



## Services for patients on Ward 10 and Ward 11

Information for patients at Mount Vernon Cancer Centre (MVCC)

### Welcome to Mount Vernon Cancer Centre

This is a guide to Ward 10 and Ward 11 and the services available on the Mount Vernon Hospital site. We hope it will answer some of your questions. There are some useful contact numbers on page 6 if you have any concerns.

### Before you come into hospital

You should be sent a patient registration form. Please read it carefully and fill in all the details. Bring the completed form with you to the ward. If you have not received this form, this will be discussed with you at your first appointment. Since April 1995, all hospitals have to collect information on the ethnic groups of their patients. This information is strictly confidential and will be used in the form of anonymous figures for the planning of future services.

### Things to bring with you

- Your NHS number
- Pyjamas/nightdress
- Dressing gown
- If you prefer to wear 'day' clothes please bring loose items such as tracksuits or casual clothes
- Slippers
- Towels, face flannel & soap
- Hairbrush/comb
- Razor/electric razor
- Toothbrush and toothpaste
- Denture pot
- Spectacle case
- Snacks, drinks and tissues
- Money for car parking, newspapers, snacks etc
- Mobile phone

**Please note that toiletries and towels are not routinely provided.**

### Personal possessions

Please do not bring large sums of money or valuable items into hospital with you.

The hospital cannot accept liability for loss or damage to valuables or articles left in any part of the hospital, unless such articles are handed to a nurse and an official receipt is obtained. Ask a nurse in your team if you have any questions about this.

### Medicines

Please bring with you the medication you are currently taking and show it to the doctor, nurse or pharmacist. This is so that an accurate record of your medicines can be kept.

### Car parking at the hospital

A Pay & Display parking scheme operates 24 hours a day. Cancer patients have a £1 concessionary parking rate but must register for this. Registration forms are available at the Cancer Centre Reception desks or on the back of appointment letters. Take your registration form to the Facilities Office or Car Parking Office on your first visit and you will be given a yellow Concessionary Parking Pass. Facilities Office or Car Parking Office: Monday - Friday, 8am - 12 and 1pm - 4pm.

- For car parks accessed via Gate 1 or Gate 3: get a Concession/Blue Badge ticket for £1 at the Pay and Display machine and display this and your yellow pass on the car dashboard. Your yellow pass can be used in any car.
- The car park accessed via Gate 2 is Pay on Exit: type your car registration number into the machine when you are ready to leave. You will be charged £1 and the barrier will rise automatically. You do not need to display your yellow pass in this car park, but **only** the car registered can be used there.

**Blue badge holders** do not need to register. Pay £1 at the Pay & Display machine. Please display your ticket and blue badge on your dashboard.

### **Overnight patients**

A permit for overnight parking is available for patients who will be driving themselves and staying overnight.

When you come to clinic, you could visit the Car Parking Office to arrange your parking permit for when you are staying on the ward.

Or, on arrival at the hospital, take your letter confirming your overnight stay to the Car Parking Office. Please see their opening and closing times below.

When you arrive at the hospital, please put a free 10 minute parking ticket in your car. This will give you time to get to the Car Parking Office to collect your permit and back to the car park.

### **Car Parking Office**

Monday - Friday, 8am - 12 and 1pm - 4pm.

This office is closed for lunch 12 - 1pm

Sat and Sun: closed

The Car Parking Office is near the Oak Tree Restaurant. Go towards the Oak Tree Restaurant. When you pass this on your left, continue along the corridor. Follow it to the right and then turn left. The office is the second door on your left.

Please knock on the door if it is shut. If there is no answer, please ask a member of staff at the Post Room (across from the Oak Tree Restaurant) to contact the switchboard to bleep a porter.

Out of hours, please ask a member of staff for the charge hand porter to be bleeped.

### **Parking concessions for frequent visitors, eg, friends and relatives**

Frequent visitors can get concessionary permits:

7 day, 24 hours - £12

One month, 24 hours - £25

These can be bought (cash only) at the Car Parking Office – see above for directions.

### **Getting help with paying for transport**

If you are on a low income, you may be able to get help with paying for the cost of transport to and from the hospital. This includes bus and train fares and car mileage but not taxi costs.

For more information about eligibility, please speak to Patient Affairs (020 3826 2343) or visit [www.direct.gov.uk](http://www.direct.gov.uk) and search for 'Travel costs'.

## **When you arrive at MVCC**

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Go to your ward and give your admission letter to the ward administrative assistant, unless you have been advised to go elsewhere.

## **Life on the ward**

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### **Food and meal times**

Ward 10 and Ward 11 have a 'protected meal time' policy. All visitors will be asked to leave at meal times.

Patients are encouraged to have their meals in the day room, dress each day and socialise if they wish.

Breakfast: 8am - 9am

Lunch: 12 noon - 1pm

Supper: 5pm - 6pm

Menu cards are provided which include a wide selection of food. Please ask the nursing staff for more information or ask them to contact the catering department if you have any specific dietary requirements.

Please tell the nursing staff if you have any allergies.

### **Visiting times**

Ward 10 and Ward 11 visiting times are:

10am - 12 noon

1pm - 5pm

6pm - 8pm

Please avoid visiting at meal times for both wards.

Please note: times may vary and there may be a limit on the maximum number of visitors you can have at a time - your nurse can give you more details.

### **Cashpoint machine**

This is located in the Oak Tree Restaurant and does not charge for withdrawals.

### **Mobile shop**

The Comforts Fund mobile shop (with toiletries, snacks, newspapers, etc) visits the wards Monday to Friday. This is staffed by volunteers.

### **Telephones**

Mobile phones may be used at the discretion of the ward staff. Please only use them in the day room, at least a metre away from any working medical equipment. Please do not use them after 9pm and before 7am unless in a side room or quiet area.

Wards 10 and 11 have portable phones on which relatives and friends can call you. Please ask for the telephone number.

## Letters

If your family/friends wish to write to you, the address is:

(Your name)

(your ward)

Mount Vernon Hospital

Rickmansworth Road

Northwood

Middlesex

HA6 2RN

## Televisions and radios

There is a television in the day room for everybody to use. You may wish to bring your own television and radio, but please check with your ward staff first as these can only be used if they do not cause a hazard to anyone else.

All devices must be:

- attached to a moulded plug. If not they must be checked by the hospital electricians before they can be used
- used with headphones so that other patients are not disturbed

Please note there are only limited facilities for locking these items at the bedside.

## Confidentiality

All information about you during your stay in hospital will remain confidential within the multi-disciplinary team which includes your family doctor (GP). It can be shared with your family and friends, but only after you have given your written permission.

## Single sex wards

When possible you will be treated in a single sex ward, or in an area where you can be separated from patients of the opposite sex. This will have single sex washing and toilet facilities.

## Smoking

In the interests of good health the hospital has a strict no smoking policy. Smoking is forbidden anywhere on the hospital site.

If you want to give up smoking, your oncologist or nurse will be very happy to support you, so please speak to him/her.

For more information ask at the Lynda Jackson Macmillan Centre (see page 8).

## Your hospital team

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### Doctors

Your consultant oncologist leads a team of registrars (senior doctors) and junior doctors who will be leading your care while you are in hospital. A doctor from your oncologist's team will see you each day during your stay.

### Nursing teams

All the wards practise team nursing. Each team comprises one senior nurse/team leader, nurses and health care assistants. Most of the nurses are trained in cancer care and will be able to discuss any problems with you and refer you to other specialist staff if necessary.

The wards are situated next to each other, close to the Cancer Centre and near to Gate 3 of the hospital.

Ward 10 has 23 beds for male patients.

Ward 11 has 11 beds for female patients, 7 side rooms and 2 rooms for radioiodine treatment.

### Modern matron and head of nursing

The Cancer Centre has two modern matrons and a nursing services manager who oversee the wards and outpatient areas.

The matrons have an important role in monitoring and improving your experience as a patient. Staff on the wards can contact the matron or the nursing services manager if you have any issues or concerns you wish to discuss.

If you want to contact a matron or the head of nursing cancer services, see the contact numbers at the end of this leaflet.

### The pharmacist

Each ward is visited regularly by its own pharmacist who monitors each patient's prescription chart and provides advice and guidance to staff and patients.

### Religion and cultural beliefs

Patients are encouraged to practise their faith whilst in hospital and you may arrange for your own representative to visit you. Quiet areas are available on each ward.

Representatives of all the main religious groups will visit you if requested, during your stay on the ward. If you would like to arrange a visit from one of the chaplaincy team, please phone 020 3826 2658

The hospital chapel is near the main hospital entrance and is open Monday to Friday 8.30am - 4.30pm  
Muslim Friday Prayer is held in the Muslim prayer room at 1.30pm.  
Please let staff know if you would like to attend.

## **Training**

Teaching of students takes place routinely in the wards under the guidance of senior clinical staff. If you have any concerns about this or would prefer not to be involved in training, please tell one of the nurses in your team.  
Your treatment will not be affected if you decide not to participate.

## **Research and development**

Mount Vernon Cancer Centre takes part in research projects which enable improvements to be made in the treatment of cancer. Some patients may be asked if they are willing to be in clinical trials. If they are suitable for you, they will be fully discussed with you so you can decide whether or not to take part. You will need to give written consent.

## **Radiotherapy department**

If your doctor decides you need radiotherapy this is where you will attend for its planning and the treatments. It is staffed by oncologists, therapy radiographers, physicists, nurses, engineers and a team of support staff.

## **Paul Strickland Scanner Centre**

At times during your treatment you may need to have CT (computerised tomography), MRI (magnetic resonance imaging) and/or PET (positron emission tomography) scans. These are carried out in the Paul Strickland Scanner Centre, which works closely with the Cancer Centre. Staff there will be able to answer any questions you may have about your scan.

## **Patient support services**

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### **Clinical nurse specialist (CNS)**

Your CNS usually sees you at outpatient clinic appointments but is available to offer extra support during your hospital stay. Please let your ward staff know if you would like your CNS to see you while you are in hospital.

## **Lynda Jackson Macmillan Centre**

The Lynda Jackson Macmillan Centre (LJMC) provides support and information for patients, their relatives and friends.

The Centre offers a drop-in service:

Monday to Friday  
9.30am - 1pm and 2pm - 4.30pm  
and a helpline: 020 3826 2555  
(with an answerphone out of hours).

If you are unable to visit the LJMC and would like someone to visit you on the ward, ask your nurse to call them. LJMC complementary therapists also visit the wards. The therapies offered are suitable for cancer patients before, during and after treatment. The therapists who work at the Centre are fully qualified and have specific training in working with people with cancer.

## **Benefits adviser**

A benefits adviser and trained volunteers are available at the Lynda Jackson Macmillan Centre. They can help answer questions about applying for financial assistance or benefits.

## **Social work team**

A social work team is available, who can provide practical and emotional support including signposting you to services in your local area. You can reach them on 020 3826 2402 or ask your nurse if you would like to speak to them.

## **Chart Lodge**

Chart Lodge provides accommodation for patients and relatives or friends during treatment at Mount Vernon. For further information and details of the charges, please call the manager on 020 3826 2671 between 8am and 12.30pm.

## **Michael Sobell House**

Michael Sobell House is a specialist palliative care unit on the hospital site. It provides day therapies, inpatient care, an outreach service and a 24 hour specialist advice helpline for patients, carers and health professionals on 020 3826 2377.

## Services and facilities at Mount Vernon Hospital

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These are located at the centre of the hospital site, outside the main cancer centre building:

### Taxi service

Mealings (Mini Cabs) provides a 24 hour taxi service. Telephone 01923 844791 or 01923 823880.

### Mount Vernon Comforts Fund shops

The Comforts Fund Shop sells newspapers, cards, sweets and toiletries, etc, and is open 10am - 3.30pm weekdays but closes at 3pm on Fridays.

The Look-In charity shop and the Comforts Fund Bookshop, are both open 11am - 3pm Monday to Friday.

## Restaurant and coffee bars

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### Oak Tree Restaurant

The Oak Tree Restaurant provides a self-service cafeteria, hot meals and snack service. It is open Monday - Friday 7am - 3.30pm:

- Breakfast: 7am - 10.30am
- Lunch: 11.30am - 2pm

Light meal options are available from vending machines at other times, 7 days a week.

### Coffee bars

The Comforts Fund runs a coffee bar in the main cancer outpatients waiting area which provides hot and cold drinks and snacks, it is open Monday - Friday, 10am - 4pm.

In the Mount Vernon Treatment Centre, by Gate 2, there is a coffee bar which sells snacks and other items, it is open Monday - Friday, 8am - 5pm.

## Suggestions and complaints

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We aim to provide the best possible service, and welcome any suggestions or comments you may have. When you are discharged from the ward, you will be asked to complete 'a friends and family test' so that you can give feedback about your stay.

If you have any complaints, please speak to the ward sister or senior nurse in charge before you are discharged, so that he/she can discuss your complaints with you.

You can also telephone or write to:

PALS (Patient Advocacy and Liaison Service)  
Lister Hospital  
Coreys Mill Lane  
Stevenage  
Hertfordshire  
SG1 4AB  
Tel: 01438 314333, ext 4678.

Or you can write to:

The Chief Executive  
Lister Hospital  
Coreys Mill Lane  
Stevenage  
Hertfordshire  
SG1 4AB

Your complaint will be acknowledged and you will receive a telephone call to discuss the resolution of your complaint.



### **Pregnancy/fathering a child**

Female patients must not be pregnant or become pregnant and male patients must not father a child during treatment or for some months afterwards. **Please discuss this with your cancer specialist.**

If you think there is a chance, however small, of you or your partner being pregnant during treatment, it is extremely important that you discuss this with your oncologist, nurse or radiographer as soon as possible.

Female patients will be asked to confirm their pregnancy status prior to treatment. This applies to all women between the ages of 12-55 years. This is a legal requirement.

### **Identification**

Please note that it is a legal requirement for the staff to check your name and details against your treatment sheet and your hospital name band each time you attend. You must wear your name band at all times whilst in hospital.

### **If you normally pay for NHS prescriptions**

People undergoing treatment for cancer do not have to pay NHS prescription charges if they have a valid medical exemption certificate. To get an exemption certificate, ask your GP for an application form.

### **Consent**

It is a legal requirement to have a signed Consent Form from you before the start of your treatment.

If you have already been given one of these forms, please bring the completed form with you when you come for your first appointment. If you have not been given a form, this will be discussed with you at your first appointment.

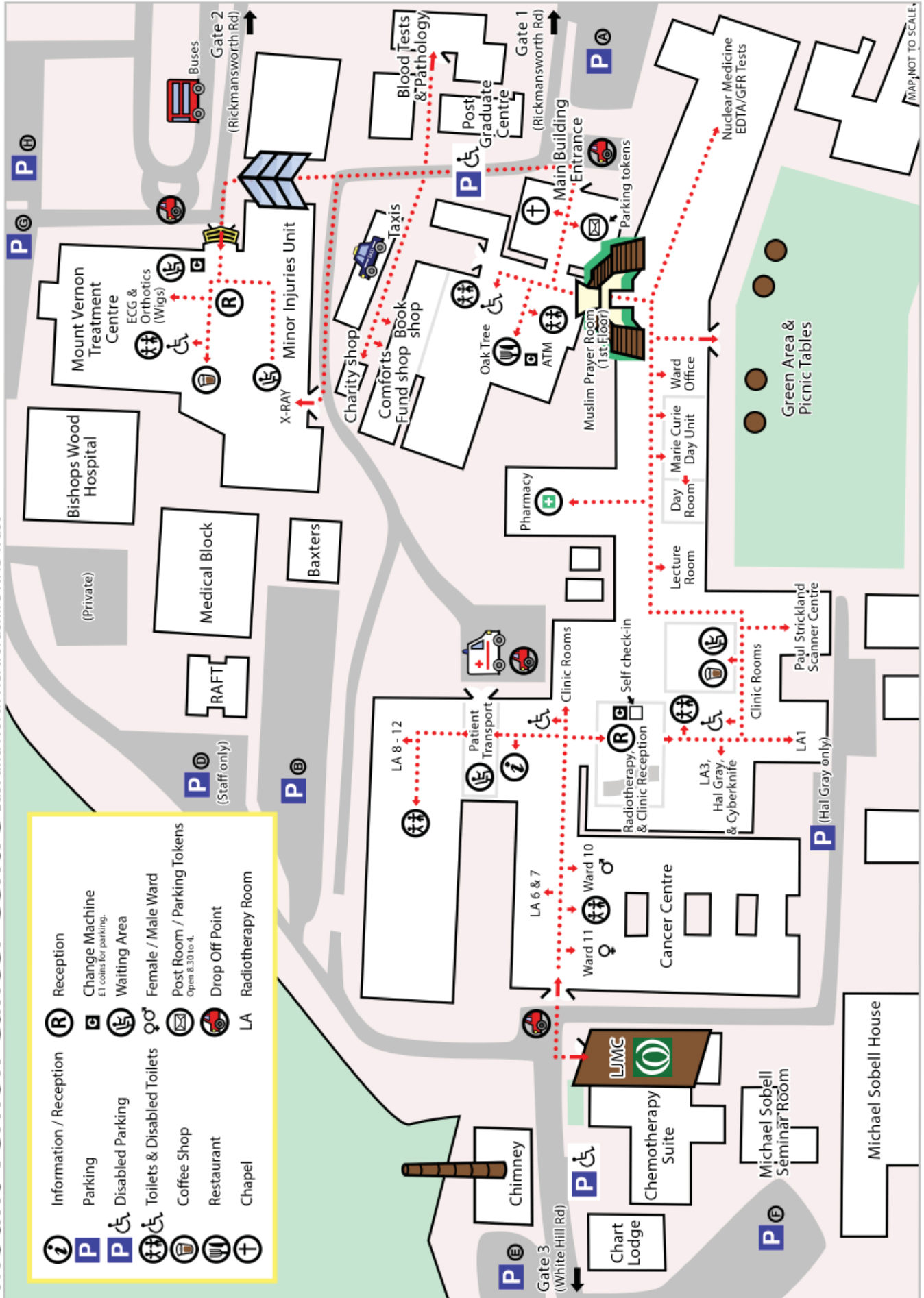
## **Contacts**

Mount Vernon Cancer Centre switchboard .....	020 3826 2020
Appointment enquiries (ask for your Consultant's secretary).....	020 3826 2020
Ward 11 .....	020 3826 2040 [24 hours]
Inpatient Matron.....	07825 023684
Outpatient Matron.....	07825 023651
Patient transport services .....	020 3826 2424
Lynda Jackson Macmillan Centre.....	020 3826 2555
Pharmacy: (Mount Vernon)	020 3826 2505 [Mon - Fri 9am - 5pm, Sat 9.30am - 12 noon]
Pharmacy patient help line:	01438 286150 [Mon - Fri 2pm - 4pm]
or email for response the next working day: medinfo.enhtr@nhs.net	

**For emergencies: 24 hour Acute Oncology Service  
Mount Vernon Cancer Centre: 07825 028855**

**Mount Vernon Hospital** Rickmansworth Road, Northwood HA6 2RN Satnav users: for Gates 1 and 2 (Rickmansworth Road) use HA6 2RN, for Gate 3 (White Hill) use WD3 1PZ. There is no through road across the hospital site.

## Mount Vernon Cancer Centre *East and North Hertfordshire NHS Trust*



## Other help and support

This leaflet forms part of a series of publications produced by the Lynda Jackson Macmillan Centre, the support and information service at Mount Vernon Cancer Centre.

People who have cancer often say that during their illness they experience a range of emotions. Many find it to be a stressful, anxious and confusing time.

If you would like further information about any aspect of cancer and its treatments, including the supportive services offered at the LJMC, please drop in to the centre or call the Helpline.

The staff at the LJMC work as part of the overall team caring for you and include healthcare professionals and trained volunteers. The centre provides a relaxed setting in which to talk and ask questions.

The LJMC is situated between the main Cancer Centre building and Gate 3 (White Hill).

Services offered at the LJMC include:

- Drop-in centre for support and information
- Telephone helpline
- Benefits advice\*
- Complementary therapies\*
- Relaxation classes
- Counselling\*
- Look Good...Feel Better™ beauty workshops
- Self-help courses

\* These services are available to NHS patients under the care of an oncologist based at Mount Vernon Cancer Centre

Mon-Fri: **9.30am-4.30pm**

Telephone Helpline: **020 3826 2555**

Website: **www.ljmc.org**

 **Lynda Jackson Macmillan Centre**  
*... supporting people affected by cancer...*