

Patient Information - Macmillan Acute Oncology Service



Dartford and Gravesham

NHS Trust

Macmillan Acute Oncology Service

Cancer and Haematology Directorate

Cancer Services Division

Darent Valley Hospital

Darent Wood Road

Dartford

Kent

DA2 8DA

01322 428100

www.dgt.nhs.uk



Introduction

The Acute Oncology Team consists of Clinical Nurse Specialists, a Physician Associate and a Nursing Associate. We work closely with, and are supported by visiting Oncologists from Maidstone.

What is Our Function?

Our role is to focus on cancer patients who are acutely unwell due to:

1. Complications of their cancer
2. Complications of their treatment
3. Metastatic disease from a known previous cancer
4. A new diagnosis of cancer of unknown origin
5. Cancer where the primary is not clearly diagnosed

We aim to see or review all appropriate patients requiring assessment within 24 hours of referral or admission.

Our service aims to avoid admission to hospital or reduce length of hospital stay, provide advice about relevant and appropriate treatment and to promptly resolve problems caused by cancer treatment.

How do we Work?

We work closely with teams and wards across the entire hospital, offering advice and support to other healthcare professionals. We visit wards to support admitting teams with information, advice and assistance to try to ensure the management of patient care is appropriate to cancer care needs.

We liaise with the oncologists to keep them updated on their patients and to inform the treating team of any subsequent advice given.

While responsibility for patient care remains with the treating team, we aim to work closely with them.

We support other site specific CNSs in their absence.

We support the Pine Therapy Unit in assessing, reviewing and treating patients with presenting illness with oncology related emergencies.

We liaise to arrange admission when required.

We give phone advice to colleagues in the community to provide assessment and avoid unnecessary admission.

Care and Treatment

We will respect your privacy and dignity, and will be sensitive to and respect your spiritual and cultural needs at all times. You will be treated fairly at all times regardless of age, gender, disability or sexuality.

The Team

Stacie Main - Macmillan Acute Oncology Lead Nurse

Nazima Chokoury - Macmillan Acute Oncology and Cancer of Unknown Primary CNS

Foluke (Mercy) Adebayo - Macmillan Acute Oncology CNS

Billie-Jo Beacroft - Macmillan Acute Oncology CNS

Ofeoritse Okome - Macmillan Acute Oncology Support Nurse

Laura Burns - Macmillan Acute Oncology Nursing Associate

Bradley Ayling - Administrator

How to Contact Us

Our Working Hours are:

09:00 to 17:00 Monday to Friday

08:00 to 16:00 at Weekends

Telephone: 01322 426796

Please understand that at times we are away from the office or on other calls, leave a message on the answer machine and we will return your call as soon as we are able to. Please remember to leave your name, date of birth or hospital number and your contact number.

Email: dgn-tr.acuteoncology@nhs.net

For more immediate response with urgent enquiries, please bleep us by asking for Bleep 988 via the hospital switchboard. Please be aware that you may have to wait for a response.

Comments and Suggestions

Our aim is to deliver a high quality standard of care and we would welcome any comments or suggestions regarding the service that you have received.

Please see the leaflet "Your Opinion Counts" for further information on how to do this.

Patient Advocacy Liaison Service

This service is provided by PALS and aims to improve the hospital experience for both patients and visitors. For more information please contact 01322 428382 between 9am and 5pm. There is a 24 hour answer service.

Your Personal Information

Information is kept in accordance with the Trust data protection policy. You can opt out of your data being used for research or planning purposes.

Macmillan Cancer Support

Provides practical advice and support for cancer patients, their families and carers.

Specialist nurses provide high quality, up to date information on their Freephone helpline. You can also access information on all aspects of cancer by visiting their website.

Freephone: 0808 808 0000

Website: www.macmillan.org.uk

Self-Care

Please follow advice given to you by your treating teams.

If you are on treatment and feel unwell with the following symptoms you need to call your unit or Emergency On-Call contact number:

1. A temperature of 38°C or above
2. Shivering, flu-like symptoms
3. Nose bleeds
4. Severe mouth ulcers causing bleeding or stopping you from eating or drinking
5. Persistent vomiting and diarrhoea (more than 4 episodes a day)
6. Difficulty breathing / breathlessness

If you are advised to go to Darent Valley Hospital A&E as your closest hospital, please check that the Acute Oncology Team have been made aware of your visit / admission.

Please bring your hand-held documents, letters and medications

This leaflet has been developed in partnership with the Patient Information Group and our DGT Patient Partners

Patient Information

Further patient leaflets are available from the Dartford and Gravesham NHS Trust website: <https://www.dgt.nhs.uk/patients-and-visitors/patient-information-leaflets> Please ask a member of staff if you require information in another language or format.

Complaints, Comments, Concerns and Compliments

Please speak to the staff in the ward or department caring for you if you have any concerns or questions relating to your care or that of a loved one.

Compliments can be shared by visiting: <https://www.dgt.nhs.uk/contact-us/compliments>

Alternatively, please contact the Patient Advice and Liaison Service (PALS) on 01322 428382 Email: dgn-tr.PALS@nhs.net

Patient Property

Please do not bring large sums of money or valuable items into the hospital. Dartford and Gravesham NHS Trust accepts no responsibility for the loss or damage to personal property unless it is handed into Trust staff for safe-keeping.

Dartford and Gravesham NHS Trust operate smoke-free hospitals. This means that smoking is not permitted anywhere on hospital grounds. For help to quit smoking please visit www.kentcht.nhs.uk/service/one-you-smokefree/

Use of alcohol or illicit drugs is not permitted anywhere on the hospital site. For drug and alcohol support please speak to your nurse or doctor or

Visit: www.changegrowlive.org/westkent/help

Call: 0330 128 1113

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