Sheffield Haemophilia and Thrombosis Centre
Royal Hallamshire Hospital

Information for patients
Haematology - Non Malignant
Introduction

You have been registered with the Haemophilia and Thrombosis Centre at Sheffield, following a diagnosis of either a bleeding, or blood clotting disorder. This leaflet is to provide you and your family with general information about the Centre. The doctors and nursing staff will be happy to answer any questions about your condition. We have available specific information leaflets about bleeding and clotting conditions; if you would like these please ask.

Why do I need to be registered with a Centre?

The Centre provides specialised support and advice, not only for people with bleeding and clotting disorders and their families, but also for other professionals involved in your care, for example GPs, doctors in other specialities, dentists, practice nurses, physiotherapists, etc.

Where is the Centre?

The Centre is on P Floor of the Royal Hallamshire Hospital.

Disabled access is available on A Floor (through the outpatient building) and on B Floor through the main entrance to the hospital.

Disabled parking is available in the car park and on A road and B road, but spaces are limited.
Who works at the Centre?

Doctors

There are five consultants who see patients in the Centre, usually in clinics:

- Dr Rhona Maclean (Centre director)
- Prof Mike Makris
- Dr Eddie Hampton
- Dr Joost van Veen
- Dr Giorgia Saccullo

In addition, junior doctors provide care to patients in our Centre and may see you when you visit. As we are a teaching hospital, there may also be trainee healthcare professionals present during clinic. If you would prefer not to have students present please let the staff know.

Nurses

The nurses within the team are:

- Caryl Lockley
- Cathy Harrison
- Joy Farnsworth
- Louise Johnson
- Jessica Voyse

Appointments can also be arranged with:

- Physiotherapy - Becky Campbell
- Social worker - Sarah Bowman
- Clinical Psychology
Special Care Dental Consultants (Charles Clifford Dental Hospital):

- Mrs Nicole Dunning
- Miss Lauren Firth
- Ms Jo Adlington
  (Limbrick Dental Clinic, Limbrick Close, Sheffield S6 2PE)

Secretarial and clerical staff

Prof Makris' secretary

- Claire Wheeler - 0114 226 1408 (Wednesday - Friday)

Dr Hampton and Dr Saccullo's secretary

- Kate Moreton - 0114 271 2231 (Monday - Thursday)

Dr Maclean and Dr van Veen's secretary

- Judy Leach - 0114 271 2500 (Monday - Friday)

Haemophilia Centre Clerical Support Officers (Reception)

- 0114 271 3211

Data Managers

- Claire Woodhead and Emma Pullia - 0114 271 3633
- For Home Delivery information please see additional leaflet
When and where are clinics held?

Severe bleeding disorder clinics (Haemophilia Centre P floor):

- Wednesday afternoons, 2.00pm - 4.30pm

  All consultants take it in turns to do this clinic. There may also be a specialist nurse, physiotherapist and/or social worker in the consultation. Every 8 weeks a joint bleeding disorders / orthopaedic clinic will run with Mr Andy Hamer present in the Centre.

Prof Makris' clinics (Haemophilia Centre P floor):

- Tuesday mornings, 8.30am - 12.00 midday

Dr Hampton's clinics (Medical Out-patients, on A floor):

- Tuesday mornings, 8.45am - 12.00 midday

Dr Maclean's clinics (Haemophilia Centre P floor):

- Friday afternoons, 1.30pm - 4.30pm

Dr van Veen's clinics (Haemophilia Centre P floor):

- Thursday afternoons, 1.30pm - 4.30pm

Dr Saccullo's clinics (Haemophilia Centre P floor):

- Thursday / Friday afternoons, 1.30pm - 4.30pm
Nurse led telephone clinic (Caryl / Cathy on the telephone):
  • Mondays, 9.30am - 12 midday and 1.00pm - 3.30pm

Acquired bleeding disorders / ITP / TTP clinic (Haemophilia Centre P floor):
  • Friday mornings, 9.30am - 11.30am

New ad hoc clinic (Haemophilia Centre P floor):
  • Tuesday afternoons, 2.00pm - 4.00pm

Pulmonary Embolism (PE) clinic (Haemophilia Centre P floor):
  • Wednesday mornings, 9.00am - 12.30pm

Thrombosis clinic (Medical Out-patients A floor):
  • Friday mornings

Sometimes, under special circumstances, the doctors will arrange to see patients at other times.
Concerns and complaints

If you have any concerns about your care that have not been dealt with through the service, and you would like to discuss these with someone, please contact the Patient Services Team.

They are available from Monday to Friday, 9.00am - 5.00pm by:

- telephone on **0114 271 2400**
- email at **sth.pals@nhs.net**
- or in person in the Patient Partnership Department on B Floor at the Royal Hallamshire Hospital and in the main entrance on C Floor of the Huntsman Building at the Northern General Hospital.

Outside of these times, you can leave both telephone and email messages for the team to respond to on the next working day.

How do I contact the Centre?

If you have a clinical problem, try to ring as early in the day as possible, in case an urgent appointment for any tests is needed.

**Opening times**: Monday - Friday, 8.00am - 5.00pm

**Telephone**: 0114 271 3211

- **Option 1** Reception team for appointments, transport, non-clinical concerns
- **Option 2** Clinical team (including nursing team, physiotherapy or social worker)
- **Option 3** Prescriptions and results (leave a message, calls will be returned after 1.30pm)

Please note: **options 1 and 2** will both be answered by a member of the clerical team and put through to the nurses as needed. Please provide
them with as much information as possible about the reason for phoning, including your name and date of birth. Thank you.

**Urgent calls:** If your call is urgent and our telephone is engaged you can ring the hospital switchboard on **0114 271 1900** and ask for "**bleep 2120**". Bleep 2120 is the pager carried by the Haemophilia Nurses 8.00am - 5.00pm on weekdays.

Outside these hours, for urgent problems, help and advice can be obtained 24 hours a day, every day, by ringing the hospital switchboard **0114 271 1900**. Ask for the "**Registrar on-call for bleeding and clotting problems**".

**Email:** STH.HaemophiliaCentre@nhs.net
You can use the email address to ask for prescriptions, holiday letters or ask for non-urgent clinical advice.

If you have any questions, please do not hesitate to ask.

**Alternative formats can be available on request.**
Please email: **sth.alternativeformats@nhs.net**