

Acute Oncology Service

The Lister Macmillan Centre (LMCC)

The Lister Macmillan Centre (LMCC) is located at the main entrance of Lister Hospital and is open to patients Monday to Friday, 9am - 5pm and occasionally it is open on Saturdays for treatments or to facilitate pre-treatment calls to patients.

Alert Card (24-hour advice line) – Telephone number 07827 823509

You will have been issued with an Alert Card when you first started treatment; this advice line is to assist you with any symptoms or side effects you may experience because of your treatment(s).

The advice line is manned 24 hours a day by trained nurses based at Lister Hospital, Monday to Friday, 9am - 5pm. Outside of these hours the line is diverted to Mount Vernon Cancer Centre (MVCC) to allow for 24-hour cover. You do not need to call a different number; the phone will automatically divert when you call 07827 823509.

When you call the 24-hour advice line, you will be triaged against any symptoms you may be experiencing and may be asked many questions. **Please have your hospital number ready, together with your temperature before you start the call with us** (you will have been asked to get a thermometer at the start of your treatment).

Our aim is to give advice and signpost you to the most appropriate services according to your symptoms. This may be that you'll need to come into hospital via the Emergency Department (ED) to be seen as soon as possible, or we may ask you to attend an Urgent Treatment Centre for a less urgent review or to see your GP. We may also give you advice and guidance for self-care measures to undertake and allow you to stay at home. All these guidance measures are recommended to keep you as safe and well as possible during your cancer treatment.

If we ask you to come to ED, we will do our best to make the appropriate teams aware of your attendance to make it as smooth as possible, but please be aware we are unable to control delays in ED and you need to come prepared for a wait. We will only ask you to attend if we think you are at risk of becoming unwell. Examples of these may be sepsis (with or without a temperature), uncontrollable symptoms such as nausea, vomiting or diarrhoea, dehydration or issues with your spine.

If you feel you need to call the 24-hour advice line and your call is not answered in person, you will be diverted to a voicemail service. Please leave your name, brief details and a contact number and we will get back to you as soon as possible. Please do not repeatedly call if the phone is not answered in person on the first attempt, we may be with a sick patient or on a ward round, or on a call to another patient. If you haven't received a call back within 1 hour, then please call back.

The Acute Oncology 24-hour advice line is here to help you with treatment related side effects and symptoms, as well as complications of your cancer. We are **not able** to assist with clinic appointments, treatment appointments, scans, blood results or the resupply of medications.

Further information and support

You will have been given your cancer nurse specialist's (CNS) contact details when you saw them in your clinic appointment with your consultant oncologist or surgeon. They can be contacted for help with general enquires around scan results, blood tests and your plan for cancer treatment or investigations.

For any enquires you would wish to discuss with your consultant, please telephone the hospital switchboard and ask for your consultant's secretary.

Main Hospital Switchboard

- Telephone 01438 314333

Macmillan Cancer Information and Support Centre, Lister Hospital

Situated at the main entrance to the Lister Hospital. Drop-in centre and telephone helpline for any questions relating to cancer.

- Telephone 01438 284657 (Monday to Friday, 10am - 4pm, excluding Bank Holidays)
- Email - macmillaninfosupport.enh-tr@nhs.net

Macmillan Cancer Support www.macmillan.org.uk

Specialist advice and support for people with cancer and their families:

- Telephone 0808 808 0000
- Helpline 0808 800 5050

Useful contact details

East and North Hertfordshire Teaching NHS Trust:

- Website www.enherts-tr.nhs.uk
- Telephone 01438 314333

Acute Oncology 24-hour Advice Line:

- Telephone 07827 823509
- Email – aoscomms.enh-tr@nhs.net

Lister Macmillan Cancer Centre (LMCC), Lister Hospital:

- Telephone 01438 284657 (Monday to Friday, 9am - 5pm)
- Email - macmillaninfosupport.enh-tr@nhs.net

Treatment Appointment Reception:

- Telephone 01438 284441

Oncology Pharmacy, Lister Hospital:

- Telephone 01438 284712

Leaflet information

[You can request this information in a different format or another language;
please speak to your doctor or nurse.](#)

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