

The ROYAL MARSDEN
NHS Foundation Trust

Welcome to the
Oak Cancer Centre



NHS

Funded by 
The
ROYAL
MARSDEN
Cancer Charity



Oak Cancer Centre south atrium

The Oak Cancer Centre at The Royal Marsden in Sutton is a state-of-the-art research and treatment facility that will help us accelerate the development of new cancer treatments and diagnose more cancers at an earlier stage.

With floor-to-ceiling windows, the Oak Cancer Centre has been specifically designed to enhance patient experience in a bright and peaceful environment and provide our staff with the best facilities to conduct their life-saving and innovative work, which will transform the lives of patients at The Royal Marsden, across the UK and beyond.

The Royal Marsden is incredibly grateful to supporters of The Royal Marsden Cancer Charity, who have raised the vital funds to make the centre possible.

How to get here

Entrances

The Oak Cancer Centre has two entrances with the main entrance on the ground level, accessed via Cotswold Road.

The Oak Cancer Centre can also be accessed from the existing hospital and Downs Road entrance via a corridor on the ground level of the East Wing.

Parking

If driving, please use the Cotswold Road entrance where there is dedicated patient parking near the entrances. This includes accessible parking and electric charging vehicle bays as shown on the map overleaf.

There is also a dedicated patient drop-off area outside the Oak Cancer Centre. Please use the Cotswold Road entrance if you are being dropped off for your appointment.

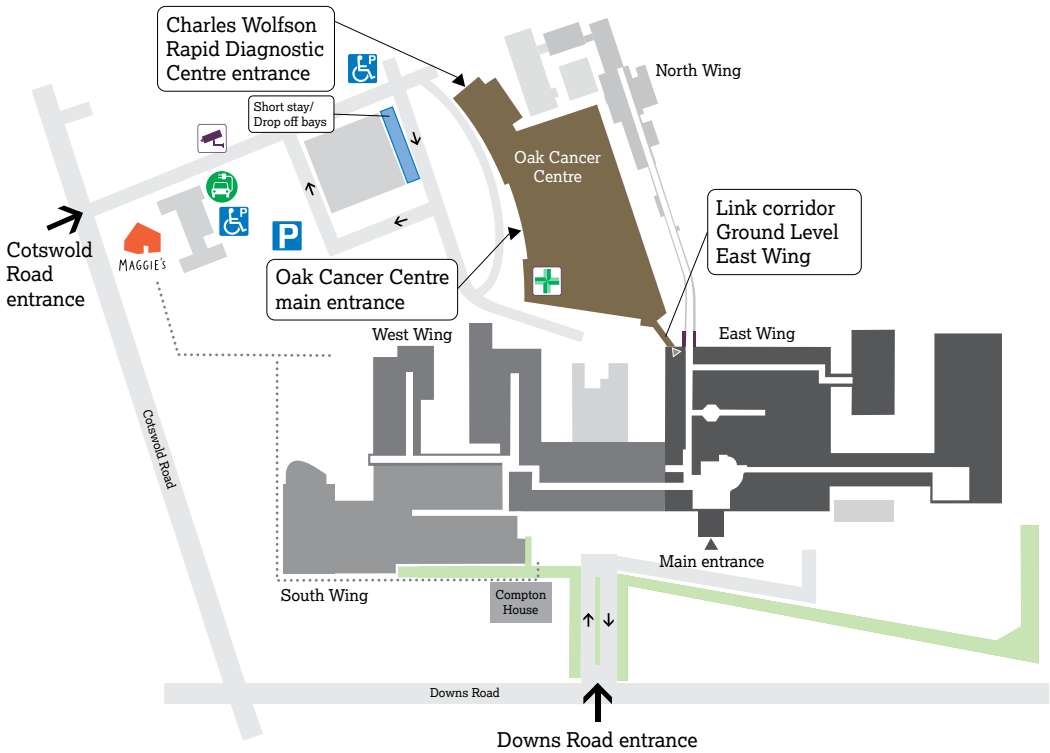
If using a Sat Nav or maps the postcode SM2 5NG will take you to Cotswold Road.

More information about parking and charges can be found at **royalmarsden.nhs.uk/parking-sutton**.







Public transport

The Royal Marsden and the Oak Cancer Centre are well served by train, bus and cycle routes.

For more information on transport routes, please visit our website: **[royalmarsden.nhs.uk/contact-us/how-get-royal-marsden/sutton](https://royalmarsden.nhs.uk/contact-us/how-get-royal-marsden-sutton)**.



Key

- | | | | |
|--|---------------------------|---|--|
|  | Car parking |  | Building entrances |
|  | Accessible car parking |  | Automatic Number Plate Recognition (ANPR) camera |
|  | Electric vehicle charging |  | Pharmacy |



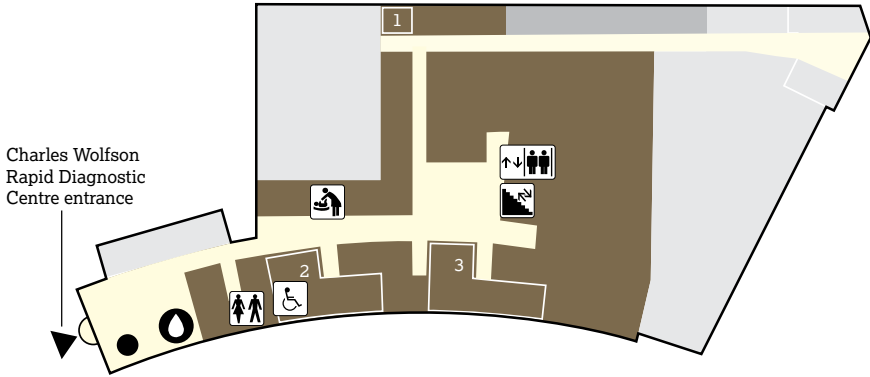
Helen McCafferty, Lead Nurse Oak Cancer Centre

Finding your way around

Department	Level
Charles Wolfson Rapid Diagnostic Centre – <i>Mammography</i> – <i>Ultrasound</i> – <i>Lung function</i>	LG
Welcome and Patient Transport desk	G
The Royal Marsden Cancer Charity office	G
Outpatients and Haematology Outpatients – <i>Peter Stebbings Blood Test Unit</i>	G
Pharmacy	G
Olayan Day Care Unit	2
Goldman Sachs Centre for Urgent Care	2
Kuok Research Centre	1 2 3

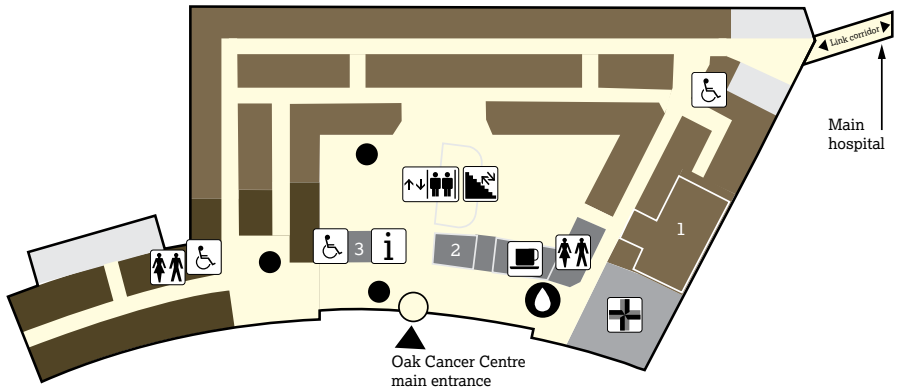
When visiting the Oak Cancer Centre please use the main lifts and stairs in the middle of the centre to get between the lower ground level, ground level and level two.

Lower Ground



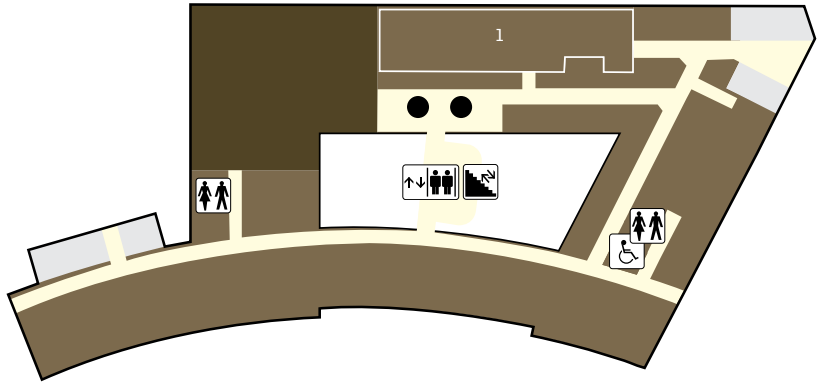
- | | | | | | |
|--|--------------------------------|--|---|--|--------------|
| | Toilets and accessible toilets | | Charles Wolfson Rapid Diagnostic Centre | | 3 Ultrasound |
| | Patient stairs and lifts | | 1 Lung function | | Water cooler |
| | Self check-in kiosk | | 2 Mammography | | |

Ground



- | | | | | | |
|--|--------------------------------|--|---|--|---------------|
| | Toilets and accessible toilets | | Haematology Outpatients | | Welcome point |
| | Patient stairs and lifts | | Outpatients | | Pharmacy |
| | Self check-in kiosk | | 1 Peter Stebbings Blood Test Unit | | Café |
| | | | Pharmacy | | Water cooler |
| | | | 2 The Royal Marsden Cancer Charity office | | |
| | | | 3 Transport reception and wheelchair bay | | |

Level 2



Toilets and accessible toilets

Olayan Day Care Unit



Patient stairs and lifts

1 Goldman Sachs Centre for Urgent Care



Self check-in kiosk

Kuok Research Centre



“

The treatment and care I have received at the hospital over the past year has been exceptional. The Olayan Day Care Unit will only make this experience better for patients like me. In the Oak Cancer Centre, there is glass, you can see the trees outside – the design will make such a huge difference for patients. It does not feel as clinical, and is a nicer place to be treated.”

Catherine, patient at The Royal Marsden

Opening times

Monday to Friday 8am–8pm

Saturday 9am–1pm

Sunday Closed

Before your appointment

You will have been informed directly by letter if your appointment is in the Oak Cancer Centre.

Please arrive on time for your appointment and bring your appointment letter and any medications with you.

Volunteers

Our volunteers help us deliver the best services and improve the lives of people affected by cancer. If you are unsure where to go when you arrive, one of our meet-and-greet volunteers in a lilac shirt will be able to help you sign in.

Checking in

Upon arrival please go to the department stated on your appointment letter.

We will ask you to check in at a self check-in kiosk and take a seat until you are called for your appointment.

When the clinician is ready to see you, your name and the room you will be seen in will be displayed on the screen in the waiting area. You will also receive a text or a notification on MyMarsden if you have opted into either of these communication preferences.

Café

The Barista & Baker café on the ground level offers coffee and a small range of snacks. Hot food is available at The Cherry Tree Restaurant in the main hospital building.

Charles Wolfson Rapid Diagnostic Centre

Lower ground level

The Charles Wolfson Rapid Diagnostic Centre is for patients with suspected cancer symptoms to have diagnostic tests and care without delay. The Oak Cancer Centre allows us to increase the number of patients we can see by expanding our specialist diagnostic services in Sutton.

A whole range of diagnostic techniques are performed, including diagnostic imaging (mammography and ultrasound), tissue sampling and biopsies. The majority of patients will have their required tests performed and results available on the same day.

If your appointment is in the Charles Wolfson Rapid Diagnostic Centre, please arrive using the Charles Wolfson Rapid Diagnostic Centre entrance on the lower ground level.

Outpatients and Haematology Outpatients

Ground level

Outpatients and Haematology Outpatients provide clinics for undiagnosed patients, patients receiving treatment and patients on follow up. By bringing together all outpatient departments on a single level, patients can undergo blood tests, see their consultant, and collect a prescription without visiting different levels.

If your appointment is in Outpatients or Haematology Outpatients, please arrive using the Oak Cancer Centre main entrance. Haematology Outpatients is on your left and Outpatients is in front of you. Both areas have their own reception desk.

Charles Wolfson Rapid Diagnostic Centre



Michelle Ellis, Senior Health Care Assistant, Laura Asika, Matron of Outpatients and Charles Wolfson Rapid Diagnostic Centre and Danisa Vedana, Nursing Associate in the Charles Wolfson Rapid Diagnostic Centre



Paula Bedoya, Senior Health Care Assistant,
in the Peter Stebbings Blood Test Unit

Pharmacy

Ground level

Opening times

Monday to Friday 8.30am–6.30pm

Saturday 9am–1pm

Sunday Closed

If you need to collect a prescription following your appointment, you will find the Pharmacy on the ground level. This service is delivered by RM Medicines, a wholly owned partner of The Royal Marsden, specialised to deliver the outpatient pharmacy service for the Trust.

If you are on a research trial you will need to collect your prescription from the Research Pharmacy, which is located by the Downs Road main entrance.



Divine Uy, Staff Nurse and Eve Allen, Deputy Matron in the Olayan Day Care Unit

Olayan Day Care Unit

Level two

The Olayan Day Care Unit is a treatment area which provides care for patients receiving chemotherapy and other cancer treatments. This has been designed specifically to maximise the comfort of patients by creating a bright and peaceful environment with generous space.

If your appointment is in the Olayan Day Care Unit, please arrive using the Oak Cancer Centre main entrance and take the main lifts or stairs up to level two.

Goldman Sachs Centre for Urgent Care

Level two

The Goldman Sachs Centre for Urgent Care is a state-of-the-art facility where patients who become unwell can be quickly assessed, treated and where possible avoid being sent to a local A&E department.

It has been designed so that patients receive their treatment and care in a private and calming environment. This larger unit will allow us to increase the number of patients that can be seen by the specialist teams. If you need to be treated in the Goldman Sachs Centre for Urgent Care, you will be booked in by your clinical team.

Kuok Research Centre

Levels one, two, three

The Oak Cancer Centre is also home to the Kuok Research Centre where more than 400 researchers are now under the same roof as patients and clinicians. This highlights the central part our patients play in clinical research by taking part in clinical trials.

Having researchers from different tumour specialities working alongside each other for the first time means they can easily share their latest innovations. This will help speed up the development of new treatments that will save the lives of patients.



Main staircase in the Oak Cancer Centre

During your visit

Patient Advice and Liaison Service (PALS)

PALS are here to provide you with information about services at The Royal Marsden as well as guide you to other health resources and help with any questions, concerns or complaints.

If you would like to visit the PALS team during your visit to Sutton, their office can be found by the main entrance of the main hospital building in the East Wing. You can easily get there from the Oak Cancer Centre by walking along the ground level link corridor.

020 8661 3759 / 020 8661 3951

patientcentre@rmh.nhs.uk

Patient Information Library

Our Patient Information Library has information for you, your family and carers that can help you understand your diagnosis, treatment and what to expect when you come to our hospital.

Visit our Patient Information Library online at

patientinfolibrary.royalmarsden.nhs.uk.

MyMarsden

You can find out information about your appointments, test results and send messages to your healthcare team through the MyMarsden app. For more information visit

royalmarsden.nhs.uk/mymarsden.

The Royal Marsden Cancer Charity

The Royal Marsden Cancer Charity has raised an incredible £70 million to make the Oak Cancer Centre possible.

To find out more about how you can support their work, visit their office on the ground level of the Oak Cancer Centre or go online at **royalmarsden.org**

020 7808 2233

charity@royalmarsden.org

For further information on the Oak Cancer Centre please visit our website at **royalmarsden.nhs.uk/oak-cancer-centre**.

If you need to speak to someone about your treatment, then please contact the number provided on your appointment letter or visit **royalmarsden.nhs.uk/contact-us/sutton**.

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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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Sutton 020 8661 3759 / 3951

Email: 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

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