

Welcome to the adult oncology wards

Information for patients and visitors



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A very warm welcome to the oncology wards.

The aim of this folder is to tell you what to expect while you are here. It contains specific information that will be useful to you and your visitors during your stay with us.

The wards are spread over two floors. On the 14th floor is ward T14 north and ward T16 north is on the 16th floor (the 'T' stands for Tower). Both floors have a small number of individual rooms which can accommodate either male or female patients. Priority for these rooms is given to nurse patients with infections who require isolation.

During your stay with us it is our aim to ensure you feel comfortable and secure with the care you receive. We endeavour to be welcoming and approachable at all times, to ensure you, your family and friends, receive advice, support and high standards of care in a pleasant environment. You can expect to be treated with respect and dignity throughout your admission.

Introducing Oncology

The oncology service at University College Hospital (UCH) is delivered through the following areas:

- University College Hospital – Floor 16 North (male in-patients)
- University College Hospital – Floor 14 North (female in-patients)
- Oncology Day care – 1st Floor, Rosenheim Building, Grafton Way
- Oncology Outpatients – 1st Floor, Rosenheim Building, Grafton Way

The Nursing Team

The nursing staff on each of our wards are qualified nurses with specialist oncology experience.

You can often identify the nursing staff by the uniform they wear:

Dark Red	Divisional Senior Nurse (Matron)
Navy blue	Ward Sister / Charge Nurse
Royal blue	Deputy Sister / Deputy Charge Nurse Clinical Practice Development Nurse
Pale blue	Staff Nurses
Green	Medical Support Worker Healthcare Assistants
Pale blue blouses	Housekeepers

You will meet our ward administrators who are based at reception.

On entering the wards there is an information board with the pictures and names of the ward team and the many consultants.

There are also agency staff who sometimes work as part of the team and who wear different uniforms to those stated above. All staff wear identification badges which should be visible.

Nursing staff work early, late and night shifts or a combined long day shift and during the overlap between shifts they will hand over your care to the next team of nurses. A nurse will identify themselves as responsible for your care at the beginning of each shift. The nurses will plan your care with you and will keep you updated of any changes.

Doctors

Your care will be lead by a consultant. Each consultant's team consists of a specialist registrar (SpR) and senior house officer (SHO) who will be responsible for the day to day management of your medical care.

The doctors mainly work 9.00am to 5.00pm Monday to Friday, but there is always a doctor on duty. Out of these hours the on-call doctor might not always be part of your regular consultant's team and there may be a wait to see the on-call doctor. This is because the doctor might be attending to other oncology patients who are located outside the oncology inpatient unit, i.e. accident and emergency or are on other wards within the hospital. At night the doctor on call additionally covers all haematology patients.

Ward Rounds

You should expect to be reviewed each day by the senior house officer. The consultant led ward rounds are carried out at various times during the week. There are a team of consultants who work together to do this, therefore the consultant you see might not be the usual consultant in charge of your care. Please ask a member of the nursing team for the approximate time so you can ensure you/a family member are present on the ward.

Students

UCH is a teaching hospital. Student doctors, nurses, physiotherapists, occupational therapists and other healthcare workers learn to do their jobs by spending time with patients and their families. You might be asked if you will allow medical students to learn details of your condition. If you do not want to see medical students, please say so. Students are supervised by a trained member of their own staff group. If you have any concerns about their conduct please feel free to discuss the matter with any member of the nursing team.

Multidisciplinary Team

Other people you might see on the ward include members of the palliative care team, pharmacists, specialist nurses, physiotherapists, occupational therapists, dieticians, welfare rights advisor, counsellor and speech and language therapists.

Chaplaincy (Religious and Spiritual Support)

Members of the hospital chaplaincy visit the ward regularly.

If you wish to practice your religion whilst in hospital the chaplains will support you. You do not have to be religious to make use of the chaplaincy.

The Christian chapel, Muslim prayer room and multi-faith quiet room are all located on the ground floor of the hospital and open 24 hours a day for private prayer and quiet.

Complementary Therapies

Members of the complementary therapy team regularly visit the wards and offer reflexology, reiki and aromatherapy massage. The therapists are available on weekdays only. Treatments, for which there is **no charge**, take place at the bedside.

If you would like to know more about the service and therapies on offer, please ask a member of the nursing team or check the complementary therapy information board.

Controlling Infection

One of the easiest ways of preventing the spread of infection is hand washing. At the end of each bed is a container of alcohol hand gel to guard against cross infection. Please use this regularly and encourage your visitors use the hand gel when entering and leaving the wards. People who have been in contact with chicken pox, measles or have diarrhoea or the flu are not allowed onto the ward (staff and visitors). Thank you for your consideration. If you think any of your visitors have had contact with, or are suffering from the above please ask them to speak to either nursing or medical staff before they visit.

Throughout your hospital stay, good personal hygiene is essential. This is because you are much more susceptible to infection during this period. Your own bacteria which in normal circumstances are harmless may become a source of infection. You are advised to bathe each day and wash your hands/use the hand gel after every visit to the toilet and prior to meals.

Priority for the side rooms located on both floors is given to nurse patients with an infection. This means you might be required to be transferred into a bed on the open ward if necessary.

There is an increased risk of infection from flower water we therefore do not allow cut flowers or plants at the bedside.

The staff monitor ward cleanliness throughout the day, but we would encourage you to report to the nurse in charge anything you feel is not as clean as it should be e.g. bathroom facilities.

Please refer to the infection control notice boards at the entrance to the wards for further information.

Food & Drink

Meal times are as follows:

Breakfast	8am – 9am
Lunch	1pm – 2pm
Evening Meal	6pm – 7pm

Menus are handed out by the catering staff and you will be asked to make a meal choice for the following day. We make every effort to protect your meal times from interruption. If you should miss a meal (for example you are attending a scan away from the ward) please speak to your nurse to arrange provision of alternative food. If you wish to be assisted by your relative or friend during this time, please inform a member of staff.

Vegetarian, afro-caribbean, halal, kosher, gluten free, low fat and low salt diets are catered for. If you require a special diet, please inform the ward staff on admission to the ward. Further information or advice is available from the ward dietician.

We are unable to microwave food for patients due to health and safety regulations.

Hot drinks are served regularly by the catering assistants throughout the day and there is a hot and cold drinks dispensing machine located in the beverage bay which requires tokens. These are available on request from any member of the nursing team.

Nutritional/high calorie milky drinks are served, following the rest period on weekdays, which provide vitamins and essential minerals to supplement your diet. These can also be prepared by a member of the nursing team at any time. Some higher calorie supplements are required to be prescribed by a doctor or dietician.

Behaviour towards UCLH staff

UCLH is committed to ensuring the safety and security of all members of staff and any person with permission to be on the premises, whilst providing high quality care to our patients. All forms of harassment, threats or actual violence faced by staff from patients, their families or friends are unacceptable and will not be tolerated. Failure to observe the above could result in the withdrawal of treatment at UCLH.

Keeping in contact

Some patients can be contacted directly on their bedside entertainment system telephone. These calls are charged at a premium rate.

Mobile phones may be used but must be placed on 'discreet' when on the wards. Please be respectful of other patients when using mobile phones. A coin operated telephone is located in the T14 reception area. Your family and friends are welcome to telephone and enquire about your progress. For reasons of confidentiality we are unable to give specific patient details over the telephone.

Telephone Numbers:

0845 155 5000 (main switchboard)

T14 North ext: 71402 or 71480

T16 North ext: 71603 or 71683

Mail is delivered to the ward each weekday. If you wish to receive mail, please ask your relatives and friends to write your name and the name of the ward on all correspondence. Outgoing stamped post can be placed in the out tray at the reception desk.

The address of the hospital is:

UCL Hospitals NHS Foundation Trust

235 Euston Road

London

NW1 2BU

Visitors and Visiting Times

Our visiting hours are:

11am - 1pm

3pm - 8pm

We ask that visitors are kept to a minimum with only two persons at the bedside at any one time. This is because large numbers of visitors can be disturbing for other patients.

Children are welcome to visit during the day and young children must be supervised at all times.

If your relatives/friends have difficulty visiting between these times, please discuss this with the nurse in charge. Allowances are made for critically ill patients.

For security there is an intercom system to gain access to the floors. Visitors will need to press the call button located at the entrance of the ward and wait for the door to be released. Visitors should be prepared to state their name and that of the person they intend visit.

Rest Period

Every day between 2pm and 3pm there is a rest period. We aim to maintain a quiet environment and during this time, the lights will be dimmed and the blinds closed.

Directions and Travel

By Bus	Tottenham Court Road	Bus No: 10, 73, 24, 29, 134
	Gower Street	Bus No: 10, 24, 29, 73, 134
	Euston Road	Bus No: 18, 27, 30, 88
By Tube	Warren Street for Northern and Victoria Lines. Euston Square for Circle, Hammersmith and City and Metropolitan Lines.	
By Train	The nearest mainline train stations are Euston, Kings Cross and St Pancras	

There are no car parking facilities at the hospital. UCH is located outside of the congestion charge zone. There is metered street parking nearby (both inside and outside of the congestion charge zone).

Information leaflets are available for those eligible for help with hospital travel costs if this applies.

Security of property and valuables

We would advise you not to bring in quantities of money or valuables. Following your admission, it would be helpful if your relatives could take home any money or valuable items. If you elect to keep items of value such as audio devices, phones and laptops, please exercise caution. Thefts have occurred.

There is a cash machine situated at the entrance to the hospital restaurant on the ground floor.

Health and Safety Information

For our security there is an intercom facility in place for gaining access to the wards.

In the event of the fire alarm sounding, the nurses will keep you informed of what is happening at all times and will let you know what to do.

Television and Radio

At the side of some beds is an entertainment system with a telephone, radio, television and computer link.

The entertainment payment cards can be purchased from the yellow vending machines which are located on both floors. Please ask a member of staff to show you the location.

Access to internet services and games is also available. The radio can be listened to free of charge.

When using the entertainment system, please be respectful of others regarding volume and use headphones at all times. Headphones are available from the nursing staff or the entertainment service provider's representative who regularly visit the wards.

When using the system for the first time, you will need to register. This is done by picking up the handset and following the instructions. If during your inpatient stay you move to a different bed space, a different ward or you are being discharged from hospital, you will need to inform customer services. This is done by lifting the telephone handset and pressing the 'operator' button.

Please ask a member of staff for further guidance.

Ward facilities

There is a water cooler in reception on both floors and a hot drink vending machine that takes tokens issued on request by the nursing team. There is a charge for the drinks vending machine located in the reception area on T14. There is no provision for the laundering of patient's clothes on either ward. We do provide clean towels daily and hospital pyjamas/nightdresses if required.

Both wards have a selection of books, with new titles regularly added to help fill your time while you are in hospital. Please ask a member of the nursing team to guide you in the direction of their location on the ward.

Patient Information

Throughout the wards there are various display boards which have information about health issues and hospital services. There are many leaflets on offer so please take time to look at these.

The Macmillan Cancer Information Centre is located on the ground floor of the Rosenheim Building in Grafton Way and offers a wide variety of booklets and advice about cancer. It is a short walk from the main hospital.

Hospital shop (@normans)

The shop is situated on the ground floor in the main entrance and sells a variety of toiletries, newspapers, magazines, confectionary, snacks, stamps, etc.

Opening hours are:

Monday to Friday	7am to 8.30pm
Saturday	7am to 8pm
Sunday	7.30am to 8pm

Hospital restaurant

The Timeout Restaurant is located on the ground floor.

Opening times are:

Monday to Friday	7.30am to 8.30pm
Saturday and Sunday	7.30 am to 6pm

There are also a water cooler, and vending machines in the area which have various refreshments and snacks

Volunteers

The hospital has a team of volunteers who are available for a variety of activities e.g. shopping, helping patients at mealtimes and accessing the library book service. Please ask nursing staff for more information.

Leaving Hospital

Soon after you come to hospital the staff caring for you will start helping you to plan for your discharge from us. Plans will be discussed with you and your family. On the day of discharge, where possible, we aim to ensure arrangements are in place to discharge you from hospital by 11am.

Transport

Hospital transport is only provided for those who for medical reasons are unable to use other forms of transport. An assessment is carried out to determine if you meet the eligibility criteria.

Medical Certificates

Please inform the nursing or medical team if you require a certificate.

Medication

If you need any medication to take home we will provide you with a supply. It may take time for your medicines to arrive on the ward prior to your discharge so please be patient at this time.

Discharge Lounge

The discharge lounge is an area where you can wait for your medicines, relatives or hospital transport to collect you. The lounge is on the ground floor and is open Monday to Friday, 8am to 8pm and is staffed by nurses.

The nursing team can arrange for a porter to escort you and your belongings to the discharge lounge.

Compliments, comments and complaints

We welcome any comments or feedback from our patients and visitors. If you have any concerns or complaints about your care or the services we provide, then please speak to the nurse in charge.

You might wish to contact PALS (Patient Advice and Liaison Service) who are contactable on 020 3447 3042. The office is located on the ground floor opposite the main reception desk.

Comments cards are available for you to complete. Please post your comments card in the grey box located in reception or hand it to your nurse. You may also be asked to complete a patient satisfaction questionnaire through a short interview with a member of the volunteer service who will collect the data using a palm held device.

Charitable donations

Each ward has its own charitable fund that is used to purchase items that make ward life more comfortable for patients and pay for education and development resources for the nursing team. Many patients or families specify what they would like their donations to fund and we appreciate the opportunities that this kind support has given us over the years.

If you would like to make a donation to either of the oncology wards then please ask a member of staff for further information.

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