

Clinical haematology

Outpatient department and day care services
at Hammersmith Hospital

Information for patients, relatives
and carers

Introduction

The haematology unit at Hammersmith Hospital treats a wide range of haematological diseases and cancers, as well as solid tumours. It continues to be at the forefront of clinical advances and has an international reputation for excellence and innovation with one of the largest stem cell transplant programmes in Europe. The unit also provides comprehensive facilities for patients with haemoglobinopathies and clotting disorders, including an anticoagulation service.

The outpatient department consists of a day care unit which includes ambulatory care, apheresis suite, a day pain service for sickle cell patients, outpatients clinic and a haemophilia centre. Depending on your illness and treatment plan, you might be seen in all areas or only one. All patients not attending the day care or apheresis suite will be seen by a doctor, clinical nurse specialist (CNS) or nurse in the clinic.

Outpatient teams are made up of:

- nurses
- doctors
- health care assistants
- student nurses
- clinic clerk
- CNSs
- clinical psychologists
- social worker
- volunteers
- cleaning and catering staff

There is also a Macmillan Cancer Information and Support desk for patients and carers.

For inpatient teams, please see the photo boards in each clinical area.

Outpatient service

The haematology outpatient department runs clinics between 09.00 and 17.00 Monday to Friday.

Day care unit

The day care unit treats patients requiring chemotherapy, blood and platelet transfusions, iron infusions, venesection and other shorter procedures. Day care runs between 08.00 and 20.30 Monday to Sunday.

Apheresis suite

The apheresis suite is located on the ground floor of the Garry Weston Centre and performs a range of procedures:

Collection apheresis: autologous and donor PBCSH/donor lymphocytes collection.

Therapeutic apheresis: red blood cell exchange (RBE), therapeutic plasma exchange (TPE) for haematology/neurology conditions, white cell and platelet depletions.

Clinic

The clinical service is supported by research and diagnostic laboratory services which are based in the hospital.

Haemophilia centre

The haemophilia centre, located on the second floor of the Garry Weston Centre, investigates and treats people with bleeding disorders. It also treats patients on anticoagulant therapy.

Renal and haematology triage unit

The unit is located in B block by the main hospital entrance and is open 24 hours a day, 7 days a week. This unit has eight emergency trolleys shared between renal and haematology patients requiring urgent medical assessment. The 24-hour haematology helpline is also manned in the unit.

Phlebotomy service (blood sampling)

The phlebotomy service (where blood samples are taken) operates between 08.30 and 17.00 Monday to Friday, and is located on the ground floor of the Garry Weston Centre.

Blood transfusion service

Patients may be asked to attend haematology day care to receive their blood transfusions. The department offers transfusion between 08.00 and 20.30 Monday to Sunday.

Psychology services

The psychologist can help address any concerns you might have about your treatment or about pain, depression, stress or anxiety, relationships, communication and more, and will work with you to give you the skills to actively manage your condition.

For malignant haematology conditions, the psychology contact number is **020 3312 1658**.

Patients with haemoglobinopathy disorders can access the clinical health psychologist. For more information, please email: imperial.sicklecell.psychology@nhs.net

Can't make your appointment?

If you cannot attend your appointment, please contact us as soon as possible on:

Telephone: **020 3313 3297**

Day care reception for those patients coming in for treatment

Telephone: **020 3313 4594**

We will do our best to reschedule your appointment as well as offer your existing appointment to another patient. Missed appointments significantly impact on the way we deliver our outpatient services, so it is very important that you contact us as soon as possible if you are unable to attend.

Arriving at the hospital

Please go to the reception and let a member of the team know you have arrived or use the self-check-in kiosks. Please tell us if you have changed your name, address, telephone numbers or GP. It is important that we keep our records up-to-date if we need to contact you or your GP.

Please arrive on time for your appointment. If you are early, you will not usually be seen more quickly. However, if you are late, other patients who arrived on time may be seen before you.

Inpatient wards

If you need to be admitted following your appointment in either outpatients or day care, there are three wards available within the clinical haematology service:

Dacie Ward: located on the first floor of the Catherine Lewis Centre

Weston Ward: located on the third floor of the Garry Weston Centre

Fraser Gamble Ward: located on the third floor of the renal building

Please contact each ward about their visiting times.

Consenting to treatment

We want to ensure that you fully understand your condition and the treatment/care options available to you. Before you receive any treatment, your doctor will explain what they are recommending, including the benefits, risks and alternatives.

Please ask questions or raise any concerns you may have during your consultation if you are unsure about anything. You may want to write down any questions you have in advance and bring these with you to your appointment.

The doctor will tell you if you need to have a medical examination during your appointment and you will be offered a chaperone to be present during the examination. Please also be aware that as the Hammersmith Hospital is a teaching hospital, trainee or student doctors and student nurses may be present during your consultation. Please tell the doctor reviewing you for your appointment if you do not wish to have a trainee, student doctor or student nurse present during the examination.

Confidentiality and data protection

We will keep your clinical records confidential at all times. We may need to share information about you with other healthcare providers to ensure the best quality healthcare. If your information is used for statistical purposes to improve NHS services, we will remove the details that personally identify you. If we need information which may identify you, we will ask for your permission first.

Under the Data Protection Act you have the right to see or obtain a copy of your clinical records. If you have any concerns about how we use your information or need any additional advice, please speak to your doctor.

Further information can be found at this website:

www.imperial.nhs.uk/patients-and-visitors/patient-information/my-records

Preventing infection

Please wash your hands

You and your visitors can help us prevent infection by always washing your hands with soap and water after using the toilet. Please wash your hands or apply alcohol hand gel from a dispenser before you enter or leave a ward. Simply rub the gel onto dry hands and let it dry. Please ask your relatives and friends not to visit if they are suffering or recovering from any infectious illnesses such as diarrhoea, vomiting, chicken pox, coughs, colds or flu symptoms.

Participation in clinical trials

Clinical trials are research studies involving patients. They are also the best way to compare different methods of preventing and treating medical conditions, as they provide doctors with reliable evidence on the best approach.

If you are cared for and treated at Imperial College Healthcare NHS Trust, you may be invited to take part in a clinical trial. It is your decision whether or not you wish to get involved. If you decide not to participate, it will not affect your care in any way.

To participate in a clinical trial or to find out more, please phone **020 3313 8070** or visit our website: www.imperial.nhs.uk/research

Travelling to hospital

There is not an A&E service at Hammersmith Hospital. Haematology patients receiving chemotherapy and those with sickle cell disease and other long-term conditions have been given access cards and should use the contact numbers on these cards if they need to attend hospital for an unscheduled or emergency visit. If calling an ambulance these cards should be shown to the ambulance crew.

We advise our patients to **travel to hospital by public transport** whenever possible as **car parking is limited**.

Patient transport is available for patients who meet the necessary criteria. For more information please call 020 3311 5353.

The nearest tube stations are East Acton and White City (both on Central line) and Wood Lane (Hammersmith and City Line). Buses that stop outside are numbers 7, 70, 72, 272 and 283.

Hospital facilities

Shops

There is a shop near the main entrance to the hospital that sells magazines, newspapers, greeting cards, as well as snacks and drinks. It is open between 07.00 and 20.00.

The Friends of Hammersmith Hospital, a charitable and voluntary organisation that supports a wide range of hospital departments and facilities, also have a shop in the south corridor selling greeting cards, clothes and various other items.

The shop is open between 09.00 and 16.00.

There is a Costcutter on the east side of the hospital, open between 07.00 and 23.00.

Cafés

There are coffee shops in the main hospital entrance (off Du Cane Road), on the ground floor of the Garry Weston Centre, ground floor of the renal building (F block) and in the main entrance to Queen Charlotte's & Chelsea Hospital. They serve a variety of sandwiches, snacks, teas and coffees. Opening times vary but all are open between 08.30 and 17.00

Restaurant

There is a restaurant serving a selection of hot and cold food on the ground floor, north corridor, at the rear hospital entrance. The restaurant is open between 07.00 and 19.00 Monday to Sunday.

Contact details

Hammersmith Hospital switchboard	020 3313 1000
Clinic reception	020 3313 3297
Day care reception	020 3313 4594
Apheresis suite	020 3313 4735
Senior charge nurse (outpatient department)	020 3313 5099
Dacie Ward (including out of hours)	020 3313 3189
Weston Ward (including out of hours)	020 3313 4753
Fraser Gamble Ward (including out of hours)	020 3313 4215
Lead nurse	020 3313 5196
Clinical nurse specialist	020 3313 0303
Clinical nurse specialist for haemoglobinopathies (sickle cell, thalassemia, etc.)	020 3313 8372
Clinical psychologist	020 3313 3357
Social worker	020 3313 4655
Renal and haematology triage unit (RHTU)	020 3313 1255
Haemoglobinopathies and haemophilia (red cell) helpline	020 3311 7755
Outpatient pharmacy (Lloyd's)	020 3313 2360

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 complain by contacting our complaints department:

Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street, London W2 1NY

Email: ICHC-tr.Complaints@nhs.net

Telephone: **020 3312 1337 / 1349**

Alternative formats

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team: imperial.communications@nhs.net

Wi-fi

Wi-fi is available at our Trust. For more information visit our website: www.imperial.nhs.uk

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