

The ROYAL MARSDEN

NHS Foundation Trust

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# Welcome to Drug Development Unit (DDU)

(Trial patients)

Patient Information



**NHS**



## **Contents**

<b>Introduction</b>	<b>1</b>
<b>Ward team</b>	<b>1</b>
<b>Clinical Nurse Specialist</b>	<b>2</b>
<b>Your experience within DDU</b>	<b>3</b>
<b>Day Care orientation</b>	<b>5</b>
<b>Hospital facilities</b>	<b>7</b>
<b>Entertainment</b>	<b>8</b>
<b>Security and valuables</b>	<b>9</b>
<b>Refreshments</b>	<b>9</b>
<b>General trial specific information</b>	<b>10</b>
<b>General information</b>	<b>11</b>
<b>Fire procedures</b>	<b>12</b>
<b>Smoking</b>	<b>12</b>
<b>Catering</b>	<b>12</b>
<b>Interpreting service</b>	<b>13</b>
<b>Spiritual needs</b>	<b>14</b>
<b>Palliative care support services in the community</b>	<b>14</b>
<b>Travel expenses</b>	<b>14</b>
<b>Car parking</b>	<b>15</b>
<b>Making comments</b>	<b>16</b>
<b>Contact details</b>	<b>17</b>



## Introduction

Welcome to the Drug Development Unit (DDU). The DDU specialises in caring for patients who are participating in Phase 1 cancer drug trials and comprises Oak Ward, Oak Day Unit and Outpatient Clinics including a Joint Consultant Clinic on Wednesdays (JCCP) and new patients' clinic; Johann de Bono Friday (JDBF) on Fridays.

The DDU is staffed by a team of nurses, doctors, trial co-ordinators, data managers, laboratory technicians and other staff, who are dedicated to supporting all our patients and their families during the period in which they are participating in one of the trials.

Coming into hospital and taking part in a trial can be an anxious time for patients and their families. The DDU team want to ensure that the time you are under our care is comfortable and runs as smoothly as possible. We hope this guide will provide you with the information you need during your time on any one of our trials, however if you have any queries, please ask a member of our team.

## Ward team

### **The nursing staff on the ward include:**

- Matron (Identified by a navy blue uniform with red piping)
- Clinical Nurse Specialist, CNS (Identified by a navy blue uniform)
- Ward and Day Unit Sisters (identified by navy blue and white spotted uniform)
- Senior Staff Nurse (Identified by navy blue striped uniform with red piping)
- Staff Nurse (Identified by navy blue striped uniform with navy blue piping)
- Health Care Assistant (Identified by white uniform with brown or yellow piping)



## **Other members of the ward team include:**

- Doctors: Consultants and Clinical Fellows
- Clinical Trial Co-ordinators (CTO)
- Data Managers
- Ward Receptionist
- Catering Host / Hostess
- Catering Supervisor
- Allied Health Professionals (for example physiotherapists, occupational therapists, dietitians, therapeutic massage therapists)

All ward staff will be wearing name badges for easy identification.

## **Clinical Nurse Specialist**

We are experienced cancer nurses with expertise in phase 1 trials. Our role is to offer emotional support, information and practical advice whilst under the care of the Drug Development Unit and during transition between other teams involved in your care.

### **How can we help?**

- By providing information on phase 1 trials
- Being a point of contact for advice about symptoms or side effects
- Offering a telephone clinic for support in between hospital visits
- Providing emotional and psychological support for yourself and your family
- Referring you to support services both in the hospital and your local community
- Providing information about financial issues
- Signposting you to further information and relevant services
- Promoting well-being and complementary therapies
- Liaising with all healthcare professionals involved in your care.

## **Your experience within DDU**

Once you have been referred to the DDU, you will be invited to attend the new patients' clinic (JDBF) where one of the doctors will explain the nature of Phase 1 drug trials and give you an information sheet. You may also meet the CNS or Matron during this visit.


If you agree to participate in a Phase 1 trial, you will be allocated to a trial as and when a slot becomes available, and you will subsequently be invited to attend the joint consultant clinic (JCCP) where once again you will see a doctor. You may also see the CNS and/or one of the CTOs. At this appointment you will be given a patient information sheet or it may have been sent to you in the post with your clinic appointment. A further appointment is made for you to come to discuss the trial and to sign your consent to the trial.

After you have consented, you will need to undergo a screening process to ensure that you meet the criteria for the trial. This takes place on the Oak Day Unit and comprises a series of blood tests and physical assessments such as heart tracing tests, scans of your heart, eye tests, scans of the areas affected by cancer, and possibly other areas. For some of these tests you may need to visit another hospital, but we will arrange the transport for this. The CTO assigned to your trial will write to you with all the information regarding these tests and provide you with a timetable. Once your eligibility is confirmed, you will be given a start date. On this day you will need to be admitted to Oak Ward.

You have the right to withdraw your consent at any time during this process. Please be assured that the care you receive or any future treatment will not be compromised by your decision to withdraw.

## **Ward orientation**

Oak Ward is a nine bedded ward consisting of two single sex bays with four beds, and one single room for patients who require isolation for medical reasons. It opens at 8.00am on Mondays and closes at 8.00pm on Fridays.



Upon arrival to the unit, please go to the reception desk on Oak Ward. The receptionist will confirm your arrival and, if your bed is ready, will take you to your bed and inform the nurse who is assigned to you. If your bed is not ready, you will be asked to wait in the waiting area and your assigned nurse will be informed.

### **Nurse call handset**

The nurse call handset can be used for getting help. Pressing the large orange button will alert the ward staff that you need assistance. This also controls your overhead light and you will be shown how to use this on admission.

### **Patient safety video**

Patient safety is very important, so please watch the patient safety video which can be accessed on the patient entertainment system via the play movie button.

### **Emergency pull cord**

If you need assistance while in the bathroom please pull the red emergency pull cord and a member of the nursing team will come as quickly as possible.

### **Bed operation**

The position and height of the bed can be adjusted using the electronic handset attached to the bed via a coiled lead. A member of the nursing team will be happy to show you how to use this.

### **Daily ward routine**

- The day staff shift is from 8.00am until 8.30pm and includes a detailed patient handover.
- The night staff shift is from 8.00pm until 8.30am and includes a detailed patient handover.

Some of the handover will take place at your bedside when the nursing staff provide the next shift of nurses with important information about your care. It is important that we involve you in



these discussions in order to ensure you are kept up to date with plans and progress.

### **Visiting**

The ward has an open visiting policy, however please respect the needs of other patients on the ward with regard to noise. Please be aware that the ward asks that no more than three visitors attend at any one time and that all visitors leave by 9.00pm. If there are any exceptional circumstances, please speak to the nurse in charge.

### **Discharge**


On the day of discharge, you may be asked to leave your bed at around 10.00am and complete some of your trial specific assessments on the Day Unit. This will only be done if we require your bed for another patient admission. It will not affect your care or the time that you will be able to go home. Before you go home, please ensure you have been given an appointment time for your next scheduled visit. If you have been given drugs to take home, a nurse will go through these with you; what they are for, how and when to take them and anticipated side effects.

### **Day Care orientation**

Oak Day Unit is located on Oak Ward and has seven reclining chairs and one examination couch for patients; next to each of these treatment chairs is a chair for a relative or friend. It is open Monday to Friday from 8.00am to 6.00pm, with appointments starting from 8.30am.

### **Clinic appointments**

You will be seen on the day unit for screening, day care and follow up appointments. On arrival please go to the reception desk on Oak Ward. The receptionist will confirm your appointment and put a ticket in a box by reception with the time of your appointment and your time of arrival. You will be asked to sit in the waiting area until a day care nurse is available. Please note that it is a busy unit and we would appreciate you keeping to your appointment times.



However, if this is not possible and you are unable to keep to the time you have been allocated, please call Oak Ward.

At each appointment you will be seen by a nurse and, on occasions, a health care assistant who will take a set of bloods, carry out vital observations and any trial specific assessments. You will also be questioned about your general well-being. The nurse will aim to see you and carry out the initial assessments as close as possible to your appointment time. You will then see a doctor.

The doctor will generally see you after your blood results have come through. As with the ward, the waiting times for this may be up to two hours or during busy periods it may take longer. On occasions, to prevent excessive waiting times, the doctor will see you before your blood results have come back, but please do not go home until either a nurse from day care or the doctor has confirmed that you may leave. You can sit in the waiting area or alternatively you may ask for a bleep from the receptionist. The bleep works everywhere within the hospital grounds, but not if you leave the hospital. If you would prefer to do this, please leave a mobile number on which you are contactable.

### **Treatment: Assessments**

Due to the nature of Phase 1 trials, during your first cycle, particularly on Day 1, you will be very regularly assessed within the first 24 hours after treatment. This will include having regular trial specific bloods tests, heart tracings, scans and in some cases biopsies. Please refer to your patient information sheet for specific assessments and their frequency for your particular trial.

### **Trial blood samples**

To obtain the frequent and regular bloods samples often required during your admission, a venous access device, such as a plastic cannula (small tube), is generally inserted into one of your veins until all blood samples have been obtained, at which point it will be removed. If you already have a permanent central venous access device, this will be used instead. If however, your drug is given intravenously, the venous access device in which the drug is given

through cannot be used to take your trial specific bloods. On these occasions you will need to have a second venous access device, going into a different vein.

### **Drug waiting times**

If you are due to collect oral drugs on day one of a particular cycle, please note that once your drug has been confirmed with pharmacy, oral drugs may take up to one hour to be dispensed. If your treatment requires the administration of an intravenous drug, waiting times may be up to four hours from the time the drug is confirmed with the pharmacy. With some trials you may be allowed to have your bloods taken the day before; if this is the case, you will be informed and an appointment will be made for the day before.

### **Supportive treatments**


On occasions, you may require supportive treatments such as blood transfusions, intravenous fluids or bisphosphonate infusions. The waiting times for intravenous fluids and bisphosphonate infusions are much shorter, and if known in advance, the drug can be pre-ordered. Blood transfusions, on the other hand, will take longer. You will initially need to have a blood sample taken for a cross match, to ensure you are given blood that is compatible with you. This can be taken the day before the blood transfusion, in which case your blood is generally available within half an hour of your arrival on the day of transfusion. If, however, you are cross matched and require the blood to be transfused on the same day, you may have to wait three to four hours for the blood to become available.

### **Before leaving Oak Day Unit**

Please check the date for your next appointment with the receptionist. If one has not already been booked, please book one at this point. If you are unsure when this is due, please check with the nurse who has looked after you or the CTO for your trial.

### **Special diets**

If you have a special diet and the standard menus do not support this, then please tell the nursing staff or the ward host as soon



as possible so they can arrange for a member of the Catering or Dietetic Department to come and see you.

For infection control reasons, there are no facilities available to heat up or store food brought by patients or relatives in the ward kitchen.

## **Hospital facilities**

### **Telephone**

A telephone is provided for your use with the patient entertainment system by each bed and you will be given the number on admission. The Trust's patient telephone system is run by an outside company, Lincor solutions, but maintained by the Trust's computing department. You will be able to make **free** call to all national landlines but **not** to mobiles.

### **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 use your mobile phone, please be considerate to others around you.

### **Wi-Fi**

The Trust has patient accessible Wi-Fi. Please ask a member of staff to advise you if you need assistance. You can bring in your laptop, computer tablet or smart phone.

### **Daily Newspapers**

If you would like any newspapers or magazines, these can be bought from the trolley service which visits the ward each day. The gift shop located on the ground floor adjacent to the main entrance also sells a selection of magazines (open 10.00am- 4.00pm).

## **Entertainment**

Each bed has an overhead television and radio which are free to use.

Please bring your own head phones to listen to this; alternatively, headphones can be purchased from the gift shop. In addition, the ward has mobile DVD players with a limited film library for your use, but you will need to bring in your own DVDs and head phones if you would like to use this service.

## **Security and valuables**

### **Ward security**

The main entrances to the wards are monitored by closed circuit television. The entrance doors to the ward are always closed but are sensor monitored for entrance and exit. To exit the ward, press the green button or silver exit button. However, if the sensors fail there is a buzzer (intercom press) to gain entry into the ward. The unit is closed at weekends and bank holidays.

### **Valuables**

Please do not bring very expensive items or large amounts of money with you when coming to the hospital. If you do need to bring valuables or money with you, please tell a member of the ward staff. They will arrange for your valuables to be collected and taken for safekeeping. We will ask you to sign a property disclaimer and give you a receipt for your items. You can withdraw them any time between 9.00am and 4.30pm, Monday to Friday. Please note that we cannot store laptop computers in the safe.

Some wards provide bedside lockers which incorporate a safe to store valuables. Please ask staff to show you how to use this facility. Unfortunately, we cannot accept responsibility for loss or damage to personal property of any kind, including money and laptop computers, regardless of how the loss or damage may occur.

## **Refreshments**

For patients receiving day care treatments, a lunch consisting of sandwiches, fruit, yoghurts and juice is available. A water fountain is available in the waiting area as well as on the ward adjacent to the Day Care Unit.



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## General trial specific information

### Appointment time and dates

Please do not change any appointment times, dates or assessments without speaking with the CTO. Your appointments will be booked to ensure the trial is being carried out in accordance with the trial protocol. If the times are changed, this will impact the protocol and could affect the evaluation of data. In most cases there will be a time frame in which to carry out specific assessments.

The CTO will communicate with you at all times to ensure that the appointments you are given are both within the specified time frame and suitable for you. If you have a holiday planned, please ensure you inform the CTO so that appointment times can be scheduled around this. There may be occasions when this is not possible, so please always contact the CTO before booking holidays.

### Oral trial drugs

- Never take your trial drug on a day you have an appointment or admission with the DDU. You may take all other medication. Once you have been seen by the doctor, you will be told whether or not to take your drug.
- Never independently change the dose you have been prescribed. If you are unwell or unable to take it, please call Oak Ward and you will be given advice. This may include any or some of the following: to stop taking the drug, to attend the unit or, if you live some distance away, you may be asked to go to your GP, or in an emergency to go to your local Accident and Emergency department.
- Always bring **all** your trial drug supplies with you, including empty bottles or blister packs, and give them to the nurse who is looking after you. On each visit, the nurse assigned to you will need to perform a drug accountability check to ensure you are taking the drug as prescribed. Please let the nurse know whether any doses have been missed or if any tablets or capsules have been lost.

## Drug diaries

If you have been given a drug diary, please ensure you complete it accurately. The nurses will show you how to do this, but please ask if you are unsure.

**Always** bring in **all** completed drug diaries to every appointment and admission.

## Fasting restrictions

Some trials impose fasting restrictions, either for the blood tests needed before you have the drug, for the drug itself or sometimes both. If this is the case with your trial drug, you will be told this regularly at your appointments. At screening this will be discussed with you during your initial admission and again at your clinic appointments. In addition, this will be stated in the patient information sheet. Please note that if you are told to **fast**, this means you can only drink plain water. With some trials you may also be allowed black, sugarless tea or coffee, and you will be advised if this is the case. If you are told to take 'nothing by mouth' (NBM), this means you must refrain from eating or drinking anything. Please do check with the nurses if you are uncertain.

## Other drugs

Please be aware of any other medication you are taking since your last appointment. The doctors need to be made aware of them in case of any potential interaction with your trial drugs.

## General information

### Infection control

Strict infection control is essential, therefore please observe the following:

- Use alcohol hand gel on entering and leaving the unit.
- Before, or on arrival, please notify the receptionist and the nurse if you have had an inpatient admission to another hospital since your last visit or if you have any flu-like or respiratory symptoms or diarrhoea.



## **Refreshments**

You and your relatives or visitors can purchase meals or light snacks and refreshments from one of the Trust's catering outlets; the Cherry Tree Café located on the ground floor, the Friends Café also on the ground floor adjacent to the main out-patients clinic and the gift shop adjacent to the main hospital main entrance.

## **Fire procedures**

### **Weekly fire alarm test**

A fire test is performed every Tuesday morning and will sound for up to 20 - 30 seconds.

### **Fire alarm activation**

In the event the fire alarms do go off, a nurse will advise you on what to do. Please do not evacuate the ward unless you are told to do so by a member of the ward team.

## **Smoking**

The Royal Marsden operates a strict no smoking policy anywhere in the hospital and its grounds. This includes the use of e-cigarettes.

## **Catering**

Nutrition is an important part of your recovery and all our meals are designed in conjunction with our Consultant Dietitian to provide the right balance of energy, protein and other nutrients. If you are unable to find suitable foods on the menu our catering staff will be happy to discuss alternative options with you. There is also a call order menu that can be accessed out of normal meal times.

We will ask you some questions about your nutrition and weight on admission and we may refer you to a dietitian if you need a personal review.



## **Meal times**

Breakfast	8.00am - 9.00am
Lunch	12.30pm - 2.00pm
Supper	6.00pm - 7.00pm

The Trust operates a protected meal times policy. This is a period over lunch and supper times when all non-urgent activity on the ward is minimised to prevent any unnecessary interruptions to meal times.

### **The protected meal times are:**

Lunch	12.30pm – 2.00pm
Supper	6.00pm – 7.00pm

Please let the nurse looking after you know if you need assistance with your meals. A red napkin will be placed on your meal tray to make all staff aware.

Visitors can purchase meals or light snacks and drinks from one of the Trust's catering outlets.

The Cherry Tree Café is situated on the ground floor by the main reception. Open 7.30am to 7.00pm, Monday to Sunday. The Cherry Tree Restaurant is also on 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. Vending options are available throughout the day; vending is located in the Cherry Tree seating area

For infection control reasons we are unable to heat up or store any food brought in by patients or relatives in the ward kitchen.

## **Interpreting service**

We offer a telephone and face to face interpreting service for those patients whose first language is not English. Please ask the nurse looking after you if you need this service.



## **Spiritual needs**

The Royal Marsden cares for patients and relatives with many different religious needs. A resident Anglican chaplain is always on call. Part-time Roman Catholic, Free Church and Jewish and Muslim chaplains visit the hospital regularly. Representatives from any faith can always be sent for. The chaplains can also provide a variety of non-Christian reading matter and devotional aids.

A multi-faith prayer room is available in the hospital, located on the third floor west wing. The hospital chapel is always open for a time of quiet reflection and prayer. Everyone is welcome to use both the prayer room and the chapel. If you do not feel well enough to walk, arrangements can be made to take you in a wheelchair.

There are regular chapel services on Sundays, Holy days and special occasions, and also lunchtime concerts of recorded music. The ward team will know the times of these events, which are also advertised on the notice boards. You are welcome to invite your relatives and friends to accompany you.

The sacraments of Holy Communion, Reconciliation and Anointing of the Sick are always available at your bedside.

If you would like a chaplain or religious leader to come and see you, please ask a member of the ward team who will be happy to arrange this.

## **Palliative care support services in the community**

We strongly recommend all patients who are participating in Phase 1 trials to have local palliative care support in place. If you do not, we will discuss this service with you and will be happy make the referral on your behalf.

## **Travel expenses**

Public transport fares will be covered by the trial sponsor, so please keep tickets or receipts. In addition, mileage for the return journey from your home address to the hospital will also be covered. This

is calculated using the AA route finder. Please ask the CTO of your trial for the exact amount paid per mile. Finally, your parking at the hospital will also be paid. These expenses can be claimed from the date you are consented to the trial until your final visit on the trial.

You will be given an expenses form at your screening visit, so please keep all receipts from the date you have signed consent. Please note that generally it takes approximately one month for expenses to be processed and we would appreciate if you could batch them into monthly claims. If this is a problem, please speak to the sister or senior staff nurses on either Oak Ward or Oak Day Unit.

Processed claims can be collected from Oak Ward reception. Payments can either be collected from the cashier's office or paid directly into your bank account via BACS.

On occasions you may need to have trial related assessments at other hospitals. The receptionists on Oak Ward will book a taxi for these journeys. You will not be asked to pay for these as they are pre-paid.

## **Car parking**

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, follow these instructions:

- 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 the 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 a number of disabled spaces within the car park.



## **Making comments**

On discharge you will be provided with a friends and family card to provide any comments you may have on any aspect of your stay in hospital. You can put this in the box positioned on the ward should you wish these to be anonymous.

### **If you are dissatisfied**

If there are any aspects of your stay in hospital that you are dissatisfied with, please discuss initially with the Ward Sister or the nurse in charge.

### **Written concerns**

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

The Patient Advice and Liaison Officer (PALS)  
The Royal Marsden NHS Foundation Trust  
Fulham Road  
London, SW3 6JJ

### **Compliments**

We would be delighted to hear from you, please feel free to send any letters of praise to the ward sister, at the address above.

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

## Contact details

If you have any questions or concerns about your trial, please get in touch and a member of the medical team will be happy to speak to you.

Oak Ward: 020 8915 6000 / 6001

Opening times: 8.00am on Monday until 8.00pm on Friday

The Royal Marsden Foundation Trust, Downs Road, Sutton,  
Surrey, SM2 5PT

At your screening appointment we will give you a card with our out of hours contact details for weekends and bank holidays along with the unique CCR number of the trial your are allocated to.

## The Royal Marsden Macmillan Hotline

**020 8915 6899**

You can ring the hotline 24 hours a day, 7 days a week.

Call us straight away if you are feeling unwell or are worried about the side effects of cancer treatments.

This service provides specialist advice and support to all Royal Marsden patients, as well as to their carers, and both hospital and community-based doctors and nurses caring for Royal Marsden patients.

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This booklet is evidence based wherever the appropriate evidence is available, and represents an accumulation of expert opinion and professional interpretation.

Details of the references used in writing this booklet are available on request from: The Royal Marsden Help Centre  
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Email: [patientcentre@rmh.nhs.uk](mailto:patientcentre@rmh.nhs.uk)

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The information in this booklet is correct at the time of going to print.

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



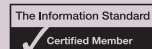
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[royalmarsden.org](http://royalmarsden.org)  
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Life demands excellence



Radiotherapy and  
Chemotherapy Services  
F538021 & F538022



CUSTOMER  
SERVICE  
EXCELLENCE

