

The ROYAL MARSDEN
NHS Foundation Trust

Radiotherapy Service

Chelsea

Patient information



NHS

Introduction

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

The **Radiotherapy Department** is located in the basement of the Wallace Wing in Dovehouse Street. The department is accessed using the spiral stairs, or the lift, located to the left of the (ambulance bay) entrance.

The Radiotherapy Department has two reception areas, each with a receptionist and a waiting area. There are free water dispensers and hot drinks machines with contribution boxes. The Cyberknife reception is used for pre-treatment patients, as well as patients having Cyberknife treatment, and you will be directed there on your first pre-treatment planning visit.

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. We will update you with any changes and give you 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 your extended waiting time. If you are kept waiting without an explanation, then please do not hesitate to ask any 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 for treatment, you should inform the radiographers either directly or by phone. You can also phone the reception desk or speak to the radiotherapy bookings team (see contact details).

If you feel unwell outside usual working hours you can contact The Royal Marsden Macmillan Hotline.

Machine servicing

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 would only happen in consultation with the doctors 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 to any member of staff or contact the PALS team directly.

Contact details

Hospital switchboard

(available 24 hours a day, 7 days a week)
020 7352 8171

Radiotherapy reception

020 7808 2540/1

Radiotherapy Bookings Team

020 8915 6018

Brunel

020 7808 2535

Franklin

020 7808 2534

Reuben

020 7808 2714

Bevan

020 7808 2715

CyberKnife

020 7811 8474

Transport

020 7811 8305

PALS (Patient Advice and Liaison Service)

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, and represents an accumulation of expert opinion and professional interpretation.

Details of the references used in writing this leaflet are available on request from:

The Royal Marsden Help Centre

Freephone: 0800 783 7176

Email: patientcentre@rmh.nhs.uk

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.

The patient information service is generously supported by The Royal Marsden Charity.

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Registered Charity No.1095197



Revised April 2022. Planned review April 2025
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