

The ROYAL MARSDEN
NHS Foundation Trust

Radiotherapy Service

Sutton

Patient Information



NHS

Introduction

This leaflet gives additional details that are not included in the booklet *Radiotherapy your questions answered*.

The **pre-treatment area** and the **Laurel Suite** are on the ground floor and signposted from the main hospital entrance.

The other **radiotherapy treatment area** is on the lower ground floor and be accessed directly from the car park via lift or stairs. Alternatively, it is signposted from the main hospital entrance.

Each area has a receptionist and a comfortable waiting area. There are free water dispensers and hot drinks machines with contribution boxes.

It is safe to bring children to the department but there are no facilities for childcare.

Routinely, the department is staffed between 8.30am and 5.30pm but we extend our work hours when we lose capacity due to servicing requirements or unexpected machine interruptions.

The department is a training site for student radiographers, who always work under the direct supervision of qualified staff. There may also be visitors from other medical professions and you would always be asked to give your permission for their attendance.

You have the right to choose whether or not you take part in the teaching of student radiographers or other staff.

Appointments for treatment

These will be arranged with you at your pre-treatment appointment. We will try to make the times of your treatment suit you as much as we are able to around existing bookings. The appointment times given at pre-treatment are provisional and could be altered due to machine maintenance on your treatment unit or for other service management reasons. You will be updated with any changes and given a new appointment list at your first treatment visit. Changing agreed appointment times is something we avoid whenever possible.

We try to ensure that patients are seen by the radiographers according to their appointment times, or within 30 minutes of this time. We are continually monitoring our waiting times and aim to make our service as punctual as possible.

If delays occur, we will keep you informed of any extended waiting time. If you are kept waiting without an explanation, please do not hesitate to ask a member of staff.

Whenever you have a CT scan or treatment in radiotherapy you will be visible to the radiographers either directly or on CCTV. We have a policy for patient monitoring which is included in The Royal Marsden booklet *Radiotherapy*

your questions answered. If you have any concerns about your privacy or dignity, please discuss this with your radiotherapy team.

If you are unable to attend or need to reschedule your appointment, you should inform the radiographers either directly or by phone. You can also phone the reception desk or speak to the radiotherapy bookings team.

If you feel unwell outside usual working hours you can contact the Royal Marsden Macmillan hotline.

Cancellation of treatment

Radiotherapy equipment is maintained and checked regularly to provide the best service to our patients. When your treatment unit is undergoing maintenance, we will usually offer a treatment appointment on an alternative unit. This could be in the evening although the revised appointment time will be discussed with you.

Occasionally it may be necessary for the department to cancel your appointment for one or more days. This will be done in consultation with your doctor and would not have an effect on your treatment outcome.

Comments, suggestions and complaints

We welcome comments, suggestions and complaints. These help us to improve our service. If there is any matter you wish to bring to the attention of the Trust management, please ask to speak any member of staff or contact the PALS team directly.

Contact details

Radiotherapy pre-treatment
& Laurel Suite reception:

020 8661 3564

Radiotherapy treatment reception:

020 8915 6020/6021

Radiotherapy Bookings Team:

020 8915 6018

General

Transport

020 8661 3429

PALS Freephone

0800 783 7176

The Royal Marsden Macmillan Hotline:

020 8915 6899

(available 24 hours a day, 7 days a week)

References

This leaflet is evidence based wherever the appropriate evidence is available.

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

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

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



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