



Oxford University Hospitals  
NHS Foundation Trust

# ADULT RED CELL SERVICE

**Information for patients  
and carers**



Haematology



# What is the Red Cell Service?

The Red Cell Service is for people with red blood cell disorders. The service is also for people with haemoglobinopathies. This includes sickle cell disease and thalassaemia.

This leaflet describes the services available across Oxfordshire and the Thames Valley, and includes key contact details.

The Red Cell Service in Oxford is staffed by:

- Dr Wale Atoyebi, Consultant Haematologist (Service Lead)
- Dr Deborah Hay, Consultant Haematologist
- Dr Noemi Roy, Consultant Haematologist
- Sandy Hayes, Senior Specialist Nurse

The Red Cell Service is based at the Churchill Hospital in the Cancer and Haematology Centre. It also holds outreach haemoglobinopathy annual review clinics in the other hospitals across the Thames Valley region.

## Specialist nursing support

Sandy Hayes is the Senior Specialist Nurse for the Red Cell Service.

She is available for non-urgent support, advice and home visits. She also attends the Red Cell Outpatient Clinic at the Churchill Hospital and the regional annual review clinics.

The Senior Specialist Nurse also visits inpatients across the Trust's hospital sites.

To contact the Senior Specialist Nurse, please either telephone or email.

Tel: **01865 227 826**

Email: **sandy.hayes@ouh.nhs.uk**

# Outpatients

## **Red Cell Outpatient Clinic**

*Outpatient Department, Level 0,  
Cancer and Haematology Centre, Churchill Hospital*

This clinic is held on the first and third Friday of each month, from 9.20am until 12.00 noon.

The clinic is supported by a blood-taking service (phlebotomy).

You may be asked to have a blood test a week or so before you come to the clinic. We will give or post to you a blood test form to take to your GP.

If you would prefer to come to the hospital's phlebotomy department, please telephone the Red Cell Service Coordinator a few days before your blood test is due, so that the blood test can be ordered. The telephone number is shown below.

If you wish to make an appointment for a routine review in the clinic, or need to change your appointment, please contact the Red Cell Service Coordinator.

Tel: **01865 227 826**

## **Haematology Day Unit**

*Next to the Outpatient Department, Level 0,  
Cancer and Haematology Centre, Churchill Hospital*

The Haematology Day Unit manages:

- venesections
- planned exchange blood transfusions
- planned blood transfusions for people with thalassaemia and sickle cell disease.

Tel: **01865 235 554**

Monday: 10.00am to 6.00pm

Tuesday to Friday: 8.00am to 6.00pm

Saturday: 8.00am to 4.00pm (for certain treatments)

## **NHS Blood and Transplant (NHSBT)**

Exchange blood transfusions for people with sickle cell disease are carried out by the Therapeutic Apheresis Services (TAS), at the National Blood and Transplant Centre, on Level 2 of the John Radcliffe Hospital. TAS also provide an inpatient service for urgent exchange blood transfusions.

Tel: **01865 387 938**

# Urgent problems

If you are worried that you need urgent attention for your blood disorder, or have a medical concern (e.g. if you have sickle cell disease and think you might be developing a crisis), we have a dedicated triage assessment team.

## **Oxford Triage Assessment Team**

*Level 1, Cancer and Haematology Centre, Churchill Hospital*

Tel: **01865 572 192**

8.00am to 8.00pm, 7 days a week

Outside of these hours please call the **Clinical Haematology Ward**.

Tel: **01865 235 048/049**

One of our triage nurses will assess you over the telephone. The nurse will discuss your problem with the haematology specialist registrar, who will decide whether you need to be seen. If treatment is needed, it can be started without delay. If you need admission to hospital to address the problem, this will be arranged.

Please **call the Oxford Triage Assessment Team** or **Clinical Haematology Ward** if you have a problem you think needs the urgent attention of a haematologist.

# Non-urgent problems

If you have questions about your condition, medications, treatment or need other support, please contact the Senior Specialist Nurse (see page 3 for contact details).

## **Prescriptions**

The Red Cell Service only provides prescriptions for a very limited number of haematology specialist medications. Other prescriptions will need to be provided by your GP.

## **Inpatient care**

If you need to be admitted to hospital for treatment, we will always try to accommodate you on the Clinical Haematology Ward. However, you may be on another ward at the Churchill Hospital until we have a bed for you. Even if you are on another ward, your medical care will still be delivered by the same Haematology team.

Clinical Haematology Ward: **01865 235 048**  
**01865 235 049**

*Level 1, Cancer and Haematology Centre, Churchill Hospital*

Medical reviews take place at least daily, or more frequently, if required. Formal consultant ward rounds take place on Monday and Thursday mornings.

Family and friends may visit you at any time, but please respect all patients' needs for rest and quiet.

## **Coming to the Churchill Hospital**

For information on transport, parking and hospital facilities, please visit [www.ouh.nhs.uk/hospitals/churchill](http://www.ouh.nhs.uk/hospitals/churchill)

Please also ask for the booklet 'Information for patients – Churchill Hospital', available from reception, volunteers' desks and the Patient Advice and Liaison Service office in the Churchill Hospital main entrance atrium.

# Support services

## **Social services:**

If you would like to contact social services whilst you are an inpatient, please ask your ward nurse.

## **Benefits and immigration advice:**

Contact the Citizens Advice Bureau.

Tel: **03444 111 444**

Website: **[www.caox.org.uk](http://www.caox.org.uk)**

Your specialist nurse is also able to support you with application forms and PIP advice.

## **Spiritual care:**

The hospital Chaplaincy service can visit you on the ward. Please ask your nurse to contact them for you.

There is multi-faith room in the Churchill Hospital reception area.

## **Patient Advice and Liaison Service (PALS):**

The Patient Advice and Liaison Service offers confidential advice, support and information on health-related matters. They provide a point of contact for patients, their families and their carers.

Tel: **01865 235 855**

Email: **[PALS@ouh.nhs.uk](mailto:PALS@ouh.nhs.uk)**

## **Support group:**

The Red Cell Service operates a support group for people with rare inherited anaemias, sickle cell disease and thalassaemia. Please contact the Senior Specialist Nurse for more details.

## **Interpreters:**

Please speak to ward staff or the Senior Specialist Nurse if you feel you or a family members need an interpreter.

# Useful information

## **NHS Choices**

Website: [www.nhs.uk/conditions/sickle-cell-anaemia](http://www.nhs.uk/conditions/sickle-cell-anaemia)

Website: [www.nhs.uk/conditions/thalassaemia](http://www.nhs.uk/conditions/thalassaemia)

## **Sickle Cell Society**

Website: [www.sicklecellsociety.org](http://www.sicklecellsociety.org)

Tel: **020 8961 7795**

Email: [info@sicklecellsociety.org](mailto:info@sicklecellsociety.org)

## **UK Thalassaemia Society**

Website: [www.ukts.org](http://www.ukts.org)

## **Thalassaemia International Federation**

Website: [www.thalassaemia.org.cy](http://www.thalassaemia.org.cy)

## **Brent Sickle Cell and Thalassaemia Centre, London North West Healthcare NHS Trust**

Website: [www.sickle-thal.nwlh.nhs.uk](http://www.sickle-thal.nwlh.nhs.uk)

## **The Haemochromatosis Society**

Website: [www.haemochromatosis.org.uk](http://www.haemochromatosis.org.uk)

## **Congenital Anaemia Network (CAN)**

A local charity supporting people with rare anaemias, including thalassaemia and sickle cell disease.

Website: [www.togetherwecan.uk](http://www.togetherwecan.uk)

Email: [info@togetherwecan.uk](mailto:info@togetherwecan.uk)

## **Oxford Blood Group**

The Oxford Blood Group is a patient engagement group, hosted by the Oxford Haematology department, for anyone with experience of a haematology condition. Your experience of using our services gives you a unique perspective that can help us improve our service and our research.

We aim to:

- get patients involved in the design and conduct of haematology research
- involve patients in service development and quality improvement for the OUH Clinical Haematology Service.

If you would like to know more, please email:

**[oxfordbloodgroup@ouh.nhs.uk](mailto:oxfordbloodgroup@ouh.nhs.uk)**

## **Healthwatch**

Healthwatch is committed to improving health and social care services through listening to your experiences.

Tel: **01865 520 520**

Website: [www.healthwatchoxfordshire.co.uk](http://www.healthwatchoxfordshire.co.uk)

# **FEEDBACK**

We are always trying to improve our service. Please let us know your views about the care you receive from the Red Cell Service. The service runs a number of questionnaires throughout the year. We really value your views, so if you are asked to take part, please do.

You are always welcome to discuss your care with your doctors and nurses directly or ask for a feedback form.

If you need an interpreter or would like this information leaflet in another format, such as Easy Read, large print, Braille, audio, electronically or another language, please speak to the department where you are being seen. You will find their contact details on your appointment letter.



Author: Sandy Hayes S35  
Guidance received from Divisional Patient Information  
Coordinator  
July 2019  
Review: July 2022  
Oxford University Hospitals NHS Foundation Trust  
[www.ouh.nhs.uk/information](http://www.ouh.nhs.uk/information)

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