The Oncology Ward

Information for patients, family & friends.

Level 1, Cancer & Haematology Centre, Churchill Hospital
Old Rd, Headington, Oxford OX3 7LE

01865 235 012 / 01865 235 013
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This booklet is designed to be read with Information for patients - Churchill Hospital. Copies are available on the ward or from the OUH website: www.ouh.nhs.uk
The Oncology Ward

We care for patients undergoing investigations and treatment for different forms of cancer. Our multidisciplinary team of doctors, nurses, pharmacists, dietitians, physiotherapists and occupational therapists, to mention just a few, supports patients during their stay.

The ward has five bays with four beds in each, nine single rooms and four rooms for radioactive treatments. Single rooms are given to patients on the basis of their clinical need. Each bay and side room has an ensuite shower room and toilet.

Any restrictions associated with radioactive treatments, and the facilities in these rooms, are explained in specific leaflets that patients will be given on admission or by the radiographer when patients have their treatment.

Our commitment to you

During your time with us we aim to provide the highest standards of care and support you in your decisions regarding your treatment. We will respect your dignity, individuality and personal preferences at all times.
Our Philosophy on the Oncology Ward

- We respect the individuality of our patients and staff.

- Patients have the right to a high standard of care and expertise.

- In partnership with our patients, we aim to help them make decisions and communicate their choices.

- We aim to create a relaxed atmosphere in which patients and their families are able to express their feelings.

- Our holistic approach to care aims to consider patients’ physical, psychological, spiritual and social needs.

- We believe it is everybody’s responsibility to strive to reduce the incidence of hospital acquired infections through education, good practice and audit.

- The multidisciplinary team works closely together to ensure a high standard of care and support is provided for patients, their families and carers.

- Our nurses have a wide range of experience and knowledge, brought with them from previous wards, hospitals and countries. This has enhanced our practice and complements the care we provide.

- We are committed to the development of our team.

- We welcome comments on your hospital experience. These allow us to improve the ward environment and maintain high standards throughout the Trust.

- We endeavour to nurse with compassion, empathy and understanding.

- We know we’re not perfect, and we welcome your comments.
The Oncology Ward Team

Nurses

On each shift you can expect to be cared for by a team that will include two registered nurses, supported by a Clinical Support Worker and a Student Nurse. There will always be a Nurse managing the ward overall.

Most nurses work 7am to 8pm. Some staff work early shifts 7am to 2pm, or late shifts 1pm to 8pm. The night shift is from 7.30pm to 7.30am.

Ward Sister

The Ward Sister and deputies manage the ward and team of nurses. If you have any comments, concerns or queries please ask to speak to the Sister or Deputy. They regularly speak to patients on the ward to ensure patients are happy with the care they are receiving and make changes as a result of feedback.
Senior Ward Housekeeper

Our Senior Ward Housekeeper, working alongside our domestic staff, maintains the patient environment to ensure it is safe and that cleanliness is kept to a high standard. The Housekeeper will also assist patients by shopping for papers, sweets etc. and also help with completing menu choices and dealing with any specific menu requests.

Ward Clerk

The Ward Clerk will welcome you to the ward and will be able to direct you to appropriate services. Please always let the Ward Clerk know if you are leaving the ward.
Doctors

You will be under the care of a **Consultant Oncologist**. They supervise a team of doctors and are responsible for prescribing and supervising your treatment whilst in hospital. The Oxford University Hospitals NHS Trust is also a teaching trust for doctors, nurses and therapists. We operate a system called ‘Consultant/Registrar of the Week’ to provide ward patients with safe medical cover 24 hours a day. If you would like to arrange a meeting on the ward with your own Consultant, please contact the Consultant’s Secretary when you are admitted, or ask a Nurse to arrange it for you.

Therapists

You may see physiotherapists or occupational therapists as required during your admission. They can help with your mobility and ensure you can manage daily activities, as appropriate for each person.

Hospital Palliative Care Team

The Hospital Palliative Care Team is a specialist group of doctors and nurses who work alongside the ward team and offer support and symptom management advice. They may become involved in your care when the medical team looking after you feels it is appropriate.

Research

World class research is carried out in all our hospitals. During your visit, you may be approached about clinical trials and research studies that your treatment team believes would be suitable for you. Your participation in a research trial, if appropriate, will be discussed with you so that you can make the decision to be part of a trial.
Staying on the Oncology Ward

What to bring?

Please make sure you have your current medications in their original containers with you so that the doctors can make a thorough assessment. If you are taking ‘Controlled Drugs’ however, please leave these at home, but write down their names to show the doctor, or preferably bring any special cards that give the details of your current treatment. Your drugs will be stored in a locked cupboard next to your bed and used to continue your treatment whilst on the ward.

They will be returned to you if you are still taking them when you leave, along with a supply of any new drugs that may have been prescribed whilst in hospital.

You will have brought nightwear with you but we also encourage you to wear your own clothes during the day if you feel up to it. We do have a small stock of toiletries if you’ve forgotten anything, or the WH Smith shop sells various items.
Car Parking

Parking space is very limited and there is no on-street parking nearby. Please allow 45 minutes to find a space. Pay & Display car parks 1 and 2 are nearest the ward. Long stay car permits are available. Please ask the Ward Clerk or call the Car Parking Office: 01865 225 466.

Visiting

The Oncology Ward is open for visiting daily 1pm - 8.30pm. Mornings are busy ensuring patients’ hygiene needs are attended to. Please check with staff if you want to visit outside these times, but please respect patients’ need for rest and sleep. Children are welcome but again please be aware patients may find them tiring.

Visitors may be asked to sit in the day room whilst hygiene care is given to your relative or another one of the patients in the bay. This is to ensure that patient privacy and dignity is maintained. The electronic doors to the ward close between 9pm and 7am. Please use the intercom outside the door for access. Please speak to staff if you wish to stay overnight. We are able to set up beds in side rooms if required.

Please use the hand rub at the ward entrance on entering and leaving the ward.

Important Information!

As many patients on the ward are susceptible to infection, please can your visitors avoid coming to the ward if they may have, or have been recently exposed to an infection, especially chicken pox.

Please ask the nurses if you are unsure.
**Flowers and Plants**

Fresh flowers and plants are usually allowed on the ward, but on occasion we may ask that they are restricted as they are a source of bacteria/fungi, which may be harmful to some patients who are less able to fight infection.

**Contacting the Ward**

Your family can call the ward for information on **01865 235 012** or **01865 235 013**. If possible, please designate one person to contact the ward who can then relay messages to others, as the ward phones can be very busy. We do have a mobile phone which we can take to patients’ rooms. Personal mobile phones can be used on the ward so friends and family can call patients directly. Each bed has a Hospedia phone and TV system too. Pre-paid cards can be purchased from the machine on the ward.

**Site Map**

![Site Map of the Cancer and Haematology Centre with labels for Cancer and Haematology Centre Entrance, Oncology Ward Level 1, Car Parks 1 & 2, Drop-off area, Lift, and Stairs.]
Meals – Nutrition

Nutrition is very important to us and we aim to ensure patients have access to food that they can eat at a time convenient for them. Your family can also bring food in for you. There are fridges, a freezer and microwave available in the day room. We also have a complimentary snack trolley for patients to have two items each day at no charge. This is available thanks to generous donations given to our charitable funds.

The ward has a protected mealtime policy, which means that where possible we ensure that patients are not disturbed by treatment teams, appointments away from the ward and visitors within their bay during the mealtime. If your family would like to help you at mealtimes then please speak to your Nurse. Snack boxes are available if you do miss a meal.

Meals are served at:

- Breakfast - 8am
- Lunch - noon
- Supper - 5 to 6pm
- Hot drinks trolley - 10.15am, 12.30pm, 2.30pm, 5.30pm, 7pm
- Supper - 7pm
- Snack trolley - 7pm

The Senior Ward Housekeeper will give you a menu for the following day so that you can choose something to your taste, and if necessary will help you fill this in. You can indicate whether you would like a smaller portion. If you require a ‘special’ diet we can provide a specific menu or direct you to the choices on the regular menu.

If your appetite is decreased we can also provide a range of food or drink supplements to help. The nurses may refer you to the Dietitian to assess your needs more fully.
Ward Rounds and Patient Review

The Consultant of the week will see all new admissions within 24 hours of arriving on the ward and will also review patients regularly during the week, alongside the Registrar of the week, nurses and ward doctors.

Each Tuesday we have a multidisciplinary team meeting with a Consultant, Registrar, ward doctors and nurses, Physiotherapist, Occupational Therapist, Dietitian, Social Worker and Chaplain. Should you wish to speak with a member of the team, please do not hesitate to discuss this with your Nurse who can agree a convenient time. Please highlight any issues which may affect your discharge from hospital at an early stage, so we can work with you to address them.

Relaxation Areas Available for Patients and Visitors

We have a comfortable day room on the ward with tea and coffee making facilities for patients and visitors, plus fridge, freezer, microwave, television, DVDs, books and games. Donations towards the tea and coffee are always appreciated. Portable audio players with a large selection of audio books, DVDs and music are available for use at the bedside. We also have a quiet room for you to use if you wish and there is an outdoor garden. Please ask staff to show you where these areas are if you need to. Please be aware that patients take precedence over visitors in the use of these facilities and please respect others’ need for quiet.
Teenage and Young Adults Area (TYA)

Specifically designed with young people in mind, and funded by the Teenage Cancer Trust, these areas are available for young patients to relax in, watch TV or play computer games. Please ask staff for more information.

Bedside TV, Radio, Internet and Telephone

Every bed has a Hospedia system to access television, radio, internet and telephone. Pre-payment cards can be bought from machines on the ward. You can access free Wi-Fi at www.btwifi.co.uk if you wish to use iPads or laptops on the ward. Please use headphones to ensure peace and privacy for those in neighbouring beds. Mobile phones can be used throughout the ward but we ask that you respect others’ need for quiet.
**Follow-up Appointment**

If you need a follow-up appointment or further investigations, we will arrange this before you leave, or you will receive a letter after discharge from hospital. If you are due to attend any outpatient appointments during your admission, please let us know so we can rearrange it or, if appropriate, you may still be able to attend it.

**Day Treatment Unit (DTU)**

You may be asked to come back for further treatment such as chemotherapy, as an outpatient in our Day Treatment Unit (DTU). It is located on Level 0 of the Cancer and Haematology Centre at the Churchill Hospital, near the Outpatient Department. Your Nurse or Doctor will explain more about what this involves.

**Triage**

If you experience problems after discharge from the ward please contact Oxford Triage Assessment Team on **01865 572 192** (24 hours, seven days a week). Alternatively, please contact the Oncology Ward for advice: **01865 235 012**, **01865 235 013** or **01865 235 014**.

**Radiotherapy Treatment**

The radiotherapy department is on the ground floor (Level 0). If you require radiotherapy planning or treatment during your stay a porter will take you, or you can make your own way if you are able to do so. Please show the ward nurses your appointments and treatment times.
Feedback

We will ask for your feedback about your experience on our ward. Please raise any concerns you may have with staff at the time, and ask to speak to the Sister or Deputy who will be happy to listen and resolve any issues wherever possible, or contact our Patient Advice and Liaison Service (PALS) on 01865 221 473. Please also complete a ‘Friends and Family Test’ feedback form when you are discharged, and place it in the red box provided at the ward entrance.

Chaplaincy

A Chaplain is always available for personal support to patients and families. Please ask a member of staff if you want to speak to them. Rev Dr Margaret Whipp visits the ward and Outpatient Department regularly.

Charitable Funds

We are always grateful for donations to our Oncology Ward Charitable Fund. They make a huge difference to our patients, their families and visitors. Recent improvements we have made using charitable funds include furniture and equipment for the day room and the quiet room. Donations allow us to buy extras such as the ice machine, and fund the evening snack trolley, which all help to make patients’ stay more comfortable.
Further Support & Information

There are various patient and carers’ information booklets around the ward for you or your family to take away and read. Please also look at the noticeboards for details on where to access additional support.

Maggie’s Centre, Churchill Hospital
Tel: 01865 225 690
www.maggiescentres.org

Maggie’s Centre provides information and support to address every aspect of living with cancer – from the practicalities of claiming benefits, to the physical and emotional effects that people might be experiencing.

Open Monday to Friday 9am - 5pm.
No appointment necessary, just pop in for a cup of tea.

Carers Oxfordshire
Tel: 0845 050 7666
www.carersoxfordshire.org.uk

Carers Oxfordshire listens to carers and provides information and advice. It also aims to help carers get the support they may need.

Maggie’s CancerLinks
www.cancerlinks.org.uk

Your local gateway to national high quality cancer information across Berkshire, Buckinghamshire, Oxfordshire and Wiltshire.
Macmillan Cancer Support

www.macmillan.org.uk

Macmillan Cancer Support is a UK charity supporting people with cancer and their families with specialist information, treatment and care.

Macmillan Support Line

Tel: 0808 808 0000

For answers, support or just a chat. Monday to Friday, 9am - 8pm (Free call).

Cancer Research UK

www.cancerresearchuk.org

Cancer Research UK provides patients and health professionals with information on lifestyle, cancer and current research.
Useful Contacts

Oncology Ward, Churchill Hospital: ...... 01865 235 012 / 235 013 / 235 014
Haematology Day Treatment Unit (DTU): .................................................. 01865 235 554
Outpatient Department, Level 0, Churchill Hospital: .............. 01865 235 566
Oxford Triage Assessment Team: (24hrs / 7 days a week)............... 01865 572 192

If you have any worries or concerns about your care please contact:
Hayley Smith, Matron: .......................................................................................... 01865 234 964
or email: hayley.smith@ouh.nhs.uk
If you have a specific requirement, need an interpreter, a document in Easy Read, another language, large print, Braille or audio version, please call **01865 221 473** or email **PALSJR@ouh.nhs.uk**