

A guide for patients

Contents

Introduction.....	1	<i>Patient and public involvement</i>	25
Getting to the Centre	4	<i>Headstrong and Wig service</i>	25
Travel claims	10	<i>Simple hand and foot massage service</i>	25
Attending The Clatterbridge		<i>Pets As Therapy (PAT)</i>	25
Cancer Centre	11	Information for inpatients at The Clatterbridge Cancer Centre	26
<i>Chemotherapy patients</i>	11	<i>Visiting</i>	26
<i>Radiotherapy patients</i>	11	<i>Where to stay</i>	27
<i>The outpatient department</i>	12	<i>Arrangements for weekend leave</i>	27
<i>Pager service</i>	12	<i>Personal possessions</i>	28
<i>Refreshments</i>	13	<i>Clothing</i>	28
<i>Cash machine</i>	13	<i>Meals</i>	29
<i>Smoking</i>	14	<i>Keeping in touch</i>	29
<i>Security</i>	14	About your health records	30
<i>Telephone</i>	14	<i>Your healthcare record</i>	30
<i>Infection control</i>	14	<i>Access to health records</i>	31
Services at the Centre	15	<i>Fair processing notice</i>	32
<i>Chemotherapy</i>	15	<i>Copying clinical letters to patients</i>	32
<i>Radiotherapy</i>	16	<i>Asking for a second opinion</i>	33
<i>Triage acute oncology service</i>	17	<i>PACS & RIS</i>	33
<i>Imaging</i>	18	<i>A&E oncology alert system</i>	34
<i>Pharmacy</i>	18	<i>PharmaC</i>	35
<i>Rehabilitation and Support</i>	20	<i>Shared care records</i>	35
<i>The Clatterbridge Clinic (private patient unit)</i>	20	<i>Access to your information</i>	37
<i>Research</i>	21	<i>West Cheshire Care Record</i>	38
Information and support	22	General information	39
<i>Macmillan Cancer Information & Support Centres</i>	22	<i>Health and safety</i>	39
<i>Maggie's Merseyside at Clatterbridge</i> ...	23	<i>Volunteers</i>	39
<i>Patient Advice and Liaison Service (PALS)</i>	24	<i>Making a difference</i>	40
		Useful contacts	41



Welcome to The Clatterbridge Cancer Centre

This booklet gives you some basic information about the services and facilities we offer and about health services in general.

We hope the booklet will answer some of the questions you may have at this stage. Other information leaflets are also available. Please remember, we are here to help and support you, so if you have any questions that the leaflets do not cover, please ask.



The Clatterbridge Cancer Centre is one of the largest networked cancer centres in the UK, making more than 220,000 patient contacts to over 30,000 patients per year. We offer high quality, specialist cancer diagnosis and care to residents in Merseyside, Cheshire, North Wales, the Isle of Man and parts of Lancashire as well as national and international cancer patients. We have radiotherapy services at two sites: one in Wirral and the other in Liverpool on the Aintree hospital site. In addition, at the Wirral site, we have The National Centre for Eye Proton Therapy which provides proton treatment for eye tumours, the Papillon Suite which provides treatment to superficial rectal cancers and The Clatterbridge Clinic, a private patient unit which provides treatment to both UK and international patients.

Our medical and nursing teams deliver chemotherapy at the Wirral site and Clatterbridge chemotherapy clinics at hospitals across Merseyside and Cheshire.

Our Vision

- ✓ To provide the best cancer care to the people we serve

Our values

- ✓ Putting people first
- ✓ Achieving excellence
- ✓ Passionate about what we do
- ✓ Always improving our care
- ✓ Looking to the future



NHS Constitution

The NHS Constitution tells you about your legal rights and sets out pledges that the NHS strives to deliver. We fully support the Constitution and do all we can to uphold your rights and fulfil the NHS pledges. If you feel we have not done so, please let your nurse or radiographer know or ask to speak to the Patient Experience Manager. You can find out more from www.dh.gov.uk.

Patient survey

It is very important to us to know what our patients feel about the service we provide. We will invite you to complete a short survey at the end of your stay or treatment. We value what you tell us and it helps us improve our services. If you are not given a form, please ask your nurse or radiographer. The form will be anonymous.

The Friends and Family Test (FFT)

The NHS wants to ensure that you have the best possible experience of care. The Friends and Family Test is a way of gathering your feedback about your experience with us at The Clatterbridge Cancer Centre, and helps drive improvement in our hospital services. This very short questionnaire is anonymous.

Comments, concerns, compliments and complaints

All staff at The Clatterbridge Cancer Centre try to provide the best service for patients and visitors. If you have any ideas on how we can improve our services, please discuss them with one of the staff looking after you or fill out a comments, concerns, compliments and complaints form available from various locations around the hospital. Alternatively, you may contact the Patient Experience Manager on 0151 482 7927 or email PALS@clatterbridgecc.nhs.uk.

Getting to the Centre

Those travelling from the Isle of Man should contact Patient Transfer Services on (01624) 679544.

By transport provided by the NHS

If you have difficulty getting to your appointment at either the Wirral or Liverpool site, please contact the Transport Department on 0151 334 1155 ext. 4149, who may be able to arrange hospital transport for you, depending on your circumstances. We will need at least two working days' notice to do this and we encourage you to use private or public transport, when possible.



How to get to the Wirral site

By public transport

Buses stop at the entrance to The Clatterbridge Cancer Centre building. The nearest train station is Spital station; however, this is not within walking distance of the Centre. It is easier to travel to Bebington station, as buses from this station stop at the entrance to The Clatterbridge Cancer Centre building. Bus and train services to the Centre often change. You can check timetables by calling traveline on 0871 200 22 33 or <http://www.traveline.info/>.

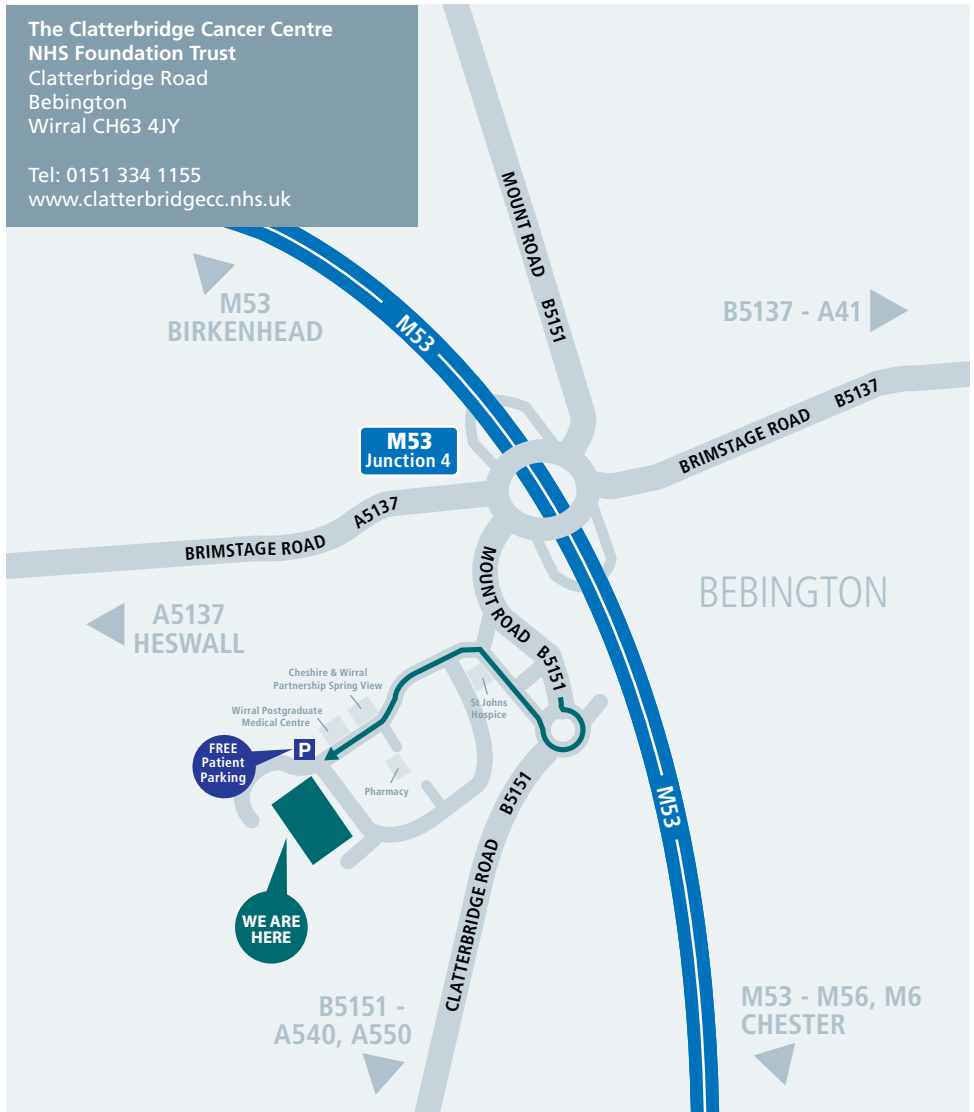
By car

The Clatterbridge Cancer Centre in Wirral is just off junction 4 of the M53. From junction 4, follow signs for Clatterbridge Hospital. Once you enter the grounds of the Clatterbridge Health Park, go straight ahead at the small roundabout. You will find The Clatterbridge Cancer Centre at the far end of the site.

At the front of the Centre's main entrance, we have free car parking for patients and visitors. Please have your appointment card/letter ready to show the car park attendant.

The Clatterbridge Cancer Centre
NHS Foundation Trust
Clatterbridge Road
Bebington
Wirral CH63 4JY

Tel: 0151 334 1155
www.clatterbridgecc.nhs.uk

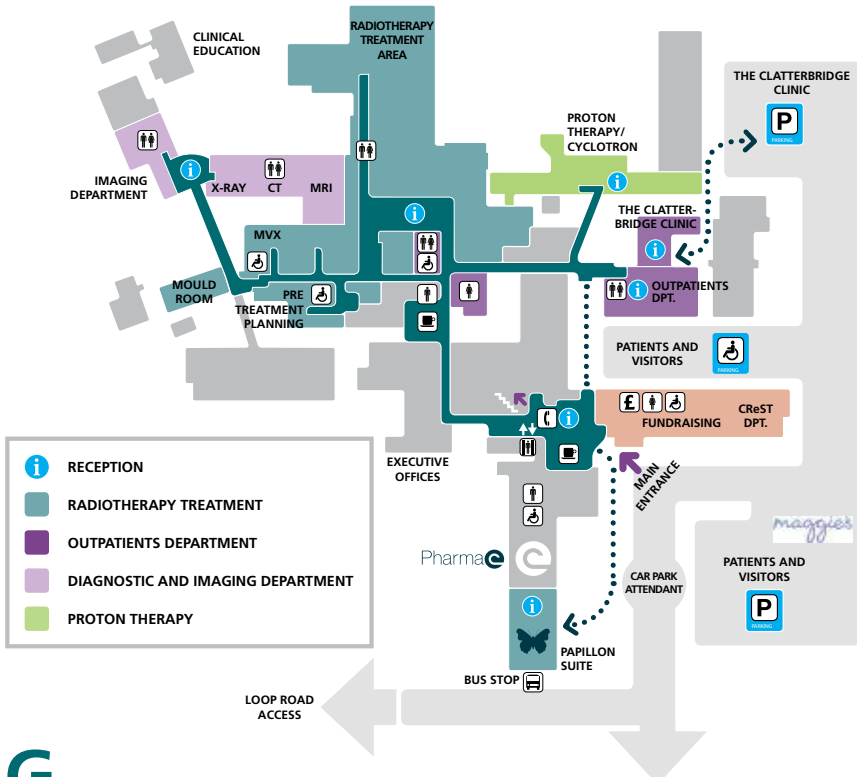
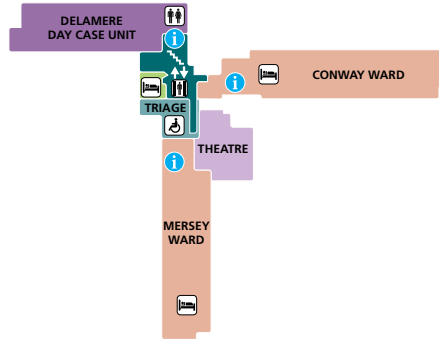


The Clatterbridge Cancer Centre – Wirral

2 Level



1 Level



G Level

TO M53 / BEBINGTON / NESTON

How to get to the Liverpool site

By public transport

Many bus routes travel close to the Aintree hospital site, with stops in Lower Lane and Longmoor Lane. Bus and train services often change. You can check timetables by calling traveline on 0871 200 22 33 or <http://www.traveline.info/>.

Rail users may travel to nearby Fazakerley Station which has regular service connections to central Liverpool and Kirkby Station. The Longmoor Lane entrance is approximately 100 yards from the station.

By car

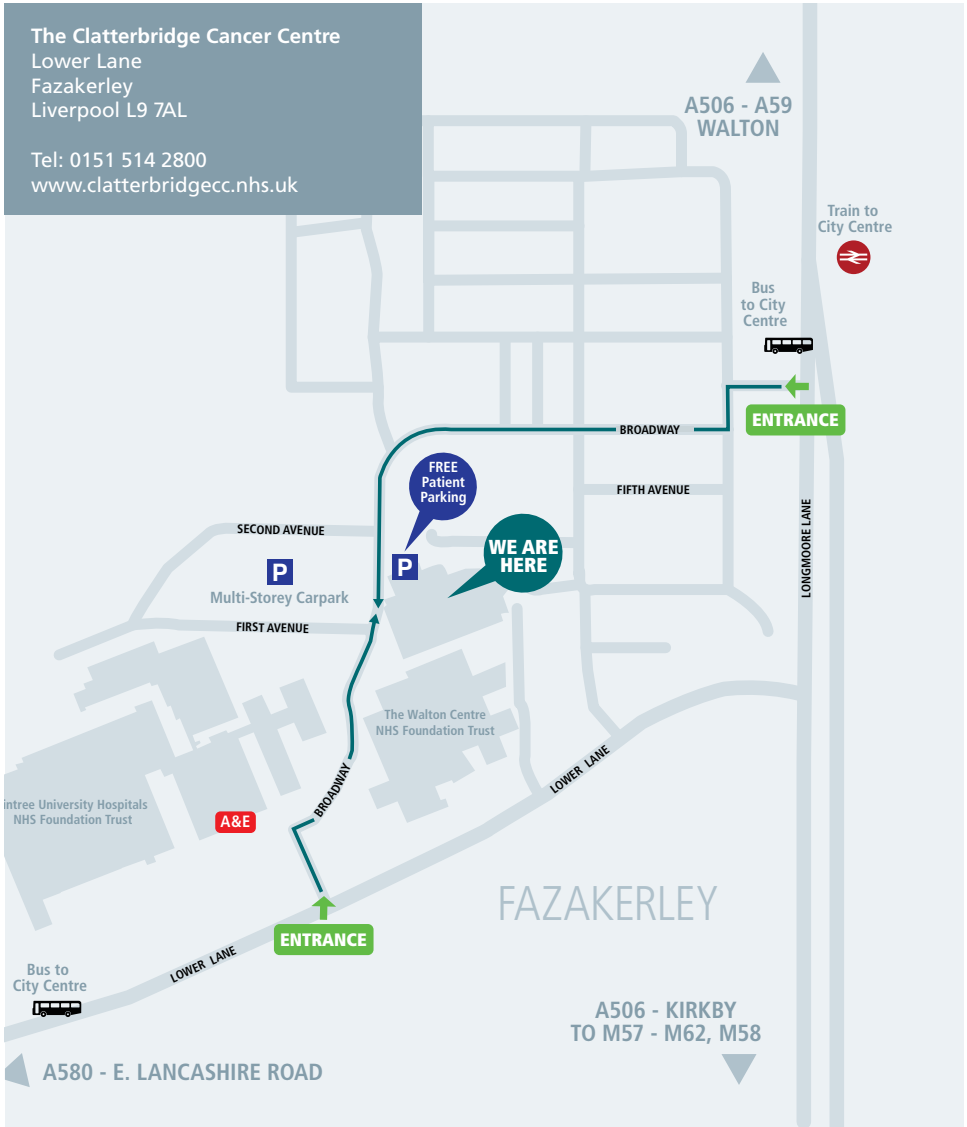
Situated to the northeast of central Liverpool on the A506, close to Junction 6 of the M57, the Aintree University Hospitals site is easily accessible from the UK motorway network via the M6 and M62.

At the front of The Clatterbridge Cancer Centre in Liverpool, we have free car parking for our patients and visitors. Please push the intercom button as indicated on arrival and reception staff will raise the barrier for you.



The Clatterbridge Cancer Centre
Lower Lane
Fazakerley
Liverpool L9 7AL

Tel: 0151 514 2800
www.clatterbridgecc.nhs.uk



Travel claims

If you are a patient receiving any of the following benefits and you are not using hospital transport, you may be entitled to claim help towards travelling expenses from your home to hospital for appointments and treatment:

- Income Support
- Tax Credit exemption with certificate or card
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Low Income Certificate HCR or HC3
- Guaranteed Pension Credit
- Universal Credit

If you receive one of the above benefits, please take proof to Patient Services on the ground floor in the main reception area of our Wirral site, they will advise you on how your claim will be processed. If you are attending our Liverpool site, the staff there will offer advice and give you the appropriate form to complete.

If you are not receiving any of the above benefits but are on a low income, you may still be entitled to help. Staff in Patients' Services will be able to advise further and give you the appropriate forms. You can call in person or telephone **0151 482 7578**. **The office is open Monday - Friday 9am - 4:30pm.**

If you would like further advice and information regarding other financial support that you or your family may be entitled to you can contact our Macmillan Benefits Advisors on 0151 334 1155 ext. 4902.



Attending The Clatterbridge Cancer Centre

Staff are available at the main entrances of each centre, should you require assistance. Wheelchairs are available, if required.

Chemotherapy patients

When you arrive at the Centre in Wirral, if you know which ward you are being treated on, please go directly to the ward. Otherwise, please go to the reception area on Delamere Day Case Unit on the first floor.

If you have any questions about your appointment times, please ask the staff at the appointments office or telephone

0151 334 1155 ext. 4124.

Radiotherapy patients

You will be required to attend the Wirral Centre for your radiotherapy planning. Please report to the reception desk in the radiotherapy department, where staff will then direct you. If your doctor has discussed with you the possibility of having your radiotherapy treatment at our Liverpool site, the planning process will still take place at the Wirral site, as we do not currently have a planning facility at Liverpool.

If you have any questions about your appointment times, please ask the staff at the appointments office or telephone

0151 334 1155 ext. 5256/4909.

The outpatient department

If you are booked into one of our outpatient clinics at the Wirral site, please go directly to the outpatient department. The outpatient department is open Monday - Friday and all clinics have a consultant led team of doctors and trained nurses.

Please report to the outpatients reception desk on arrival and bring details of any current medication, e.g. list of repeat prescriptions and details of any herbal preparations you use.

We try to ensure that you are seen at your appointment time; however, some clinics have to allow for a range of procedures. The time you spend with your doctor or nurse clinician will depend on your needs. There can be delays, but staff will keep you informed of the clinic's progress.

Pager service

We operate a pager service at the Wirral site which is available in the day case chemotherapy department (Delamere), the radiotherapy department and the outpatients department. This service allows you to leave the waiting areas to have a drink or snack. The pager will then alert you when you are due back into the department for your treatment or appointment.



Refreshments

Wirral

The RVS shop is in the main foyer and sells soft drinks, hot drinks, hot and cold food, newspapers, magazines, stamps, sweets, snacks and groceries.

Monday to Friday 8.00am - 5:30pm

Saturday and Sunday 11.00am - 2.00pm

The RVS tea bar is located near the radiotherapy department. It sells hot and cold drinks and healthy snacks.

Monday to Thursday 9.00am - 5:30pm

Friday 9.00am - 4.00pm

Both of these facilities accept credit/debit card payments for transactions over £5.

Liverpool

The RVS shop in The Clatterbridge Cancer Centre Liverpool sells hot and cold drinks and healthy snacks.

Monday to Friday 9.00am - 4.30pm

Cash machine

There is a cash machine on the main Clatterbridge hospital site. Please ask a member of staff for directions.

Smoking

We operate a strict no smoking policy throughout our buildings and grounds; this includes the use of E-cigarettes. It is forbidden to recharge E-cigarette batteries within all hospital premises due to the potential fire hazard.

Security

For the protection of patients, visitors and staff we have CCTV covering all areas of the hospital. Ward door swipe access is activated at night and during protected meal times.

Telephones

There are public telephones in the entrance foyer. Patients and visitors may use mobile phones in the RVS Cafe and Tea Bar, the entrance foyer, ward areas (at the discretion of the ward manager) and in waiting areas. Taking photographs using mobile phones or camera devices is strictly forbidden.

We also offer free Wi-Fi access (the network name is CCO Public) across the Trust for patients and visitors use.

Infection control

We take infection control very seriously and aim to ensure that all patients are cared for in a safe, clean environment. Staff, patients and visitors all have a significant role in preventing infections. One of the things we can all do to protect each other is practise high standards of hand hygiene. We advise everyone to use the hand hygiene rub on entering and leaving wards or departments.



All wards are cleaned at least once every day and it is important that clutter is kept to a minimum. To assist domestic staff keeping the wards clean and dust-free, please send home any unnecessary suitcases, clothing and other personal possessions.

Several infection prevention and control information leaflets are available on request and via the hospital website.

The infection control team works with all hospital staff to try to minimise the risks of infection and will listen confidentially to any comments or concerns. If you would like to contact an infection control nurse, you may write to us, telephone us **0151 334 1155 ext. 5726** or ask a member of staff to arrange a meeting.

Services at the Centre

Chemotherapy

At the Wirral site, we offer inpatient and outpatient chemotherapy services. Delamere Day Case Unit is for patients receiving their chemotherapy as an outpatient and is operational between 8:30am - 6:00pm Monday to Friday, with specific times and days being allocated for different medical consultants.

Our doctors and/or nurses support off-site chemotherapy clinics at other hospitals across Merseyside and Cheshire. These are:

- The Linda McCartney Centre at The Royal Liverpool Hospital
- The Countess of Chester mobile unit
- Southport mobile unit

- CanTreat, Halton Hospital
- The Marina Dalglish Centre at Aintree University Hospitals
- Broadgreen Hospital
- The Liverpool Women's Hospital
- The Lilac Centre, St Helens Hospital

All our nurses working in the chemotherapy service are highly skilled in giving chemotherapy drugs. They will give you verbal and written information on your chemotherapy treatment. If you don't understand anything, or would like further information, please ask them.

Radiotherapy

The hospital has one of the largest radiotherapy departments in the country. Treatment is delivered on two sites.

At the Wirral site, we currently have eight linear accelerator treatment machines and a brachytherapy treatment suite. The National Centre for Eye Proton Therapy which provides proton treatment for eye tumours and the Papillon Suite which provides treatment to superficial rectal cancers.

Our radiotherapy treatment facility in Liverpool, situated on the Aintree hospital site, houses three linear accelerator treatment machines, providing radiotherapy treatment for patients with specific types of cancer who find it more convenient to receive their radiotherapy treatment at this site. Your doctor will discuss with you the possibility of having your radiotherapy treatment at our Liverpool site, if this is suitable.



Therapy radiographers are the main people you will come into contact with in the radiotherapy department. They work closely with the clinical oncologist and help plan and give your treatment. If you don't understand anything, or would like further information, please ask them.

If you have any general enquiries prior to starting or during your radiotherapy treatment, please contact the Information and Support Radiographer at The Clatterbridge Cancer Centre, Monday to Friday during office hours (9am - 5pm) on 0151 334 1155 ext. 4908.

Triage Acute Oncology Service

The Clatterbridge Cancer Centre triage service is a 24 hours 7 days a week clinical advice helpline for patients undergoing treatment and up to six weeks afterwards. Healthcare professionals can also contact this line for advice regarding your treatment or advice on symptom management.

24 hour telephone clinical advice helpline on 0151 334 1155 bleep 5555.

The triage staff will undertake a holistic assessment and will offer you advice over the phone or recommend that you are reviewed at the Clatterbridge Triage Unit, your GP or local hospital depending on your symptoms.

If we advise you to attend your local hospital, we will contact them to alert them that you are coming and send them any relevant information regarding your treatment and symptoms. All local

hospitals with A&E departments have their own acute oncology teams (specialist cancer healthcare professionals) who are alerted by our triage staff of any patients referred, these teams work weekdays only.

Imaging

We have our own well-equipped imaging department, which includes:

- X-ray
- Ultrasound
- Computed Tomography (CT)
- Nuclear medicine
- Magnetic Resonance Imaging (MRI)
- Mobile PET/CT unit (located next to the imaging department)

Diagnostic radiographers and radiologists (doctors) specialise in providing cancer imaging services.

We will send the results directly to your oncology consultant.

Pharmacy

The pharmacy department at The Clatterbridge Cancer Centre employs around 50 people; Pharmacists, Pharmacy Technicians, Pharmacy Assistants and Clerical staff, all of whom play a vital role in providing medication and advice to our patients.



The pharmacy department provides a range of services to support the safe management of medicines across all areas of the hospital. Pharmacy supports doctors, nurses and patients through outpatient and clinical pharmacy services, aseptic manufacturing of chemotherapy, drug purchasing and supply, clinical trial management, medicines information and a highly-rated medicines management service.

They also provide advice to medical and nursing staff on the selection and appropriate use of medicines at ward level. The ward-based pharmacy team will discuss your medicines with you during your stay in hospital. This will involve finding out what medicines you were taking before coming into hospital and how you were managing your medicines at home. Before you leave the hospital, we will provide information on how best to take and manage your medicines to ensure you get the most benefit from your treatment once you have left the hospital. The team will also ensure that your GP and carers (if required) receive information about your medicines when you are discharged from hospital.

Where possible, your own medicines will be used during your hospital stay, so please bring all medication with you.

PharmaC is the new dispensing pharmacy service provided onsite at The Clatterbridge Cancer Centre in Wirral. It is open to patients and visitors **Monday - Friday 8:30am - 5:30pm and Saturday 9:00am - 1:00pm.**

Rehabilitation and support

The Cancer Rehabilitation and Support Team (CReST) is a group of multi-professional staff offering comprehensive care and support.

The team is led by the Assistant Director of Nursing: Rehabilitation, and includes clinical nurse specialists, physiotherapists, Macmillan occupational therapists, dieticians, lymphoedema nurse, Macmillan welfare benefits advisors, social workers, The Teenage and Young Adult Team, counsellor, speech and language therapist and the Specialist Palliative Care Team.

Your nurse, doctor or radiographer may refer you to a member of the CReST team, if they think you will benefit. Alternatively, if you would like further advice from any of the CReST team, please ask your nurse, radiographer or doctor to refer you.

The Clatterbridge Clinic (private patient unit)

The Clatterbridge Clinic is now an established element of the range of cancer services we can offer our patients. The introduction of the private patient unit is helping us develop Clatterbridge Cancer Centre services further, as income from the clinic is being re-directed to fund improvements to our NHS services.

The Clatterbridge Clinic provides private patients with rapid access to the latest treatments and technologies, delivered in the comfort of a purpose-built, modern environment. Patient care, choice and convenience sit at the heart of our service. Our patients benefit from consultant-led care, reduced waiting times and access to



a wide range of drug regimes and treatments. If you wish to be treated privately, please contact The Clatterbridge Clinic on their dedicated patient line **0151 482 7863** or email **info@clatterbridgeclinic.co.uk** or visit their website **www.clatterbridgeclinic.co.uk**.

Research

The Clatterbridge Cancer Centre has a large clinical trials team and, if appropriate, you may be asked to consider being part of a clinical trial.

Clinical trials are cancer research studies that involve people. Their main purpose is to find a better way to prevent, diagnose or treat a disease and they form part of a long, careful research process.

If you take part in a clinical trial, you will receive drugs or procedures that have already been researched successfully. Some trials involve new drugs or procedures and some look at drugs or procedures that have already been approved in the UK. If we invite you to take part in a clinical trial, a doctor will discuss it with you beforehand. We will also give you written information to take home and encourage you to discuss it with your family and your GP. It is important that you understand exactly what you have to do, and have all your questions answered, before you agree to take part. Taking part in research is voluntary; you have the right to decline or withdraw at any time without this affecting your future treatment or care.

Information and support

Macmillan Cancer Information & Support Centres

Situated at the front entrance of The Clatterbridge Cancer Centre at both our Wirral and Liverpool sites, the Macmillan Cancer Information and Support Centres provide a confidential drop-in service for anyone affected by cancer, whether you have been diagnosed yourself; you are a carer, relative or friend of someone with cancer; you are looking to reduce the risk of cancer or are a healthcare professional.

Each centre is staffed by a Macmillan Cancer Information and Support Manager and trained volunteers. There is information on all aspects of living with cancer; the opportunity to discuss treatments, side effects and other cancer related issues; access to a private room where you can talk to someone in confidence and information and support over the phone or via e-mail if you are unable to access the service in person.

We have links with, and can signpost or refer you to, local, regional and national self-help and support services and other voluntary and statutory agencies.

The Clatterbridge Cancer Centre, Wirral

Opening times: Monday - Friday 9.00am - 5.00pm

Tel: 0151 482 7722

Email: Sharon.Winsborrow@clatterbridgecc.nhs.uk



The Clatterbridge Cancer Centre, Liverpool

Opening times: Monday-Friday 9.00am - 5.00pm; staffed
Wednesday and Thursday 9.00am - 5.00pm

Tel: 0151 514 2800

Email: Kathleen.birchall@clatterbridgecc.nhs.uk

Maggie's Merseyside at Clatterbridge

Maggie's offers free practical, emotional and social support to people with cancer and their family and friends. Built in the grounds of specialist NHS cancer hospitals, Maggie's Centres are warm and welcoming places with qualified professionals on hand to offer a programme of support that has been shown to improve physical and emotional wellbeing.

The first Maggie's Centre opened in Edinburgh in 1996. There are now 16 Centres across the UK, online and abroad, with more planned for the future.

Maggie's Merseyside at Clatterbridge opened to the public on 23rd June 2014. The Centre is located adjacent to the patient car park at the front of the hospital. Visitors to the Centre can access the huge range of support services including psychological support, benefits advice, nutrition workshops, relaxation and stress management, art therapy, tai chi and yoga. To find out more about Maggie's Merseyside at Clatterbridge, the programme of support provided, opening hours or to plan a visit go to:

www.maggiescentres.org/merseyside

Tel: 0151 334 4301

Email: kathy.wright@maggiescentres.org

Patient Advice and Liaison Service (PALS)

PALS provides confidential, on-the-spot advice and support, helping you to sort out any concerns you may have about the care we provide. PALS can:

- Advise and support patients, their families and carers
- Listen to your concerns, suggestions or questions
- Help sort out problems quickly on your behalf
- Provide information on NHS services
- Advise you how to pursue a complaint

We can act on your behalf when handling patient and family concerns. We liaise with staff, managers and, where appropriate, relevant organisations to sort out problems promptly.

To speak to the Patient Experience Manager you can:

- Telephone: **0151 482 7927**
- Email: **pals@clatterbridgecc.nhs.uk**
- Ask a member of staff to contact the PALS office for you
- Call into the Macmillan Cancer Information & Support Centre or Maggie's Centre and ask them to contact the Patient Experience Manager for you



Patient and public involvement

We welcome the involvement of patients and the public. You can become involved in various ways, either through the Patients' Council or as a volunteer. Please contact the PALS office for further information on **0151 482 7927**.

Headstrong and Wig service

If hair loss is an expected side effect of your treatment, it will be discussed with you in more detail. We offer Headstrong and Wig services at The Clatterbridge Cancer Centre, please ask a staff member for more details.

Simple hand and foot massage service

We have a team of volunteers who offer free hand or foot massages to inpatients and outpatients. You don't need an appointment to have a hand or foot massage. The volunteers will be around the hospital, and all you have to do is ask.

Pets As Therapy (PAT)

PAT is a national charity where volunteers take their pets into hospitals for patients to handle. PAT benefits some 100,000 patients and residents across the UK.

Research shows that contact with animals brings many therapeutic benefits, particularly for children and old people, as it helps to normalise situations that can be anything but normal for patients. At the Centre we have our very own PAT dog, Callie, who visits with her owner Sue Yates.

Information for inpatients at The Clatterbridge Cancer Centre

Visiting

Friends and relatives should NOT visit if they feel unwell, have an infection, diarrhoea or vomiting. Visitors should not use toilet facilities on the ward but should use the toilets in the main reception.

Please respect other patients' need for rest whilst visiting the ward.

It would be appreciated if the number of visitors at the bedside at any one time could be kept to a minimum. We also ask that visitors do not sit on, or put personal items on, any hospital beds.

Visiting hours

Every day - 1.00pm to 5.30pm and 6.30pm to 8.30pm

Visiting hours have been agreed to allow patients to attend to their daily needs and protect patient mealtimes. The purpose of protected mealtimes is to stop any unnecessary interruptions and provide an hour of quiet time.

Visiting outside these times can be arranged by prior agreement with the Ward Manager.



Ward telephone numbers (direct dial)

Conway - 0151 482 7832

Mersey - 0151 482 7834

Sulby - 0151 482 7837

We are happy to answer any questions you, your friends, relatives or carers may have. Ward staff require patient consent before discussing any aspect of patient care with your friends, relatives or carers.

Where to stay

Information for relatives or patients who may need overnight accommodation in Wirral is available from the Macmillan Cancer Information & Support Centre. This information is provided by the Wirral Tourist Information Centre, so we are not responsible for its accuracy.

We have a small overnight room available at our Wirral site for family or friends who want to stay near a very sick relative. Please ask the nurse if you would like to use it.

Arrangements for weekend leave

You may be able to go home after treatment on Friday, returning on Monday by 9am. We cannot promise an early appointment on Friday and, unless you live in the Isle of Man, you must arrange your own transport.

The only exception to this is for patients living in the Gwynedd area, where the ambulance service can provide transport for weekend leave.

If you become unwell at the weekend, you should phone the 24-hour telephone helpline on **0151 334 1155 bleep 5555**.

Personal possessions

There are lockers and wardrobes on each ward, however, these are not secure, so we advise that valuables or money are not brought to the hospital. If large amounts of money must be brought into the Centre, please talk to a member of staff who will arrange for our finance department to store cash in a safe for a few days. If you ask us to look after more than £50 in cash, or if you ask us to look after your money for more than a couple of days, we will put the money in a bank and give you a cheque or postal order in return when you leave.

Please make sure you bring any mobility aids / hearing aids / glasses with you for you to use during your stay.

Clothing

We encourage you to dress in your usual clothes during the day. If you are having radiotherapy, please follow the advice on clothing in our 'Radiotherapy' booklet, available from your nurse or radiographer.



Meals

We cater for all special diets so please discuss any dietary requirements with your nurse. If necessary, we can arrange an appointment for you with a dietician. We also operate a limited 24-hour catering service in case you miss a meal, for example because of your treatment time or your admission time.

If your visitors bring in any extra snacks for you, please let the ward staff know if anything needs to be refrigerated. Never keep perishable food in your locker.

The RVS trolley shop visits the wards every morning for patients who are unable to get to the RVS shop. Please pay with small change if possible. Unfortunately, the RVS shop can no longer accept Isle of Man tender.

Keeping in touch

Telephones and mail

Patients can use their phones on the ward (at the discretion of the ward manager). Please respect other patients' right to peace and quiet by having your phones on silent / vibrate and not speaking loudly when other patients are sleeping. Taking photographs using mobile phones or camera devices is strictly forbidden.

There is a post box, in the entrance foyer, which is emptied at 2.30pm daily, Monday - Friday. All incoming mail is delivered to the wards daily.

Email a patient

If you would like to send an email to an inpatient, you can do this via our website: **www.clatterbridgecc.nhs.uk**

Please note that this service is not confidential but printed out by the PALS office and taken directly to the patient.

Other facilities

We offer free Wi-Fi access across the hospital site and each bed is equipped with a bedside television.

About your health records

Your healthcare record

Everyone registered with the NHS in England and Wales has a unique NHS number. Your NHS number helps healthcare staff to find your health records. Each NHS number has 10 digits, shown like this: **450 557 7104 (this is an example number only)**.

The NHS number will eventually replace local identifiers, such as hospital numbers, whenever hospitals and other organisations communicate with each other. Therefore, we encourage you to use your NHS number whenever you contact us or attend for consultations, tests or treatment. For more about your NHS number, please contact NHS Choices at **www.nhs.uk**.



Access to health records

The hospital has a medical records library which contains the notes of all patients who are seen and treated here. Your record is securely held, once your treatment is completed. Records are held in accordance with the Data Protection Act 1998.

During your treatment, you may wish to read your medical record. We recommend that you do this with a healthcare professional, who can explain unfamiliar terms to you. You may also ask us to correct any mistakes in your personal details. A healthcare professional will make these alterations or make a record of the details you think are wrong.

If you wish to have a copy of your medical record for your personal use, please apply in writing to the Administration Services Manager, who will send you a request form to complete. After you return this form, we will process your request and should send you your copy medical record within 40 days. We charge £10 for each copy.

Very rarely, we may deny or limit access if we think that revealing certain information may cause you or the person applying for access serious physical or mental harm. We may also withhold information where a third party is involved, as we must consider their right to privacy.

Where a relative wishes to see a patient's record, either with the patient's consent, or after they have died, they must apply in writing, as above, to the Administration Services Manager. Please note, it is a criminal offence to make untrue statements to get access to personal information you are not entitled to.

Fair processing notice

We work in partnership with NHS England by reporting patient safety incidents to them, through the National Reporting and Learning System (NRLS). Information we report to the NRLS enables learning from patient safety incidents, this information is anonymised. For further information visit the NRLS website at <https://report.npsa.nhs.uk/nrlsreporting>

Copying clinical letters to patients

In line with the NHS Constitution (Page 3) we believe patients should have the right to receive copies of clinicians' letters about them. You can discuss this in more detail during your consultation with the doctor. Only the patient or, in the case of a child, a parent or guardian can request a copy of letters, and you can change your mind at any time.

We will send you copies of letters our doctors and healthcare professionals have sent to your GP, other hospital doctors or outside agencies following your appointment, if you request this. You will not receive test results such as blood tests.

For further information please contact the Patient Experience Manager on **0151 482 7927**.



Asking for a second opinion

There are two ways you can request a second opinion, you can ask your GP or you can ask your current consultant or specialist to refer you. People often worry that this will upset the specialist or that they will be seen as a bad patient. However, many doctors, consultants or other specialists will be happy to refer you for a second opinion, if it will be helpful.

PACS & RIS

Picture Archiving and Communications Systems and Radiology Information Systems (PACS & RIS for short), replaced the old way of capturing x-rays and scans on film and paper, enabling clinical images to be stored electronically and viewed on screen by your healthcare professionals.

The PACS system at The Clatterbridge Cancer Centre has now been updated, involving a number of hospitals joining together across the Cheshire and Mersey Community to enable us to share images.

Information shared:

- Name, address, NHS number and phone number
- Test results and investigations
- Clinical history

A&E Oncology Alert System

We are currently working with Accident and Emergency departments across Cheshire and Merseyside to set up an A&E Oncology Alert system.

If you require emergency treatment, and visit your local A&E department, an electronic alert system checks if you have had an appointment with a Clatterbridge doctor in the previous six weeks. If you have, the system will automatically notify the on-site Acute Oncology Team (specialist cancer healthcare professionals). The team will liaise with your Consultant at The Clatterbridge Cancer Centre to notify them of your admission by giving them your name, date of birth and NHS numbers and any other information that they may need. Such information aids the discussions at your follow up appointments and the anonymised information can be useful in other areas of work e.g. research.

Currently, this is only available for patients attending the A&E department at the Countess of Chester hospital.

Information shared:

- Name, address, NHS number and phone number
- Test results and investigations
- Clinical history



PharmaC

PharmaC is a new dispensing pharmacy service provided onsite at The Clatterbridge Cancer Centre in Wirral.

Information Shared:

In order to provide this service, The Clatterbridge Cancer Centre must share some of your information with PharmaC, specifically patient dispensing records that will be maintained and shared as a single record between the organisations. The ability to view a complete record will ensure safety and efficiency with cancer treatments. The following information may be shared to ensure verification of cancer treatment prescriptions:

- Name, address, NHS number and phone number
- Patient appointment records
- Test results and investigations
- Clinical history

Shared care records

There are changes in processes across Cheshire, Wirral and Liverpool that will improve health and social care by providing professionals with the information they need to enable them to work and share information collectively, ultimately benefitting you, the patient.

Whether you are visiting The Clatterbridge Cancer Centre, your GP, attending for treatment at another hospital or being seen in your own home or health centre by a community nurse or social worker, we want you to get the best care.

We can only do this if all the health and social care professionals involved in your care have access to the information they need to make informed decisions with you. By sharing a summary of the information included in your health and social care records, they can improve your care.

What is my health and social care information?

Your shared health and social care information will include information like test results, medications, allergies and social or mental health information relevant to your care. The professionals treating you will be able to look at computer records of the care you are receiving from other organisations, including your GP or the hospital.

This means:

- You don't have to keep repeating your medical or social care history
- Care professionals have access to the right information when they need it
- We can reduce duplicate appointments and tests
- You will get the right treatment and care quickly

Timely access to your health and social care records will ensure that GPs, hospital doctors, nurses, social workers and other health and social care professionals have an overview of your care in order to make the best decisions about your diagnosis, treatment and care plan.



Who will be able to see my shared health and social care information?

Your information will only be accessed by health and social care professionals, such as your district nurse involved in your care, if you have given your consent. You are in control and can change your mind at any time to limit who accesses your information and for what time period.

The shared records will only ever be used for your direct care, although systems will be capable of producing data for analysis. This type of data will never be able to identify you.

Access to your information

Sharing care records is simply a reflection of your individual records held by hospitals and public sector organisations above and therefore you should contact them directly, if you wish to have a copy of the information held about you.

At the time of printing, the shared care records service is only operational for patients who reside in West Cheshire.

West Cheshire Care Record

The West Cheshire Care Record will be hosted by the Countess of Chester NHS Foundation Trust in their highly secure data centre.

Information held on the system at West Cheshire:

- Name, address, NHS number and phone number
- Medications
- Test results and investigations
- Correspondence
- Clinical history
- Emergency department treatment
- Future and past appointments
- Health plans and alerts
- Mental health alerts and diagnoses

How information will be used:

The information held in the record is regularly uploaded from Clatterbridge and presented in a chronological order so that when you present for treatment, your clinician can see a relevant history of your care. They will always update their own care record with any new information. This helps them to make better decisions about your care. Access is only with your explicit consent. The organisations currently involved in the service are:

- The Mental Health Trust
- Your general practice



- Social care
- Public health and the local authority
- The Countess of Chester NHS Foundation Trust
- The Clatterbridge Cancer Centre NHS Foundation Trust

If you do not wish to be part of the process to share information as detailed above, then please contact PALS who will ensure your request is passed onto the relevant manager or clinician.

Telephone: 0151 482 7927

Email: pals@clatterbridgecc.nhs.uk

General information

Health and safety

The safety and well-being of our patients, visitors and staff is our prime concern. If you have any suggestions or comments regarding any environmental or safety issues, please contact the PALS helpline on **0151 482 7927**.

Volunteers

The Centre has a team of volunteers who provide valuable help around the hospital. We are always pleased to hear from people who may be interested in joining the team of volunteers. For further information, telephone **0151 334 1155 ext. 4864**.

Making a difference

The Clatterbridge Cancer Charity is the only charity directly raising money for our patients and their families.

By choosing to give your support, you will help us invest in projects which will make a lasting impact on what we do: improving patient experience, supporting vital research programmes and funding innovations in services. It's thanks to supporters of our charity that we can help patients, young and old, get the best possible care.

There are lots of ways to get involved with The Clatterbridge Cancer Charity, from one-off gifts to taking part in our events - every pound raised helps us to continue providing the very best cancer care for our patients. Find out more by dropping into our offices at the Wirral and Aintree sites, or contact us:

Website: www.clatterbridgecc.org.uk

Email: fundraising@clatterbridgecc.nhs.uk

Tel: 0151 482 7948

**Post: Charity Office, The Clatterbridge Cancer Centre,
Clatterbridge Road, Wirral CH63 4JY**

Registered charity number 1051727



Useful contacts

The Clatterbridge Cancer Centre in Wirral - 0151 334 1155

Macmillan Cancer Information & Support Centre - Wirral

Tel: 0151 482 7722

Maggie's Merseyside at Clatterbridge Wirral -

Tel: 0151 334 4301

Chemotherapy appointments desk	0151 334 1155 ext. 4124
Radiotherapy appointments desk	0151 334 1155 ext. 5256/4909
Sulby ward	0151 482 7837
Mersey ward	0151 482 7834
Conway ward	0151 482 7832
Patient Experience Manager	0151 482 7927
Volunteer Coordinator	0151 334 1155 ext. 4864
Transport department at the Centre	0151 334 1155 ext. 4149

The Clatterbridge Cancer Centre in Liverpool - 0151 514 2800

Macmillan Cancer Information & Support Centre - Liverpool

Tel: 0151 514 6411

How we produce our information

All of our leaflets are produced by staff at The Clatterbridge Cancer Centre and this information is not sponsored or influenced in any way. Every effort is made to ensure that the information included in this leaflet is accurate and complete and we hope that it will add to any professional advice you have had. All our leaflets are evidence based where appropriate and they are regularly reviewed and updated. If you are concerned about your health in any way, you should consult your healthcare team.

We rely on a number of sources to gather evidence for our information. All of our information is in line with accepted national or international guidelines where possible. Where no guidelines exist, we rely on other reliable sources such as systematic reviews, published clinical trials data or a consensus review of experts. We also use medical textbooks, journals and government publications.

References for this leaflet can be obtained by telephoning 0151 482 7722.

If you need this leaflet in large print, Braille, audio or different language, please call 0151 482 7722.

If you have a comment, concern, compliment or complaint, please call 0151 482 7927.

The Clatterbridge Cancer Centre NHS Foundation Trust
Clatterbridge Road, Bebington,
Wirral, CH63 4JY.

Tel: 0151 334 1155

Web: www.clatterbridgecc.nhs.uk

Issue date: 01/11/14

Issue no: 2.0

Reference: LTWZGUIDE

Review date: 01/11/16