

Oncology

Your referral for lung cancer treatment from another Trust

Information for patients

Introduction

Your oncologist has referred you to Imperial College Healthcare NHS Trust for your lung cancer treatment. This will include either chemotherapy or radiotherapy, or sometimes both. The information within this pack provides guidance on your treatment at our Trust and details of who to contact during this time.

Your treatment

If you are referred for chemotherapy please read the 6 east chemotherapy day care unit leaflet within your pack. It provides details of your treatment pathway and who will be caring for you. If you are referred for radiotherapy please read the radiotherapy leaflet about the open evenings. These are held regularly in the radiotherapy department at Charing Cross Hospital and provide valuable information on what to expect and how to prepare. They are very useful to attend before you begin radiotherapy.

Throughout your time with us, you will receive information and support on your treatment from team members in the chemotherapy and radiotherapy departments. They will answer any questions you may have. You can also telephone **020 3311 5160** for advice on any side effects you experience. This is a 24-hour number, available seven days a week.

Your CNS/keyworker

Throughout your treatment at Imperial College Healthcare, your clinical nurse specialist (CNS)/keyworker remains the same person you met when you were diagnosed by the referring Trust, e.g. Ealing Hospital, Northwick Park or West Middlesex. Please contact your CNS for any support or information relating to your overall care, or further questions or concerns about your follow-up. The name and contact telephone number of your CNS can be written below:

My CNS's name: _____ Contact number: _____

Macmillan navigator service

Imperial College Healthcare has a Macmillan navigator telephone service which acts as a single point of contact to help you throughout your care. Navigators can provide a range of information, help and support, such as checking your appointment dates and altering these if required. When calling, please let the navigator know that your above-named CNS is based at another Trust. The navigator service is available Monday to Friday 08.00–18.00 and 09.00–17.00 at weekends.

Telephone: 020 3313 0303

Support and information at Imperial College Healthcare

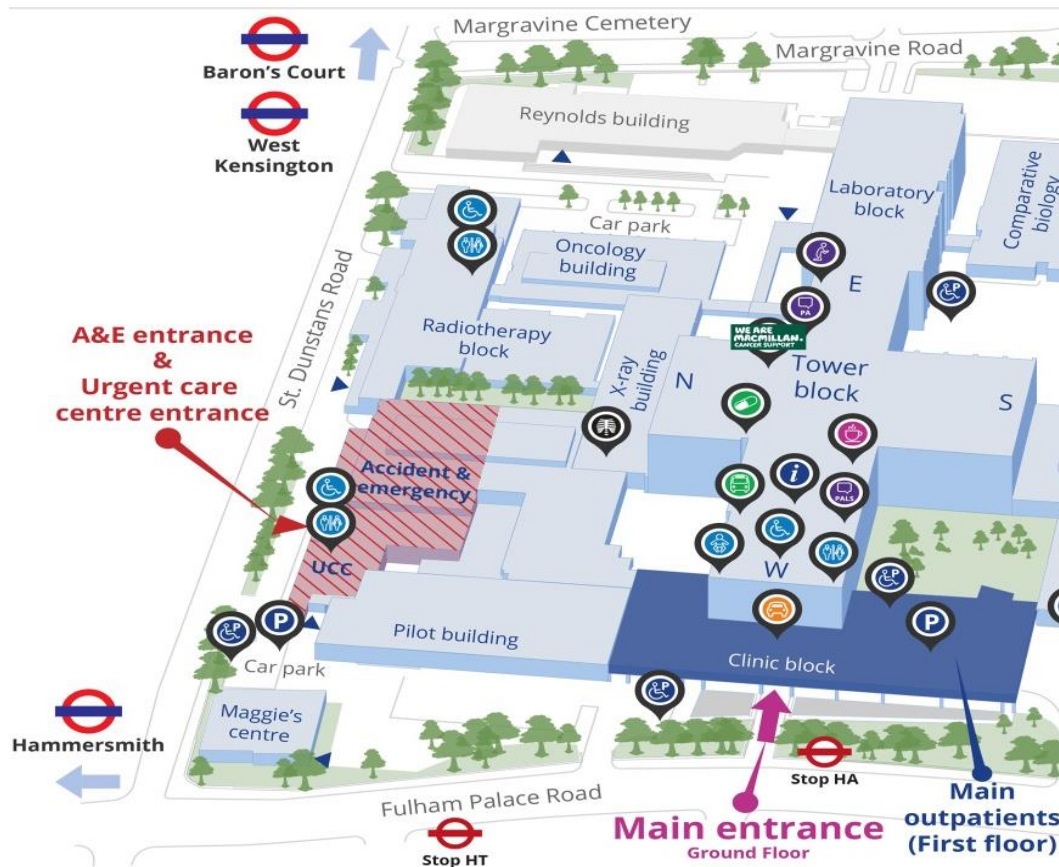
Macmillan information and support service at Charing Cross Hospital

The drop-in centre on the ground floor of Charing Cross Hospital is open (except bank holidays) Monday and Friday 09.00-17.00; Tuesday, Wednesday, Thursday 09.00-16.00. It provides emotional and practical support, set in a friendly, non-clinical environment in which people affected by cancer can discuss private needs. Telephone: **020 3313 0171**

Maggie's Cancer Caring Centre

The Maggie's centre provides emotional, practical and social support to people with cancer, their families and friends. All services are drop-in and free. Telephone **020 7386 1750** or visit www.maggiescentres.org to check the current timetable of support groups and activities.

Finding your way at Charing Cross Hospital



Key locations: Radiotherapy block
6 east chemotherapy day care unit (sixth floor, tower block, east wing)
Macmillan information and support centre (ground floor, tower block)
Maggie's centre (orange building in car park of main entrance)

End of treatment

Once you have completed your treatment and have been discharged from our Trust, you will receive any follow-up that you require at the hospital which referred you to us.

How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3313 0088** (Charing Cross, Hammersmith and Queen Charlotte's & Chelsea hospitals), or **020 3312 7777** (St Mary's and Western Eye hospitals). You can also email PALS at imperial.pals@nhs.net. The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf. Alternatively, you may wish to express your concerns in **writing** to: Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street, London W2 1NY

Alternative formats

This leaflet can be provided on request in large print, as a sound recording, in Braille, or in alternative languages. Please contact the communications team on **020 3312 5592**.

Wi-fi

We have a free wi-fi service (for basic filtered browsing) and a premium wi-fi service (requiring payment) at each of our five hospitals. Look for WiFiSPARK_FREE or WiFiSPARK_PREMIUM