

CONTACT DETAILS OF YOUR HEALTHCARE TEAM

If you have been given information to go into section 5 of this folder,
the details below may be pre-printed in that section.

Consultant:	
Secretary:	
Telephone number:	
Oncologist:	
Secretary:	
Telephone number:	
Clinical Nurse Specialist:	
Telephone number:	
Nurse Practitioner:	
Telephone number:	
Community Nurse:	
Telephone Number:	
District Nurse:	
Telephone number:	
Social Worker:	
Telephone number:	
Dietitian:	
Telephone number:	
Other telephone numbers:	

YOUR KEY WORKER

Your Key Worker or 'Key Contact' is someone from the health care team who has a complete picture of your illness, treatment and care. The Key Worker should be identified and recorded at the Multi-disciplinary meeting. They should also know about local sources of information and support that may be helpful to you and be able to answer any questions you may have about your illness or your treatment. Please speak to them if you have any questions or concerns. If they don't know the answer they will try to find someone who does. Your Key Worker may change during the cancer journey as your needs change, as it is essential that you are being guided by the most appropriate health professional. It is the responsibility of the current key worker, in discussion with you, to arrange the transfer to the next Key Worker.

A key worker card has been developed in the network where the contact details of the Key Worker should be recorded and there is a space for this card at the front of this folder. A change of Key Worker should be documented on the Key Worker Card and the new contact details recorded. All the relevant professionals should be informed of this change of Keyworker.

If your Key Worker is absent from work for a long period for any reason, it is appropriate to be given an alternative Key Worker.

If you would like a record or summary of a consultation where your diagnosis, treatment options and relevant follow up (discharge) arrangements were discussed, please inform the Doctor during your appointment. Alternatively, you can contact your Clinical Nurse Specialist who can arrange this for you.

If the record or summary is required in a language other than English or in a format necessary for those who are visually impaired or blind, please discuss this with the Doctor or the Clinical Nurse Specialist at the time.

YOUR LOCAL ONCOLOGY SERVICE

(Cheltenham / Gloucester / Hereford / Worcester)

ONCOLOGY CENTRE

This is situated at **Cheltenham General Hospital**

Chemotherapy Department:	08454 224028
Radiotherapy Department:	08454 224147
For urgent chemotherapy problems you can contact the Chemotherapy Helpline (24 hour cover)	08454 223444

The Oncology team are there to support you during your cancer treatment.

The local contact is:

Name:	
Telephone:	
Bleep:	
Situated at:	

Name:	
Telephone:	
Bleep:	
Situated at:	

THE MOBILE CHEMOTHERAPY UNIT

The 3 Counties Cancer Network is proud to host the UK's first Mobile Chemotherapy Unit (MCU). The unit was launched in February 2007. It is provided by the charity Hope for Tomorrow and operated by Gloucestershire Hospitals NHS Foundation Trust.

The unit offers state of the art care in a different environment and brings chemotherapy treatment closer to home.

The unit treats patients at various sites across the Network. The unit is not suitable for patients on every type of chemotherapy regime and it is ultimately the decision of the Consultant Oncologist as to whether patients are suitable for treatment in the Unit.

For more information, please speak to your doctor.



**The UK's first Mobile
Chemotherapy Unit**



**Inside the Mobile
Chemotherapy Unit**

Version 5 June 2010

THE HEREFORD SUITE

The Hereford Suite is situated on the second floor of the Oncology unit at Cheltenham General Hospital. The suite of hostel rooms has limited availability but is designed to accommodate patients receiving CHART. This is a treatment regime where patients require treatment three times a day for 12 days, therefore requiring a stay in hospital.

The service is for patients who are self caring and do not require nursing care. Gloucestershire Hospitals Trust are contracted to deliver the service and the agreement is for a set number of patients each month. Therefore rooms are reserved for appropriate weeks when CHART is to run.

Staff do not know until close to the start date of each CHART month how many rooms will be needed and therefore it is difficult for them to assign rooms to other patients prior to this time. The rooms are also used by the other oncology wards for patients requiring certain treatments and also for relatives of seriously ill patients on Lilleybrook and Rendcomb wards.

It is therefore important to note that rooms in the Hereford Suite may not always be available. A list of available accommodation nearby is available on the next page.

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BED AND BREAKFAST ACCOMODATION NEAR TO CHELTENHAM GENERAL HOSPITAL

This list has been compiled from information from Cheltenham Tourist Office and those on it should not be seen as approved or recommended by the 3 Counties Cancer Network

Prices quoted are for guidance only. We advise you to telephone the accommodation to check rates before booking and to request directions.

ACCOMODATION HOTLINE WITH FREE BOOKING SERVICE 01242 522878

ABBAY HOTEL 14-16 Bath Parade Cheltenham GL53 7HN Tel: 01242-516053 Fax: 01242-513034 office@abbeyhotel-cheltenham.com www.abbeyhotel-cheltenham.com/	En-suite rooms Single £48 (en suite) Single £38 (private bathroom) Double/twin £75
BEAUFORT ARMS PUBLIC HOUSE 184 London Road Cheltenham GL52 6HJ Tel: 01242-526038 beaufort.arms@blueyonder.co.uk www.beaufort-arms.co.uk/arms/	Single £30
BENTONS 71 Bath Road Cheltenham GL53 7LH Tel: 01242-517417 Fax: 01242-527772 http://bentons-guesthouse.co.uk/	En-suite rooms Single from £35 Double/twin from £70

BRENNAN GUEST HOUSE
21 St Luke's Road
Cheltenham GL53 7JF
Tel: 01242-525904
colintaylor@blueyonder.co.uk

No en-suite rooms
Single £22
Double/twin £48

CROSSWAYS GUESTHOUSE
Oriol Place
57 Bath Road
Cheltenham GL53 7LH
Tel: 01242-527683
Fax: 01242-577226
cross.ways@btinternet.com
www.crosswaysguesthouse.com/

En-suite rooms
Single from £50
Twin from £80
Double from £95

LEESWOOD
14 Montpellier Drive
Cheltenham GL50 1TX
Tel: 01242-524813
leeswood@hotmail.com

En-suite rooms
Single £26
Double/Twin £50
(en-suite £40 single
£60 double)

LONSDALE HOUSE
Montpellier Drive
Cheltenham GL50 1TX
Tel/Fax: 01242-232379
lonsdalehouse@hotmail.com

Single £30
Double £65 (en-suite)
Twin £55

MONTPELLIER HOTEL
33 Montpellier Terrace
Cheltenham GL50 1UX
Tel: 01242-526009
Fax: 01242-579793
MontpellierHotel@btopenworld.com
www.montpellier-hotel.co.uk/

En-suite rooms
Single from £30
Double/Twin from £54

PATIENT ADVICE AND LIAISON SERVICE (PALS)

We trust that your care and treatment will be positive but if you have any problems let your Key Worker or the staff on your ward know. If you wish to talk to somebody not directly involved with your care, you can contact the Patient Advice and Liaison Service (PALS).

PALS is there to:

- Provide information about NHS services
- Listen to the concerns and suggestions of patients and their families and carers
- Help sort out problems quickly on the patient's behalf

Hospital PALS Contact numbers:

Gloucestershire	0800 019 3282
pals.gloucestershirehospitals@glos.nhs.uk	
Herefordshire	01432 372986
enquiries@hhtr.nhs.uk	
Worcestershire Royal Hospital (PALS is based at the Alexandra Hospital in Redditch)	01527 512177

For concerns about health care in the community, please contact the PALS staff in your Primary Care Trust:

Gloucestershire – GUIDe and PALS	0800 015 1548
www.guide-information.org.uk/	(freefone)
Herefordshire – PALS	01432 262016
enquiries@herefordpct.nhs.uk	
Worcestershire – PALS	0800 917 7919
pals@worcspct.nhs.uk	(freefone)