

Welcome to the Haemato-oncology Service

 **Information for patients**
Haematology



PROUD TO MAKE A DIFFERENCE

SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST



Welcome

The Haemato-oncology Service at Sheffield Teaching Hospitals offers a comprehensive service to provide diagnosis and treatment of all haemato-oncology and lymphatic disorders. We are also the regional specialist centre for stem cell transplants. Our medical outpatient clinic, day case unit and inpatient wards treat patients for a number of different conditions relating to haemato-oncology including:

- Multiple myeloma
- Acute myeloid leukaemia and myelodysplastic syndrome
- Acute lymphoblastic leukaemia
- Chronic myeloid leukaemia and related disorders
- Chronic lymphocytic leukaemia and related disorders
- Lymphoma (Hodgkin and non-Hodgkin)

This leaflet aims to provide you with further information about the department and our services including:

- An introduction to staff in our treatment teams
- An overview of our services
 - Outpatients
 - Day Case
 - Inpatients
- Travel and parking advice
- Support services
 - Hospital advice and support
 - Help and support from other organisations
- What to do if you become unwell at home during treatment

Introducing our staff teams

Within the department there are three teams which specialise in the care of haemato-oncology patients. Each team has specialist registrars and junior medical staff working together to oversee your care.

Myeloid team

The myeloid team is responsible for the care of patients with conditions such as acute myeloid leukaemia, myelodysplastic syndrome, chronic myeloid leukaemia and related disorders, myeloproliferative disorders and aplastic anaemia.

- Professor John Snowden, Consultant Haematologist
Secretary: 0114 271 3357
- Dr Harpeet Kaur, Consultant Haematologist
Secretary: 0114 271 3350
- Dr Sebastian Francis, Consultant Haematologist
Secretary: 0114 271 3732
- Heather Shepherd and Amy Hawke, Clinical Nurse Specialists

Myeloma team

This myeloma team is responsible for the care of patients with conditions such as myeloma and paraproteinaemia disorders.

- Professor John Snowden, Consultant Haematologist
Secretary: 0114 271 3357
- Dr Andrew Chantry, Consultant Haematologist
Secretary: 0114 271 3357
- Dr Yousef Ezaydi, Associate Specialist
- Andrea Foster and Amy Hawke, Clinical Nurse Specialists

Lymphoid team

This team is responsible for the care of patients with conditions such as acute lymphoblastic leukaemia, chronic lymphocytic leukaemia and related disorders, high-grade non-Hodgkin lymphoma, low-grade non-Hodgkin lymphoma and Hodgkin lymphoma.

- Dr Josh Wright, Consultant Haematologist
Secretary: 0114 271 1731
- Dr Nicholas Morley, Consultant Haematologist
Secretary: 0114 271 3395
- Dr Helen Barker, Consultant Haematologist
Secretary: 0114 271 1732
- Helen Easson and Laura Kelley, Clinical Nurse Specialists

Bone Marrow Transplant (BMT) team

The BMT team include:

- Sister Helen Jessop
- Sister Sue Simpson
- Sister Claire Wood
- Sister Sarah Perry

They can be contacted during office hours Monday to Friday (9.00am - 5.00pm) on:

- BMT office: 0114 271 2263

For post-stem cell transplant support contact:

- Sister Aileen Nield
Available Monday to Friday (8.30am - 4.30pm) on:
• 0114 271 1500

Clinical Nurse Specialists / Keyworkers

Clinical nurse specialists / keyworkers are trained to give care and support from diagnosis right throughout your treatment. They are available for both you and those close to you. They can provide help with:

- Information about your illness and treatment
- Supporting you and your family throughout your illness
- Coping with symptoms and side effects
- Being a point of contact after discharge
- Signposting to support from other organisations

When you are diagnosed you will be allocated a nurse specialist. They are available during office hours Monday to Fridays (9:00am-5:00pm):

- Amy Hawke and Andrea Foster
0114 271 1749
- Heather Shepherd
0114 271 2075
- Laura Kelley and Helen Easson
0114 271 3135

If they are not available when you call please leave a short message and they will call you back as soon as they can. Remember to leave your name, hospital number and telephone number.

Outpatient services

Where are clinics held?

Haemato-oncology clinics are held in Medical Outpatients on A floor of the Royal Hallamshire Hospital and occasionally in Medical Outpatients at Weston Park Hospital.

What to expect

We run both doctor-led clinics and nurse-led clinics. You are encouraged to bring someone with you to your clinic appointments if possible.

It is often a good idea to think about the things you want to ask before attending. Please feel free to write them down and bring them with you. You may want to jot them down at the back of this leaflet.

We do our utmost to make sure you are seen on time. However, there may be occasions when changes happen meaning your wait may be longer than usual. If this happens, the clinic staff will keep you informed.

Tests

During your clinic appointment, you may be asked to have further tests such as a chest x-ray or blood tests. This is so that the doctor has all the information needed to assess you. Please leave extra time for your visit in case you are required to have some tests.

If you have any queries when you are in clinic, the staff there will be happy to help.

Students and teaching

We often have trainees (junior doctors), nurses, students, researchers and visiting staff from other hospitals in our clinics. If you would like to have a consultation without other staff present, please let the outpatient staff know. This won't affect your care in any way.

Changing your appointment time

If you need to change or check your appointment details or if you require hospital transport please contact the clinic on:

- **0114 271 1679**
- **0114 271 1670**

Day case services

Where is the Day Case Unit?

Our Day Case Unit is located on Ward O2 at the Royal Hallamshire Hospital. Patients attend our unit for a number of different treatments.

What to expect

You might like to bring something to do when you attend, such as a book or magazine. Please do not bring valuable items or large amounts of money with you as we cannot be responsible for them if they are lost.

Refreshments

We provide drinks and refreshments to all patients having treatment. This includes a light lunch such as soup, sandwiches and cakes. Relatives and friends are welcome to use the catering facilities on D floor.

Treatment areas

Treatment areas are mixed sex, though all bays have curtains that can be drawn to maintain privacy. There are also rooms available if you would like to have a private conversation with a member of staff.

Teenagers and young adults under 25 have a separate designated area allocated when attending for treatment.

Your appointment time

The unit is open Monday to Friday, from 7.30am until 8.00pm. We also operate a limited service at weekends and bank holidays. Our appointments system is designed to deliver treatment to all patients as efficiently as possible, so please keep to the appointment you have been given where you can. If you do need to change your appointment please contact us on:

- **0114 271 3607**

Inpatient services

Where are inpatient wards located?

Our inpatient services are on three wards all based at the Royal Hallamshire Hospital, P3 and P4 on P floor and O1 on O floor.

What should I bring?

When admitted it is useful to bring:

- Your usual medications
- Toiletries and a towel
- Something to pass the time such as books, magazines, puzzles etc
- Comfortable clothing
- Mobile phone, laptops and other electronic devices with chargers (free Wi-Fi is available)

For safety reasons we do not allow you to bring in electrical items apart from the items above.

Please don't bring in any unnecessary items such as jewellery/valuables, or large amounts of money as we cannot guarantee their safety. There are no facilities to store these items safely and they will be your own responsibility. It is best to only have enough cash to buy newspapers, snacks etc.

What to expect

Our wards consist of single bedded rooms and 4 bedded single sex bays. You will have access to single sex toilets and shower rooms.

Teenagers and young adults under 25 have 2 separate designated single bedded rooms as well as a designated 2 bedded single sex bay.

TVs and telephones are available at each bedside for personal use (payable on the ward). There is a free TV available in the day room.

Teenagers and young adults under the age of 25 have access to a designated room with a TV and games consoles.

Daily routine

Your day to day care will be managed by a team who will review you every day. There is a consultant-led ward round twice a week on Mondays and Thursdays.

Refreshments

Drinks and snacks can be brought in and stored in your locker or your room fridge. Any items in the fridge must be clearly labelled with a time and date as the fridges are checked daily.

We try our best to protect meal times so that you are undisturbed, however there may be occasions when this is not possible. If this does become a problem please inform the nursing staff.

- **Breakfast** 8.00am – 8.30am
- **Lunch** 12.00pm – 12.30pm
- **Supper** 5.00pm – 5.30pm

Drinks are offered at regular intervals but can also be requested outside of these times.

Visiting times

Visiting times are 8.00am to 8.00pm on our wards. If you are in a side room your visitors may be able to come outside of standard visiting times, please ask the nurse in charge.

Rest hour is between 1.00pm and 2.00pm. We would prefer visitors to avoid this time if possible out of respect for other patients.

Children under the age of 12 are not permitted to visit to reduce the risk of infections. Please talk to one of our nursing staff if you need to discuss this further.

We do not allow fresh flowers or plants on the wards. We ask visitors not to sit in your chair or on your bed; this helps to reduce the risk of infection.

Important visiting restrictions

Friends or family should not visit if they have:

- an infection
- flu-like symptoms
- sickness or diarrhoea
- contact with shingles / chicken pox

They should not visit until they have been clear of symptoms for at least 48 hours. If you are unsure, please speak to the nursing staff.

Contacting the ward

Ward P3

- **0114 271 3626**

Ward P4

- **0114 271 1743**

Ward O1

- **0114 226 1150**

Travel and parking

Transport can be arranged if your medical condition means you are not able to make your own way to the unit. You should be aware that you could wait for some time after your treatment has finished for transport home. If you can provide your own transport it is likely to be more convenient for you.

Am I eligible for a parking permit?

The concessionary parking permit is designed to assist those that are visiting the hospital either as a patient, or a visitor supporting a patient.

There are several types of concession available:

- **Frequent attendance to O2 Day Case Unit for Haematology appointments**

Eligibility: If you attend O2 Day Case Unit for at least one appointment per week for five weeks in a row or more, OR attend two or more times a week over one month.

Concession: You will need to pay for your first appointment, after this you can use your pass for free parking for all remaining appointments.

- **Blue-Badge Holders**

Eligibility: Patients or visitors with a 'blue badge'

Concession: Patients or visitors are entitled to free parking in any space in the multi-story car park (attendant will lift barrier on exit if blue badge is shown). Alternatively free parking around the hospital site in designated parking space if a disabled bay is not available. **Blue badge must be on display in vehicle at all times to prevent a parking ticket.**

- **In-patient visitors**

Eligibility: Once a patient has been an inpatient for three weeks, a named carer can apply for a parking permit.

Concession: The applicant applying for a permit will receive a pass requiring a one-off payment of £6.20* per week for the remainder of the time spent in hospital.

- **Outpatient or Day Case Unit appointments which exceed four hours due to hospital delays**

Eligibility: If an appointment has led to an unexpected delay of more than four hours. If the appointment is expected to last more than four hours, this concession does not apply.

Concession: Patient will pay a single payment of £3.70* a concessionary voucher will prevent further car park charges over this payment.

*Prices correct at time of publication

Important parking restrictions

Do not park in ambulance bays, taxi ranks, yellow grid hatched areas or on double yellow lines.

How do I apply for a concessionary parking permit?

For patients attending the O2 Day Case Unit, please ask at the reception desk, and one of the reception staff will apply for a permit on your behalf.

For visitors to inpatients, please ask the ward clerk on ward O1, P3 or P4, so that the permit can be requested.

Other help with travel costs

- **Benefits**

Eligibility: Proof of benefit, for example Universal Credit, plus attendance certificate from the clinic attended and all public transport tickets.

Concession: Travel expenses can be reimbursed if you take all the above documents to the Cashiers Office on B floor.

Further information from the hospital team

How can I arrange to see my consultant?

To organise an appointment with your consultant to discuss diagnosis or treatment please speak to your keyworker or the nursing staff looking after you (if an inpatient). Alternatively you can contact your doctor's secretary via switchboard on 0114 271 1900 or using the direct phone number given at the front of this booklet (see pages 3 and 4).

How can I get a record of my clinic consultation?

If you would like a copy of your clinic letter please ask the doctor at your appointment, or contact your keyworker / consultant's secretary.

What is the multi-disciplinary team (MDT) discussion for?

When you are diagnosed, your care and treatment will be discussed at an MDT meeting. This ensures that an accurate diagnosis is agreed and the most suitable treatment plan is offered to you.

For more information about this process, please ask your keyworker or your consultant's secretary for a copy of the MDT leaflet.

Other available support

Speak to your keyworker for further information / advice on:

- Nutrition and diet
- Benefits, finance or welfare
- Psychological support
- Coping with the side effects of treatment or the illness
- Family support
- Spiritual concerns
- Exercise

We can also offer a holistic needs assessment at any time. This is an in-depth review of any problems you wish to discuss further.

Other organisations providing support

Haematology Support Group

This is run via Leukaemia Care and is aimed at both you and your family throughout your treatment. It is held in the Cancer Support Centre every two months. Times vary between Wednesday afternoons 3.00pm - 5.00pm and Wednesday evenings 6.00pm - 8.00pm. There is no need to pre-book so feel free to just drop in. For further information you can contact:

Cancer Support Centre

- **0114 226 5666**

Leukaemia Care

- **0808 801 0444**

Cancer Support Centre

The Cancer Support Centre offers a variety of services to individuals and families including:

- a drop-in service
- complementary services
- welfare advice
- carer support coffee mornings
- craft sessions.

Ask your keyworker for a leaflet.

The Support Centre is located a short walk from the hospital.

- 23 Northumberland Road
Sheffield, S10 2TX
- **0114 226 5666**
- www.cancersupportcentre.co.uk

Cavendish Centre

The Cavendish Centre offers complementary therapies and counselling. This is given as a course of treatment following an initial assessment. Family members can also access the services, including a specific service for children. Please ask for further details and directions.

- 27 Wilkinson Street
Sheffield, S10 2GB
- **0114 275 4070**
- enquiries@cavcare.org.uk

National support groups

If you would like further information on national support groups please speak to your keyworker.

If you feel unwell during treatment

Please contact us if you develop any of the following:

- Any side effects that you are struggling to control
- A temperature **above 38°C** (check your temperature as directed by the nursing staff or if you feel unwell)
- **Feeling shivery and shaky or flu-like symptoms**
- Sickness or diarrhoea for more than 24 hours
- A rash
- A productive cough (yellow / green / brown sputum)
- Your central / PICC line:
 - looks inflamed or red
 - has a discharge
 - is bleeding
 - has become tender or painful
 - has moved position
- Any bruising or bleeding
- Unexplained drowsiness or confusion

O2 Daycase Unit

- **0114 271 3607**

Monday to Friday 8.00am - 8.00pm

Saturdays / Bank Holidays 8.00am - 4.00pm

Ward P3 / Ward O1 (Outside of the above hours)

- 0114 271 3626
- 0114 226 1150

If you are unable to breathe, have sudden onset of breathlessness or develop chest pain, you or someone with you will need to ring 999 for an emergency ambulance.

Your notes and questions to ask

Your notes and questions to ask

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

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