

Attending the Outpatient Department at The Beatson West of Scotland Cancer Centre

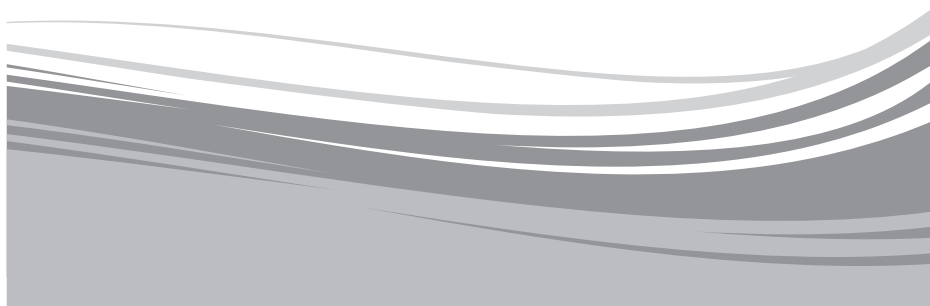
Contact Telephone Numbers

Outpatient Reception: ☎ 0141 301 7400 or ☎ 0141 301 7375

For patients on or within 6 weeks of treatment who have urgent or severe symptoms, please contact the Cancer Treatment Helpline:

Beatson 8am – 8pm ☎ 0141 301 7990

National 8pm – 8am ☎ 0800 917 7711



This leaflet is designed to provide information about visiting the Outpatient Department in The Beatson West of Scotland Cancer Centre.

1. Before your first visit

You may be interested to know that we have a website that has lots of useful information about our service. There are also videos that walk you through our departments. Some people find this helpful before attending as hospitals can be difficult to navigate. Further information and videos can be found at  www.beatson.scot.nhs.uk

Prehabilitation has become an important part of cancer care. It means getting ready for treatment following a cancer diagnosis, regardless of treatment options or stage of cancer.

It can help you to:

- Manage or improve your physical and emotional health.
- Reduce the side effects of cancer treatments by learning how best to manage these.
- Reduce time spent in hospital.
- Gain control over your own personal situation.
- Learn how to help yourself and where you can go for further support.

This may not be relevant in all situations however you can find out more about prehabilitation here:

 <https://www.maggies.org/cancer-information/cancer-treatment/prehabilitation-getting-ready-treatment/>

2. Arriving at the Beatson West of Scotland Cancer Centre

There are several car parks within the Gartnavel campus. The Outpatient Department is on level 1 of the Beatson. There is a drop-off point at the main entrance, and a wheelchair bay just inside. If you need any help, please ask a member of staff.

3. Booking in

When you arrive at Level 1, please book in at the main reception. This is located just within the entrance to the Outpatient Department. Our reception staff will advise you where your consultant's clinic is being held. They will ask you to make your way to Clinic Area 1, 2, 3 or 4. When you arrive, it is important that you have your letter so that staff in these areas know you have arrived.

4. Blood samples

- Blood samples are an important part of your assessment. They may need to be taken either before you see the doctor (if you are due to have chemotherapy) or afterwards.
- Many patients on chemotherapy have their bloods taken by the GP, Practice Nurse, District Nurse or local community phlebotomy hub. Having your bloods done before your clinic visit can help your team make decisions about your care more quickly. Bloods should be taken 1 – 2 days before your clinic appointment.
- If you are getting your blood taken outwith the Beatson, our staff will give you blood forms to take with you. If you are attending the Beatson in person, or if you have had a telephone consultation with your doctor, blood forms will be sent out in the post. This ensures the correct blood tests are done.
- If you have a problem getting bloods taken, please call your team. If you have a Clinical Nurse Specialist (CNS), you should have their contact details. They will be able to advise you.
- Occasionally we may need to repeat a blood test if the levels are found to be low. This will be done when you arrive at the clinic. Our staff will keep you informed if this is required.

- The blood taking room is located near the main reception. Please take a ticket with a number on it from the dispenser on the wall. When it is your turn, a nurse will call your number. At times, it can be extremely busy. Queues can be lengthy but we will see you as soon as possible. We appreciate your patience.

Important – If you have a PICC line, Hickman line or Port-a-Cath in place and are due to have bloods taken or your dressing done, please let nursing staff know as soon as you arrive at the clinic area. You do not need to take a number from the dispenser.

If you are not due at clinic and are only coming for your line care, please let the staff in phlebotomy room 1 know you are here. They will make sure you are in the queue. One of the nurses will then call you. They will ask you when you are next due in so an appointment can be made accordingly. This will be sent out in letter form and will come under Emma Mcleod CVC clinic. Alternatively you can make this appointment at the main reception before you leave.

5. Clinic areas and how they work

Clinics are split into 4 different areas- Area 1, Area 2, Area 3 and Area 4. Each clinic area has a separate staff base. In addition to showing your letter at main reception, please also show it here.

The Tom Wheldon building on Level 0 also has clinic rooms. Our reception staff will direct you if your appointment is in this area.

Many of the clinics see a large number of patients. Due to the complex nature of consultations, appointments can take time. You may therefore experience delays. Our nursing staff will keep you up to date with the waiting times. If you are affected by delays, you do not have to wait the whole time in your clinic area.

You are free to go for a coffee or a bit of fresh air if you need. Please just let our staff know so that we know where to find you.

There is often more than one clinic being held in each area. For this reason, it may appear that other patients are being taken before you. If you are unsure please speak to nursing staff, they are happy to help.

The Beatson Cancer Charity offers complimentary tea, coffee and biscuits in all clinic areas mid-morning and mid-afternoon.

6. Patient toilets

There are male, female and accessible toilets at the entrance to outpatients.

All gender and accessible toilets are located in the corridor between Clinic Areas 2 and 3. There is also an accessible toilet in the corridor of Clinic Area 4.

Should you need assistance in visiting the toilet, please do not hesitate to speak to a member of staff as soon as possible.

Some patients may need to provide a urine sample. To make things easier, if possible, please check in at your clinic area before visiting the bathroom. The staff will let you know if you need to provide a sample and give you the necessary equipment.

7. Going to pharmacy or Macmillan day bed unit

To get to the pharmacy or the Macmillan day bed unit, leave the Outpatient Department, go out into the foyer, turn right and then right again. The Macmillan day bed unit is located at the end of this wide corridor. The reception area is just through the double doors.

The pharmacy is on the left, about three-quarters of the way along this corridor. There is a small patient waiting room where you can wait for your prescription.

These areas are sign posted, however, staff are always happy to point you in the right direction.

8. Going to the Tom Wheldon building or Level 0 for radiotherapy

The Radiotherapy department is situated in both the Tom Wheldon Building and the main area of Level 0. To get to both areas from Level 1, take the lift or stairs down to Level 0. Once there, you will see signs for the Radiotherapy treatment rooms in the Tom Wheldon Building and those in the main part of Level 0. Treatment rooms A to E are situated in the Tom Wheldon Building. Treatment rooms F to L, Superficial unit, the Mould Room and CT Simulators 1 to 4 are situated in Level 0. If you are due to have radiotherapy, your doctor will let you know when it is likely to start.

9. Going to the X-Ray department

If an X-ray is required during your visit, this will be done in Gartnavel General Hospital. We can organise a porter to take you there and back, or alternatively we can give you directions

10. Patients coming with ambulance or volunteer driver service

The ambulance service and a few cancer charities can provide transport to eligible patients. The Scottish Ambulance Service have an information leaflet which is available at the main reception desks.

Please inform clinic staff if you were brought in by the ambulance or volunteer driver service. They will then let reception staff know when you are ready to go home. It is important you wait where the driver knows to pick you up. If you make alternative arrangements, please let a member of the reception staff know. This allows us to cancel your transport.

Please note that your driver will often have several patients to collect or drop off. Therefore, they may pick you up from your home a couple of hours before your appointment time. You may also have to wait a couple of hours to be collected after your appointment. Unfortunately, we have no control over when your transport may pick you up or take you home. If you have family, friends or neighbours who are able to provide transport, your time spent at hospital will be shorter.

11. Cafes and vending machines

As well as the complimentary refreshments offered in the Outpatient Department, the Beatson has two cafes. The Aroma café is situated on Level 1 and the Beatson Cancer Charity café is situated on Level 0 in the Tom Wheldon building. A vending machine is available on Level 1.

We hope this information is helpful as a guide to the Outpatient Department. Please remember all our staff are here to help. If you have any questions or concerns, please let us know as soon as possible.

12. Your team

You will not necessarily meet with a Consultant on your first visit. However, your consultant will always be in charge of your overall treatment programme. Your individual case will also have been discussed with an expert team of health care professionals. They jointly agree the best treatment plan for you. If you have questions, please speak to the team looking after you or call your consultant's secretary.

You may be assigned a CNS. You can telephone or email them anytime you need further information or emotional support. You will be given their name and contact details either at your first clinic visit or shortly after this. With your permission, the CNS can also speak with your closest relative or friend if you wish.

We work jointly with many other members of the wider team who may also be involved in your care. This includes pharmacists and radiographers.

13. Treatment

On some occasions your treatment may start on the same day as your visit. However it is more likely that it will be arranged to start within a couple of weeks. This is because we sometimes need to do additional tests.

You will also be given written information about your treatment which you should read carefully. It is important that you understand the information before going ahead with the treatment. We will give you time to do this. You may need to read the information several times to ensure you fully understand it. You may also wish to share this information with friends and family.

We use a wide variety of treatments specific to your type of cancer and individual treatment options. The written information given to you will explain about your specific treatment and side effects.

- You will have scans and further tests at different points during your treatment. This allows us to see how your treatment is going. We will give you the results of the scans when you attend your outpatient appointment. You can also contact your CNS to discuss results of blood tests and scans.
- The treatment you are having will determine how often you will have to attend for out patient appointments. Your team will discuss this with you.

14. Role Of Primary Care Team (GP +/- District Nurse).

Your GP and District Nurse, if you have one, remain your first point of contact if you are unwell. **However**, if you are on or within 6 weeks of cancer treatment, you should call the Cancer Treatment Helpline on ☎ 0141 301 7990.

We will give you a card with information about when to call the Cancer Treatment Helpline. For any health issues or concerns not related to your cancer or that you had before your cancer diagnosis, you should contact your GP.

15. Getting started with cancer treatment - education session

Getting started with cancer treatment at

THE beatson
WEST OF SCOTLAND CANCER CENTRE



MAGGIE'S
Every parent's home of cancer care

Prior to starting your treatment, we ask you to attend a **'Getting Started with Cancer Treatment'** education session held at Maggie's Glasgow, this will help you prepare for treatment (chemotherapy, radiotherapy or immunotherapy)

If you have previously received the same treatment, you don't need to attend however are welcome to do so. Sessions last around 1 hour, and you are welcome to bring someone with you.

In-person session (no need to book, just come in)
Monday - 9.30am (any treatment)
Tuesday - 11.30am (any treatment)
Wednesday - 2pm (radiotherapy only)
Friday - 9.30am (any treatment)

To join an online session, please register via the QR code



Please see reverse for location.



16. Support Services

The majority of cancer types will have their own website. Your clinical team can advise which is best for you to access. You can also find links on the Beatson Website detailed below.

We hope this information is helpful as a guide to the Outpatient Department. Please remember all our staff are here to help. If you have any questions or concerns, please let us know as soon as possible.

Outpatient Service Manager	- Emma McLeod
Deputy Outpatient Manager	- Hilda Aboagye and Kelly Matheson

☎ 0141 301 7338

Beatson Campus (Glasgow)

Beatson Website

🌐 <https://www.beatson.scot.nhs.uk>

You can tell us your story about your experience here:

🌐 <https://www.careopinion.org.uk/tellyourstory>

Information about Clinical Trials can be found here:

🌐 <https://www.beatson.scot.nhs.uk/patients-and-visitors/wards-departments/clinical-trials/>

Macmillan Information and Support Centre- Level 1, Beatson

🌐 <https://www.beatson.scot.nhs.uk/patients-and-visitors/information-support-services/macmillan-cancer-support-services/>

Beatson Cancer Charity

🌐 www.beatsoncancercharity.org

Maggie's Centre

🌐 <https://www.maggies.org/our-centres/maggies-glasgow/>

You can find out about 'Prehabilitation' here:

🌐 <https://www.maggies.org/cancer-information/cancer-treatment/prehabilitation-getting-ready-treatment/>

Others

Macmillan Cancer Support

🌐 <https://www.macmillan.org.uk/>

Improving the Cancer Journey Service

🌐 <https://www.glasgow.gov.uk/index.aspx?articleid=17159>

Money Matters

🌐 <http://www.moneymattersweb.co.uk/>

Macmillan Benefits Team:

🌐 ggc.beatson.moneyadvice@nhs.scot

Ayrshire and Arran

Ayrshire Cancer Support

🌐 <https://www.ayrshirecs.org/>

North Ayrshire Cancer Care

🌐 <https://www.northayrshirecancercare.org/>

Improving the Cancer Journey Service

🌐 <https://www.nhs.uk/services/services-a-z/improving-the-cancer-journey-icj/>

Ayrshire Hospice

🌐 <https://www.ayrshirehospice.org/>

Forth Valley

Maggie's Centre

🌐 <https://www.maggies.org/our-centres/maggies-forth-valley/>

Specialist Palliative Care/Hospice

🌐 <https://www.strathcarronhospice.net/>

Macmillan Money Matters

🌐 <https://www.stirling.gov.uk/community-life-and-leisure/advice-services-and-welfare-reform/>

Lanarkshire Maggie's Centre

🌐 <https://www.maggies.org/our-centres/maggies-lanarkshire/>

The Haven - support for people with life limiting illness

🌐 <https://www.thehavencentre.com/>

Specialist Palliative Care and Hospices

🌐 https://www.southlanarkshire.gov.uk/info/200228/health_and_medical_information/728/hospice_care

Macmillan Money Matters

🌐 <https://www.nhsinform.scot/scotlands-service-directory/health-and-wellbeing-services/10069%20sla1116>

Notes

Leaflet prepared by I. Wotherspoon and N. Donnelly May 2023

Reviewed K. Matheson and H. Reid June 2026

Approved H. Reid June 2026