

Contact Details

Lister Macmillan Cancer Centre (LMCC)

Reception: 01438 284416

Monday to Friday, 8.30am - 5pm

General enquires and appointments with Consultant/Nurse

Telephone: 01438 284416

Monday to Friday, 9am - 5pm

**For all other enquiries please contact
your Consultant's secretary via main
switchboard:**

Telephone: 01438 314333 and ask for the
Consultant by name

Or e-mail:

chemotherapy-reception.enh-tr@nhs.net

Enquires regarding chemotherapy treatments:

Telephone: 01438 284441

Chemotherapy Advice Line

(for questions concerning side effects):

Tel mobile: 0778 571 6793

Monday to Friday, 9am - 5.45pm

Out of Hours Emergency Advice Line

(Open 24 hours, 7 days a week)

Please call Mount Vernon Cancer Centre

Acute Oncology Service on **0782 502 8855**

Additional information

Macmillan Cancer Information and Support Centre

Situated at the main entrance of the Lister
Hospital, the centre provides information both
as a drop-in centre and by a telephone helpline
for any questions relating to cancer.

Monday to Friday, 10am - 4pm

(excluding Bank Holidays)

Telephone: **01438 284657 / 0755 443 6746**

www.enherts-tr.nhs.uk

You can request this
information in a
different format or
another language.

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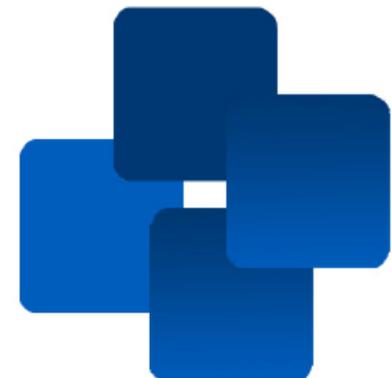
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Patient Information

Acute Oncology Service

Lister Macmillan Cancer
Centre



East & North Herts NHS Trust Lister Macmillan Cancer Centre (LMCC)

The LMCC is located by the main entrance of the Lister Hospital and is open for patients Monday to Friday, 8am to 6pm. The reception is staffed from 8am to 5pm, with the exception of bank holidays.

Patients requiring emergency or urgent chemotherapy out of normal working hours are transferred to the Mount Vernon Cancer Centre (MVCC).

Parking is available in the patient and visitor multi-storey car park (there is a charge for this), which is located close to the main entrance of the hospital.

Patients arriving by hospital transport are dropped off at the designated 'drop-off' area located close to the main entrance.

Wheelchairs are available in the main entrance area for members of the public to use. These wheelchairs need a £1 coin so that they can be released for use - your £1 coin is refunded when the wheelchair is returned back for the next person to use.

If you have any questions or concerns please contact your General Practitioner (GP) or your nurse specialist/keyworker, in the first instance.

Alert Card

You will have been issued with an **alert card** as you are at risk of neutropenic sepsis.

Sepsis is a whole body reaction triggered by an infection.

Neutropenic sepsis is a potentially fatal complication of anticancer treatment (particularly chemotherapy).

If neutropenic sepsis is suspected, action should be taken **immediately**.

Signs and symptoms to consider:

- You have received chemotherapy and/or radiotherapy in the last six weeks, and/or have bone marrow disease
- You have a temperature more than 37.5°C or a temperature less than 36°C
- A history of fever or hypothermia
- Other sepsis signs, i.e. tachycardia, hypotension, severe fatigue
- Rigors/shaking/chills
- An indwelling vascular access device
- Feel unwell

Should you have any of the above signs and/or symptoms you should attend the Emergency Department (ED) **immediately**.

Please take your alert card with you.

On your arrival to ED the Acute Oncology Team will be informed. The team consists of:

- Consultant Clinical Oncologists
- Consultant Medical Oncologists
- Acute Oncology Nurse
- Consultant Acute Medicine
- Emergency Department Consultant

What is the role of the Acute Oncology Team?

The Acute Oncology Team advise and manage acutely unwell patients who have been admitted to the hospital with:

- Problems from a known cancer;
- Complications from radiotherapy and/or chemotherapy treatment;
- Complications from a new or suspected cancer diagnosis

The Acute Oncology Team acts as a link between the Emergency Department, Haematology, Medical Assessment Unit and other cancer specialists in and around the hospital to provide a service to patients who are admitted as an emergency.

The Acute Oncology Team is in place to:

- Reduce emergency admissions;
- Provide early diagnosis;
- Give treatment to patients seen in the most appropriate setting;
- Improve patient outcomes and experience.

The Acute Oncology Team are available:

Monday to Friday, 9am - 5pm

Telephone: 0782 782 3509

(excluding weekends and bank holidays)

All other times are covered by an out of hours service. Contact details for this are on the next page.