

The ROYAL MARSDEN

NHS Foundation Trust

Haemato-Oncology Palliative care service (HOPS) – Myeloma

Symptom Control and Palliative Care Team

Patient Information



What is HOPS?

HOPS is a symptom control and palliative care service designed specifically for all our patients with Haemato-Oncology disease.

Our service is to offer support alongside active cancer treatment. We are a part of the haematology team and will see you in your routine clinic appointments as well as virtual follow up if you require it.

What we do?

Our HOPS service provides emotional and social support as well as signposting you to other help that may be available to ensure that you have sufficient information that can assist with your future care planning and decision making.

Our aim is to support you, alongside your team, through your treatment and help manage your symptoms to improve your quality of life whether physical, psychological, social or spiritual.

It is well documented that early symptom control and palliative care in haemato-oncology patients has positive impact on outcomes such as quality of life.

Symptom control

Your disease and side effects from treatment may cause you symptoms such as bone pain, nausea and vomiting, constipation, diarrhoea and fatigue. The HOPS team are specialists in helping control these symptoms.

We understand that this can be a difficult time for friends and family too and that they are an important part of your care which may involve signposting to supportive services both internally and externally.

Advance care planning

Advance care planning (ACP) involves thinking about, discussing, and recording what is important to you and your wishes for your future care and treatment. ACP can also include legal aspects such as making a will and Lasting Power of Attorney. This ensures that if there is a time when further cancer treatment options are limited and you become more unwell and unable to make decisions for yourself, the people caring for you are aware of your wishes and can do what is right for you.

Why now?

We are always hoping for a good response to treatment; however, it is never too early to think about advance care planning.

Thinking and talking about a time when you might be more unwell/ or time is limited or there are no further cancer treatment options, can seem daunting for you and your loved ones. It may also feel too early to be having these conversations as you are continuing to have treatments that are aiming for remission or stable disease. However, many people find having conversations earlier about their wishes allows them to continue to hope for the best, but to prepare for the possibility that the treatment may not work.

Personalised care

To ensure that we support your individual needs we use an assessment tool called IPOS (Integrated Palliative Outcome Scale).

This allows us to identify and address what is most important to you and your family.

The assessment tool has 10 questions and usually takes 5–10 minutes to complete.

Dependent on your preference this can be via My Marsden app or in paper form.

Contact details

If you have any questions or concerns, please contact the HOPS team through My Marsden or via the HOPS team email:

HOPS@rmh.nhs.uk

For non-urgent queries contact Clinical administration:

Sutton **020 8661 3182**

Chelsea **020 7808 2761**

For any urgent clinical issues, or out of hours please call:

The Royal Marsden 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.

Notes and questions

References

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

Telephone: Chelsea 020 7811 8438 / 020 7808 2083

Sutton 020 8661 3759 / 3951

Email: patientcentre@rmh.nhs.uk

No conflicts of interest were declared in the production of this booklet.

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

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