The ROYAL MARSDEN
Private Care

Why choose Private Care at The Royal Marsden?


The ROYAL MARSDEN
Sandy Palmer
Senior Staff Nurse
Private Care

Private Care at The Royal Marsden

As a patient at The Royal Marsden, you will have access to some of the most distinguished consultants and cancer specialists in the world. As the UK's only National Institute for Health Research Biomedical Research Centre dedicated solely to cancer, you will benefit from world-leading diagnostic techniques and treatments based on the very latest research. Our multidisciplinary team will agree a unique treatment plan tailored around your individual needs.

Following our latest inspection by the Care Quality Commission (CQC), The Royal Marsden has been rated 'Outstanding' overall and 'Outstanding' in the CQC's new 'Well Led' inspection. At The Royal Marsden, we pride ourselves on offering the same exceptional standards of care to both our NHS and private patients.

This booklet outlines the benefits of Private Care in the following areas:

- Our NHS and private services working together
- Speed of access to all available treatments
- Your chosen consultant at every appointment
- Outstanding nursing care
- Dedicated international team
- Hotel services.


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Our NHS and private services working together

As our private facilities are located within a highly successful NHS Foundation Trust, our private patients benefit from the facilities, governance and rigorous quality standards of the NHS. Our private services must meet the same infection control, information governance, ethical and procedural standards as our NHS services and we have teams in place to inspect, monitor and report on these indicators.

The income from Private Care is invested in the facilities, research, technology and people that make The Royal Marsden a world-leading oncology centre and enables us to give you the highest possible standard of care.



Speed of access to all available treatments

As a private patient, you will experience short waiting times and fast access to treatments and diagnostic tests. To facilitate this, we aim to book your first appointment within 48 hours of receiving the initial referral. You will also receive a choice of appointment times.

You will have access to all available and clinically appropriate treatments at The Royal Marsden, including the latest drugs/targeted therapies and state-of-the-art radiotherapy as well as complementary therapies or rehabilitation. We also have nine modern and fully equipped theatres, and the largest cancer critical care facility in the United Kingdom and one of the biggest in Europe.

Just some of the world-leading treatments and diagnostic testing available at The Royal Marsden include:

- Da Vinci Xi robotic surgery which allows surgeons to perform microscopic incisions with greater accuracy and control than ever before.
- Magnetic Resonance Linear Accelerator (MR Linac) machine which both generates magnetic resonance images and delivers X-ray radiation beams – allowing radiotherapy to be adjusted in real time and delivered more accurately and effectively.
- 11 linear accelerators to deliver the latest radiotherapy techniques including CyberKnife radiotherapy, which uses a combination of imaging and a fully moveable radiotherapy delivery system to give high doses with pinpoint accuracy to reduce the number of treatments needed.
- Molecular diagnostics performed by our Centre for Molecular Pathology test the tumour for 'markers'. These markers can be used to inform which treatments will work and which won't, meaning we can personalise treatment to that particular cancer.
- The latest targeted drug therapies, which have been developed to target individual cancer cells based on the results of the molecular diagnostic testing.
- Immunotherapy treatments, where the body's own immune system is used to attack cancer cells.
- Genetic testing can highlight cancer risk and if additional screening is required. It can also inform which treatments have a greater chance of success and gives family members the option to find out whether they're at a higher risk.
- Extensive imaging facilities include the latest PET CT scanners and CT and MRI facilities ensuring the most accurate diagnosis and assessment/monitoring throughout treatment.



Your chosen consultant at every appointment

As a private patient you can choose which consultant you are referred to at The Royal Marsden. Our consultants work together in multidisciplinary teams, which means that you will gain the expertise of your chosen consultant and the full team, including other consultants, surgeons, radiographers, clinical nurse specialists and rehabilitation specialists.

You will see your chosen consultant at each outpatient appointment and they will lead your care in every respect.

Outstanding nursing care

Both our NHS and private services benefit from the expertise, compassion and dedication of exceptionally dedicated nursing teams.

Clinical Nurse Specialists support you throughout your treatment and provide follow up care to help you manage side effects as well as emotional support. Nurse to patient ratios are high on private wards and this means patients can benefit from the continuity of the same team looking after them throughout their stay.

The Royal Marsden Macmillan Hotline is available to provide you with help and support in relation to your treatment. Your call will be answered by an experienced acute oncology nurse 24 hours a day, seven days a week. The Hotline is available on 020 8915 6899.

Dedicated international team

In order to make your stay with us as easy and stress free as possible, our dedicated international team of advocates, translators and co-ordinators are available to support you through all aspects of your treatment.


The ROYAL MARSDEN
Kim
Barnaby
Ward Hostess
Private Patients

Hotel services

Your inpatient room

Wherever possible, we offer our private patients single rooms with en-suite facilities in our dedicated private wards. Our rooms have full access to the Patient Entertainment System, complimentary toiletries, newspapers and wifi access.

Our Front of House team will welcome you to the ward and will guide you through our facilities and services. They are always on hand to help make your stay as comfortable as possible.

We are continuously refurbishing and upgrading our facilities so that our private patients are treated in the best possible surroundings.

A private outpatient department and medical day unit

We have separate outpatient and medical day unit (MDU) facilities in both our hospitals for private patients, where a dedicated team of doctors and nurses will ensure you receive the highest possible standard of care in bespoke facilities.

Food and catering

Our private patients benefit from a bespoke menu that has been designed and approved by our team of nutritionists. The menu offers a range of choices and we are able to cater for all dietary needs. Meals are cooked on site by our dedicated catering team and our Ward Hosts are on hand to take your order and ensure service runs smoothly.

Contact us

For more information about Private Care at The Royal Marsden or to register as a private patient, contact our Central Referral and Information Line on **+44 (0)20 7811 8111**, open Monday to Friday 8am-6pm and Saturday 10am-2pm.

You can also email **privatepatients@rmh.nhs.uk** or visit us online at **royalmarsden.nhs.uk/private-care**

Life demands excellence

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Radiotherapy and Chemotherapy Services
FS38021 & FS38022