

Out of hour's service

All children and young people families (evenings, nights, weekends and all bank holidays)

The Royal Marsden switchboard:
020 8642 6011

There is an automated message with options - please ask for the operator and request to contact the PATCH team. The operator will then contact the member of the team on call who will call you back.

When contacting the service, you will need to give your child's name and a contact telephone number where you can be reached. Your telephone call should be returned within 20 minutes.

The ROYAL MARSDEN
NHS Foundation Trust

Paediatric Patient Advice by Telephone for Care at Home, Hospice, or Hospital (PATCH) service

Information for Patients,
Parents and Carers

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Radiotherapy and
Chemotherapy Services
F938021 & F938022



What is the PATCH Service?

The PATCH Service is a commissioned NHS England service. The service provides out of hours telephone advice 7 day a week, 365 day a year for children and young people (CYP) and their parents and carers and health care professionals, working alongside your locally based nursing, hospital and/or hospice teams. We aim to support you as a family by providing specialist advice on your child's symptom management such as pain, sickness and any other concerns.

How does the PATCH service work?

The team is made up of specialist doctors and nurses. The PATCH team will have access to your child's patient records to help with the symptom advice.

PATCH is a jointly funded service for patients receiving care from Shooting Star Chase Children's Hospice or The Royal Marsden NHS Foundation Trust, hosted by The Royal Marsden. You and your family will be asked to give feedback on this service which will help to improve the service in the future.

Information from telephone calls will be recorded on your child's medical records. Your child's named key worker will be updated about your call the next working day.

PATCH Team

Dr AK Anderson, Consultant in Paediatric Palliative Medicine

Lucy Coombes, Clinical Nurse Specialist (CNS)

Maggie Breen, CNS

Charlotte Bradbourne, CNS

Tracie Lewin-Taylor, CNS

Sinead Summers, CNS

Gemma Maynard, CNS

Katherine Hedges, CNS

Clinical Fellow

Contact details

Non-oncology

Shooting Star Chase patients
(Monday to Friday, 9am-5pm)

Christophers at Chase:	01483 230 960
Shooting star House:	020 8783 2000
Tracie Lewin-Taylor:	07772 898 863
Sinead Summers:	07738 820 213
Rachael Welsby:	07843 099 481

Oncology

The Royal Marsden patients (Monday to Friday 9am-5pm)

Children and Young People's services:
020 8661 3625

The secretary will direct the call to an available clinical nurse specialist (CNS)

If there is a voicemail message, this will direct you to another available telephone number for symptom advice. Non urgent messages may be left on the voicemail.