

## Hospital2Home Service

There may come a time when it is no longer appropriate for you to attend The Royal Marsden for further anti-cancer treatment. When this happens, it can be a difficult and uncertain time for you and your family. The aim of the Hospital2Home (H2H) service is to aid the transition of your care from acute oncology treatment, to specialist palliative care in the community at the point of discharge. This service is delivered by an experienced medical and nursing palliative care team based at The Royal Marsden.

The Hospital2Home (H2H) service will usually telephone those involved in your care at the point of discharge. The Primary and Specialist Palliative Care teams will be responsible for managing your care in the community.

The healthcare professionals contacted will be your GP, District Nurse, Community Palliative Care Nurse Specialist and anyone else in your care provision. They will be informed and updated about your current management plan, including your wishes and preferences. In order to best meet your needs, we may discuss your medical, nursing, social and psychological needs with everyone involved.

In some circumstances, your Clinical Nurse Specialist (CNS) may suggest that you have a face to face Case Conference at home or through using one of the virtual platforms. This would involve the H2H CNS and community healthcare professionals mentioned above, to arrange a meeting with you and those close to you in your home. You and the healthcare professionals will discuss your needs and make a plan for the future.

Should you wish to discuss this, you can contact the Hospital2Home team Monday to Friday, 9am–5pm on the following numbers:

**Sutton:** 0208 661 3182

**Chelsea:** 0207 808 2761

Alternatively, please call:

**The Royal Marsden Macmillan Hotline:** 020 8915 6899  
(available 24 hours a day, 7 days a week)



## **Patient self-help and support groups**

The Royal Marsden also offers Help Centres at both hospital sites; Patient Advice and Liaison Service (PALS). Within these designated centres, staff will be able to offer additional helpful information regarding patient support services.

### **The Royal Marsden Help Centre**

Telephone: 0800 783 7176

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

## **Further support**

### **Macmillan Cancer Support**

Macmillan Cancer Support provides specialist health care, information and financial support to people affected by cancer.

Website: [www.macmillan.org.uk](http://www.macmillan.org.uk)

Support line: 0808 808 0000

### **Marie Curie**

Marie Curie provides practical information and support, a support line and provision of publications and resources.

Website: [www.mariecurie.org.uk](http://www.mariecurie.org.uk)

Helpline: 0800 090 2309

