let you know about clinical trials currently in progress or provide links to online clinical trial databases. For more information, please visit www.royalmarsden.nhs.uk/clinicaltrials.

Where do I go for more help and information?

Help Centre

Our Help Centre offers two services: the Patient Advice and Liaison Service (PALS) and the Patient Information Service. These services provide different kinds of information, support and advice to patients, their families and friends, and staff involved in their care.

In Chelsea, the Help Centre is on the ground floor of the Chelsea Wing, in the day care area. In Sutton, the Help Centre is to the left of the main entrance, at the top of the ramp.

You can contact the Help Centre by dropping in, phoning or emailing.

The free phone number is 0800 783 7176 (please note that your call cannot be redirected within the hospital from this number) or email patientcentre@rmh.nhs.uk

Patient Advice and Liaison Service (PALS)

We like to know when we are doing things well but, more importantly, we need to be told when things go wrong so that we can put them right. If you have any issues or concerns about the hospital please let PALS know about them. The service can help address a wide range of issues and suggestions from patients may be incorporated into hospital policies.

If you wish to make a comment about your personal experience of the service or care you have received in the hospital please speak to the relevant service manager, such as the sister, charge nurse or head of department. Comment cards are available in all areas for this purpose.

Alternatively, please contact the Private Care Matron or the Private Care Front of House Manager (these numbers can be found at the back of this booklet).

You should never hesitate about raising a complaint or concern. We take all feedback constructively and assure you it will not affect your ongoing care.

If you feel your concerns haven't been resolved, please tell a member of staff in the Help Centre, who will liaise on your behalf to try and resolve issues. They will also be able to let you know how to raise a concern or complaint.

You can also submit feedback online at www.royalmarsden.nhs.uk/feedback

Viewpoint

Viewpoint is a patient-led scheme run by PALS for collecting general comments, suggestions and observations anonymously from patients, their families and friends. You can find wall-mounted Viewpoint stations, with comment cards and post boxes throughout the hospitals.

Patient Information Service

A diagnosis of cancer can have a huge impact on you, and on your family and friends. It can also raise all kinds of questions. The Patient Information Service is here to help.

We can give you comprehensive information about cancer itself, as well as cancer treatments and their side effects. We can also give you advice about the practical help and support available for living with cancer, such as how to find self-help and support groups near your home. Staff are available during Help Centre opening hours to guide you through the information and to offer any advice and support you may need.

We publish a number of booklets and leaflets about cancer and its treatments at The Royal Marsden. This information has been awarded the Information Standard, a quality mark for health information.

Information is also available as books, CDs, and DVDs, all of which you may borrow from the lending library at each Help Centre.

The Royal Marsden website

Our website provides a wide range of information about the hospital and the services we offer. You'll be able to find details about our consultants, the treatments we provide, general information about cancer and much more. Visit www.royalmarsden.nhs.uk to find out more.

How do you keep my health information confidential?

Storing information

Your personal health information is kept in records written on paper, held on computer or both. We make sure that all of our records are stored securely at all times. The Royal Marsden has a duty to maintain full and accurate records of the care we provide.

Confidentiality

We have a legal duty to keep information about you confidential, secure and accurate. We will share this information inside the NHS or with outside organisations, such as your insurer, only if it is necessary for your treatment and care. Anyone who receives information about you from us is also under a legal duty to keep it confidential. See below for more about when and why we share information about you.

We will not give information about you to organisations such as benefits agencies, employers or the media without your permission.

We will make sure, through contract terms and staff training, that everyone who works in or on our behalf understands their duty of confidentiality, what it means in practice and how it applies to all parts of their work.

We are committed to data protection and take great care to ensure that your data is looked after properly. Only staff who are involved in your care will be able to look at your record. If we find that someone has deliberately accessed records about you without permission or good reason, we will take action that may include disciplinary action.

How do you use information about me?

What information do you keep in my health care records?

During your visit or stay at The Royal Marsden we will ask you for information about yourself. We keep information about you so we can care for you safely and effectively. The information will be kept on a computer or paper record (or both).

The Royal Marsden has its own electronic patient information system which provides a greater degree of security than paper records. Only those involved directly in your care, which includes diagnosis and treatment, and the quality of healthcare provided are allowed access to your information.

How do you use my health information?

The people caring for you use your information to:

- Provide treatment
- Check the quality of your care
- Help you make good decisions about your health
- Investigate complaints.

They will share relevant information with other staff involved in your care or those checking its quality (unless you have asked that we limit how we share your record). This makes caring for you safer, easier and faster. We may need to share information about you with other people involved in your care, such as your GP, dentist, health visitor or community nurse.

We will not share health information that identifies you (particularly with other government agencies) for any reason other than providing your care, unless:

- You have agreed
- The information is necessary for your care and treatment
- We are required to do so by law.

Sharing information with family and friends

It is important that we know with which family members or friends we may share information about you. When you first attend the hospital and register, we will ask you the name and contact details of your next of kin. This person does not need to be related to you but should be able to reflect your wishes at all times, even if you are unable to do so yourself.

Giving permission to share your information

You have a right to limit the health information about you we can use or share. If you want to do this, tell a member of staff providing your care. Please note that limiting the information we can share may make it more difficult for us to provide you with the best possible care.

Usually we will not share your personal health information with people such as a relative, carer or friend without your permission.

However, there are exceptions: sometimes, the law requires us to share your personal health information without your permission – for example, to investigate a serious crime or to protect a child.

Helping us improve our service

We may use information about you to help us provide a better service and improve the patient experience. When we use information about you, your name, address and other information that identifies you is removed whenever possible. If we do need to use information that identifies you, we will explain to you how and why your information will be used.

If you would like to know more about how we use your personal information, the leaflet *Your health information, your confidentiality* is available in all areas. You can also discuss this with Help Centre staff on 0800 783 7176.

How can I access information?

Access to letters about you

You can choose to receive a copy of letters about you written by one health professional to another, such as letters between your GP and your hospital doctor. Sharing these letters will help improve communication between you and your healthcare professionals. This should in turn give you a better understanding of your planned care.

You can read more about access to letters in the leaflet *Copying letters to patients*. This is available in all outpatient clinics.

Your right to know and see your health information

You have the right to know how your personal health information is used. You also have the right to see your health records, although if you wish get a copy this is subject to a fee. There is a £10 administration charge for providing copies of your clinical notes and a fee of 25p per sheet for any copies made, up to a maximum cost of £50.

If you would like to view or receive copies of your clinical records you need to complete a Subject Access Request under the Data Protection Act. In order to do this, you can write to:

Access to health records officer
The Royal Marsden
Downs Road
Sutton
Surrey SM2 5PT

You can also call 020 8642 6011 and ask switchboard to put you through.

We will arrange to provide you with a copy of your information within 21 days of receiving your request and all the information needed to process it. You have the right to ask for your information to be changed or blocked.

If the information we are holding about you is incorrect, or causing you distress or harm then you can apply to have the information amended or deleted. If you ask to change or block any information in your records we may need to contact you to ask for additional identification.

Please note that we cannot give you confidential information about other people, or information that a healthcare professional considers likely to cause serious harm to the physical or mental health of you or someone else.

Access to information about the hospital

The Freedom of Information Act came into effect on 1 January 2005. The Act gives members of the public a general right of access to recorded information held by public authorities. You can ask to see information about the hospital under this Act.

Any information we hold at the time a request is received will be eligible for release unless it is covered by an exemption.

Making a request

Anyone can make a request under the Act. There are no restrictions on your age, nationality or where you live.

Please ensure you:

- Put your request in writing, using either the Freedom of Information form at www.royalmarsden.nhs.uk/foi or a letter marked for the attention of the Freedom of Information Manager at our Chelsea site.
- State clearly what information you want.
- Include your name and address.

When we receive a request for information, we will consider the request and respond as soon as possible. This will be no later than 20 working days after receiving your request. The Act allows us to extend this deadline in certain limited circumstances.

How can I help The Royal Marsden?

Become a Foundation Trust Member

As a Foundation Trust, we give greater say in how we are run to local people, staff and all those who use our services, including patients, their families and carers. Our members reflect these groups and help us ensure that we are providing the very best service we can – a service built around the needs of the community.

Members are represented by elected governors who sit on the Council of Governors. They play a key role in shaping the strategic direction and governance of The Royal Marsden.

Membership is free to join and open to anyone over the age of 16 who resides in England.

As a Member you will be able to:

- Receive information that keeps you up-to-date with our work, including a copy of the RM magazine
- Be invited to Members' events which range from clinical presentations to behind-the-scenes tours of the hospital and leading edge technology
- Have a say on how to improve patient care and services
- Vote to elect your governors or have the opportunity to stand for governor.

You can choose to be involved as much or as little as you like.

How to apply

There are several ways in which you can apply to become a member. You can:

- Collect a membership form; these are displayed around the hospital
- Complete an application form online www.royalmarsden.nhs.uk/membership
- Ask the Corporate Governance team to post a form to you by calling 020 7808 2844.

Become a Friend and volunteer

The Friends of The Royal Marsden is a voluntary organisation that exists to help patients. The Friends raise money to provide activities, equipment and extra comforts for patients. The Friends also provide services such as the cafeteria and mobile shop. You can also call The Friends, Chelsea on 020 7352 3875 or The Friends, Sutton on 020 8661 3082.

For more about the work of the Friends and how you can volunteer, please see the *Friends of The Royal Marsden* leaflet available around the hospital or in the Help Centre. You can also call the Friends on 020 7808 2982.

Support the charity

The Royal Marsden Cancer Charity supports the work of The Royal Marsden by raising money for the hospital. There are all sorts of ways to get involved and show your support, from taking part in fun runs to giving a donation online. Find out more at www.royalmarsden.org



What else can I do to make a difference?

Join the Patient and Carer Advisory Group

The Patient and Carer Advisory Group provides patients and carers an opportunity to improve the Trust's current and future services and the care provided to patients.

The self-run group works with the Trust on a variety of projects and committees where the views of patients and carers can help make the hospital a better place for patients.

For more about the group and how to get involved, contact the Quality Assurance Team on 020 7808 2176.

Other ways to make a difference

We value the feedback we receive from our patients and we try to provide as many ways as possible for them to share their experiences and have their say in how our services are run. There are a variety of opportunities for you to become involved, depending on how much time you have, the areas you're interested in and how you want to take part.

For example, you can contribute by email, by post or by telephone, as well as attending a meeting or joining a committee. Some projects will be short term while other projects may continue over a longer period of time.

For more about the different ways patients can get involved, call The Royal Marsden Help Centre on 0800 783 7176 (Freephone) or see the *Make a difference* leaflets which are available from the Help Centres or at the Viewpoint stations.

The ROYAL MARSDEN
Private Care



Contact us

Any questions? Need directions, professional advice or just someone to talk to? Our staff are here to help, so don't hesitate to ask.

Who should I contact?

For questions about your appointment

If you want to contact us for questions about your appointment, you'll find the contact details you need on your hospital appointment card or letter. We've also listed some useful phone numbers in this booklet on page 88.

If you become unwell during treatment

Call us any time if you become unwell while receiving treatment, such as chemotherapy. We will let you know at the start of your treatment what to do if this happens and who to call.

Who to contact if you feel unwell at home

If you are currently having radiotherapy or chemotherapy or are participating in a clinical trial at The Royal Marsden, please contact your hospital team.

You can reach them from 9.00am to 5.00pm, Monday to Friday. At all other times, you should contact the on-call clinical site practitioner (senior nurse) through the hospital switchboard (contact details on page 88). He or she will be able to advise you and refer you to the doctor on call if necessary.

If you dial 999 the ambulance service will take you to your nearest Accident and Emergency (A&E) department. They will not bring you to The Royal Marsden. If the doctor in A&E thinks you need to be transferred to The Royal Marsden, he or she will contact your medical team.

If you have been discharged from The Royal Marsden and are not currently having any treatment or active follow-up, please contact your GP who will make a new referral if necessary.

Any other questions

If you have any questions about your treatment and care in between appointments, don't hesitate to ask. Questions can be directed to your consultant or key worker. If you're receiving chemotherapy you may wish to contact the unit doctor or pharmacist.

We don't currently use email to communicate clinical information. This is in order to avoid the delays that can occur in responding to email messages, and to safeguard your privacy and confidentiality.

How do I raise a concern or make a complaint?

We're always looking for ways to improve the services we provide and your views and comments make a difference. You should not hesitate about raising a complaint or concern. We take all feedback constructively and assure you it will not affect your ongoing care.

If you have a complaint or query about any aspect of your care, please contact the Front of House Managers, who will always endeavour to resolve any issues immediately:

Chelsea

020 7352 8171 ext 1678

Sutton

020 8661 3036 ext 4002

You can also raise a concern or complaint by speaking, in confidence, to a member of staff in the ward, clinic or department, including ward sisters, charge nurses, the Private Care matrons, clinical nurse specialists or the service managers.

If you prefer not to talk to someone directly involved in your care, you can speak to staff in the PALS service (see pages 63). We also have a dedicated Complaints Manager, available on 020 7808 2102, who will be happy to discuss any concerns you may have. You can also fill in an online form at www.royalmarsden.nhs.uk/feedback

For financial queries, please email privateaccountqueries@rmh.nhs.uk

Access for patients with disabilities

Both of our hospitals are accessible to patients and visitors with disabilities. For more information, please see page 48. Please try to let us know in advance if you think you will need additional support, or information presented in a different way, or you have any concerns about your hospital visit. You can either call the number on your appointment letter, or The Royal Marsden Help Centre free on 0800 783 7176.

Alternatively you may call:

Private Care Matron

Chelsea 020 7811 8210

Sutton 020 8642 6011 ext 1236

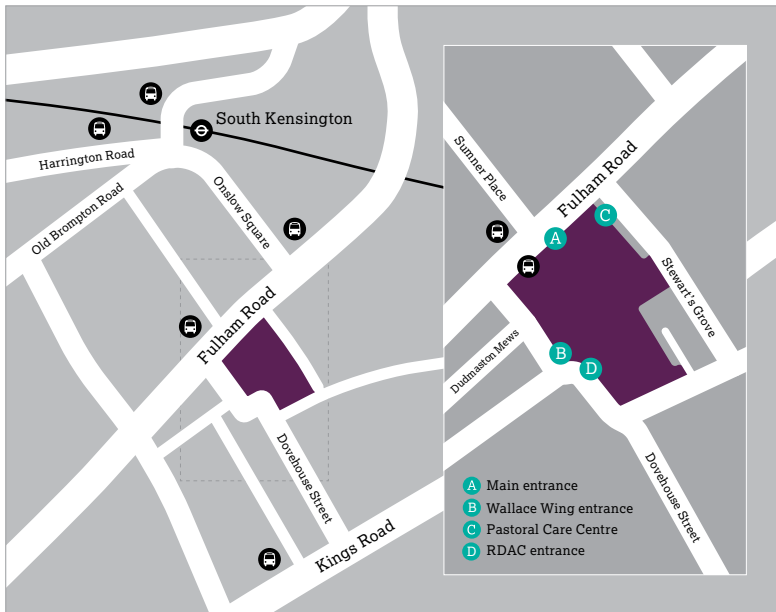
How do I find the hospital?

The letter sent to you with this booklet will tell you whether you need to go to our Chelsea hospital, our Sutton hospital or the Medical Day Care Unit at Kingston Hospital. Please check it carefully to make sure you come to the right place. If you're not sure, don't hesitate to call us (see page 88 for contact details).

Please note that we are undertaking a programme of refurbishment at both hospitals. We apologise in advance for any inconvenience this may cause.

Getting to The Royal Marsden, Chelsea

The Royal Marsden
Fulham Road
London SW3 6JJ



By underground

The nearest Tube station is South Kensington, about seven minutes' walk through Onslow Square to Fulham Road. The Piccadilly, District and Circle lines serve South Kensington station.

By bus

Several buses run past the hospital or stop nearby. Some of the bus stops are marked on the map, but bus numbers may vary due to changes in routes.

Currently, bus numbers 11, 14, 19, 22, 49, 70, 74, 211, 319, 345 and C1 run to King's Road, Fulham Road and South Kensington station.

For more information about coming to the Chelsea hospital by public transport, contact one of the following:

London Travel Information

020 7222 1234 or www.tfl.gov.uk

National Rail

08457 484950

By cycle

The hospital is located near to National Route 4 which runs along Chelsea Embankment. You can see a map of nearby cycle routes at www.sustrans.org.uk. You can also plan your journey at cyclejourneyplanner.tfl.gov.uk

Secure bike parking is located between Wallace Wing and Mulberry House, below the Terrace Garden.

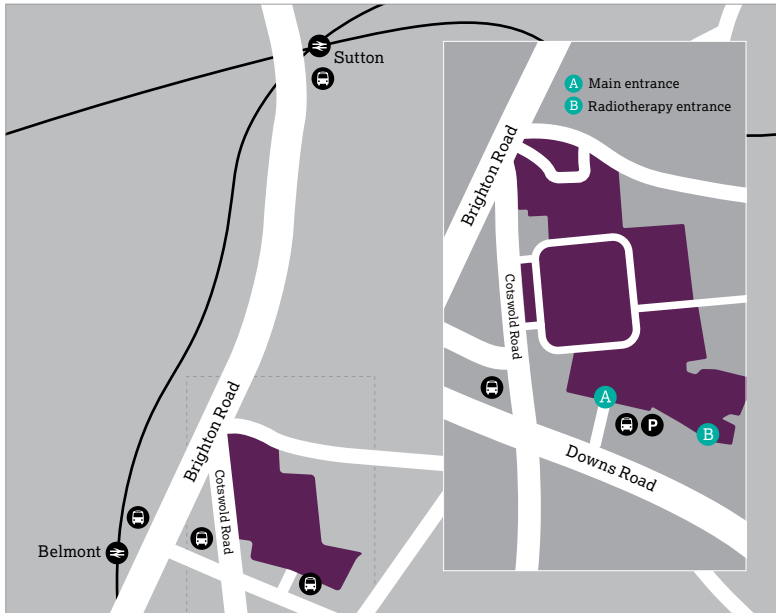
By car

The hospital is in a residents' parking zone, so parking nearby is difficult. There are a few metered bays but these can be quite expensive. There are some disabled bays in Dudmaston Mews.

Unfortunately there are no parking facilities for patients or visitors. You may find it more convenient to travel by public transport or take a taxi.

Getting to The Royal Marsden, Sutton

The Royal Marsden
Downs Road
Sutton, Surrey
SM2 5PT



By train

The nearest train stations are Sutton and Belmont stations.

Sutton station

Served by trains running from London Victoria, London Bridge, London Blackfriars, London Kings Cross (First Capital Connect), Clapham Junction and Horsham, Sussex. For connecting services from the south coast change at Horsham, and from West London change at Wimbledon.

The hospital is about a mile and a half from Sutton station and is an uphill walk. The journey takes between five and ten minutes by taxi and around 20 minutes by bus.

Belmont station

Served by trains on the London Victoria to Epsom Downs line, Belmont station is a quarter of a mile from the hospital. Trains run every hour and more frequently during peak travel times. There is no Sunday service. The walk from Belmont station is also uphill.

By bus

London and local bus routes run close to the hospital or terminate nearby. You should ask for the Downs Road stop, which is marked on the map along with others in the area. Bus numbers may vary due to changes in routes.

Currently, bus numbers 80, 280, 420 and S1 run along Brighton Road, Downs Road and Cotswold Road. They connect with Morden underground station (Northern Line), Sutton train station, Tooting train station, Redhill and Banstead.

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. The S3 bus terminates at Worcester Park station and the S4 at Roundshaw.

For more information, contact:

London Travel Information

020 7222 1234 or www.tfl.gov.uk

National Rail

08457 484950

Traveline public transport information

0871 200 2233 or www.traveline.org.uk

By car

Because of the limited number of parking spaces available, we ask patients to consider coming to the Sutton hospital by public transport or taxi rather than by car. If you do wish to drive, please follow these instructions.

When travelling from outside London, leave the M25 at Junction 8 and join the A217 to Sutton. Follow this road for about eight miles until you reach the roundabout with a signpost for the B2230 to Sutton. Then see the detailed map on page 82.

There is a controlled parking zone in the area around the hospital, making on-street parking difficult. Car parking space for patients and visitors at the hospital is limited due to ongoing building works.

There are a number of reserved spaces at the front of the hospital for wheelchair users, for the Oak Centre for Children and Young People, short-stay drop off spaces and hospital transport. All other drivers at Sutton need to use the main car park, which has a barrier-controlled entrance and exit system. There are further disabled spaces beyond the barrier.

The main car park operates on a pay-on-foot basis on leaving the hospital, although the first 30 minutes are free. You will find pay machines outside the main entrance and outside the Radiotherapy Department entrance. The machines currently take most coins, notes and credit/debit cards, and give change.

Car parking charges

| | | |
|-----------------------------|---|---|
| Up to ½ hour free | 4–5 hours £10 | Monthly (30 day) permit £50 |
| ½–1 hour £2 | 5–8 hours £12 | 6-week (45 day) permit £60 |
| 1–2 hours £5 | 8–24 hours £14 | Annual permit £100 |
| 2–3 hours £6 | Weekly (7 day) permit £25 | |
| 3–4 hours £8 | | |

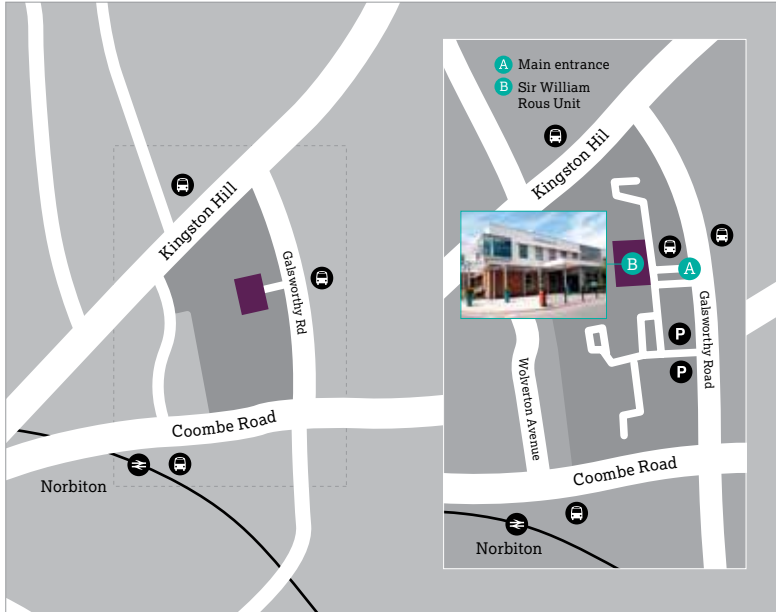
Lost tickets are charged at the daily rate. Charges may be subject to change. Concessionary season tickets are available for all patients and visitors.

For more information on parking charges, call Facilities on 020 8661 3395/3396/3399. Car parking income is used for the maintenance of the car park.

Please note that the continuing refurbishment of the hospital site means that the arrangement of parking spaces is subject to change.

Getting to The Royal Marsden, Kingston

Kingston Hospital
Galsworthy Road
Kingston upon Thames
Surrey KT2 7QB



Kingston Hospital is well served by public transport. We recommend that patients and visitors use public transport to get to the hospital. Full details are available at www.kingstonhospital.nhs.uk

By train

The nearest station to Kingston Hospital is Norbiton. The hospital is a short walk (less than five minutes) from the station along Coombe Road or Wolverton Avenue.

Norbiton station is served by South West Trains and receives regular services into and out of Waterloo.

By bus

Kingston Hospital is served by a number of bus routes.

From Kingston Hospital forecourt K2 and K4

From Galsworthy Road K3, 57, 213 and N213

From Coombe Road (A238) K2, K3, K4, K5

From Kingston Hill (A308) 57, 85, 213, N213

For more information, contact:

London Travel Information

020 7222 1234 or www.tfl.gov.uk

National Rail

08457 484950

Traveline public transport information

0871 200 2233 or www.traveline.org.uk

By car

As parking spaces are very limited, we do not recommend driving to the hospital. If you wish to travel by car, please allow yourself plenty of time to find a parking space as there may be queues for spaces.

The hospital has pay-and-display car parks on site for patients and visitors. The charging period for the car park is from 8:00am to 8:00pm, seven days a week.

The current minimum fee is £1.80 (for the first hour) and £1.50 for each hour thereafter (up to five hours). Please be sure to have the correct change for the machines.

Useful phone numbers

| Department | Chelsea | Sutton |
|---|------------------------|--------------------------------|
| General information | | |
| Switchboard | 020 7352 8171 | 020 8642 6011 |
| Admissions | 020 7808 2652 or 2327 | 020 8661 3865 or 3401 |
| Appointments (Outpatients) | 020 7808 2391 | 020 8661 3505 or 3367 |
| Registration | 020 7808 2391 | 020 8661 3428 |
| Medicines Helpline | 020 8770 3821 | |
| Finance | | |
| Private Care Accounts Office | 020 7808 2491 or 2492 | 020 8661 3400 or 3401 |
| Patient Accounts Manager | 020 8915 6144 | |
| Hospitality | | |
| Front of House Supervisor | 020 7352 8171 ext 1678 | 020 8661 3036 ext 4002 |
| Matrons and wards | | |
| Private Care Matron | 020 7811 8210 | 020 8642 6011 ext 1236 or 4348 |
| Private Care Medical Day Unit | 020 7811 8092 | 020 8915 6670 |
| Private Care Surgical Unit (8.30am - 5pm) | 020 7811 8923 | |
| Pre-assessment Unit | 020 7808 2405 or 2406 | 020 8661 3379 |
| Granard House Outpatients | 020 7808 2391 | |
| Granard House One | 020 7811 8509 or 8507 | |
| Granard House Two | 020 7811 8503 or 8504 | |
| Granard House Three | 020 7811 8498 or 8499 | |
| Robert Tiffany Outpatients Suite | | 020 8661 3505 |
| Robert Tiffany Inpatients | | 020 8661 3946 |
| Support services | | |
| Advocacy service | 020 7352 8171 ext 1922 | |
| Rehabilitation Services | 020 7808 2811 | 020 8661 3028 |
| PALS | 020 7808 2083 | 020 8661 3759 |
| Friends of The Royal Marsden | 020 7352 3875 | 020 8661 3082 |

You can reach wards and departments directly by dialling the appropriate extension number.

Extensions for Chelsea

020 7808 2xxx and 020 7811 8xxx

Extensions for Sutton

020 8661 3xxx and 020 8915 6xxx

Language help

If English is not your first language, we offer a telephone interpreting service to help. Please ask our staff to contact this service for you. If you need this booklet in another language, please contact The Royal Marsden Help Centre on 0800 783 7176.

Arabic

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

Greek

Υπαρχει μια τηλεφωνικη υπηρεσια για διερμηνεες σε αυτο το νοσοκομειο. Εαν τα Αγγλικά σας δεν είναι η πρωτη γλωσσα που μιλάτε σας παρακαλω ρωτατε ενα απο το προσωπικο μας να ερθουν σε επαφη μαζί τους για σας.

Portuguese

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.

French

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.

Spanish

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.

Farsi

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.

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Personal information

These are the contact details if you have any queries about your illness or treatment, or experience any problems.

| |
|--------------------------|
| Name |
| Hospital number |
| Consultant(s) |
| Specialist nurse |
| Research nurse |
| Key worker |
| Useful telephone numbers |

Contact Private Care

For more information please contact our Central Referral and Information Line on +44(0)20 7811 8111, open Monday to Friday 8am–6pm and Saturday 10am–2pm.

You can also email private.patients@rmh.nhs.uk or visit us online at royalmarsden.nhs.uk/private-care

Life demands excellence



Radiotherapy and
Chemotherapy Services
F338024 & F338022

